

# **Patient Portal Frequently Asked Questions**

## **What services can I access via Patient Portal?**

- Have access to your medical record
- View appointment summary
- View lab results or Imaging results
- Update personal information – new phone number, address, etc.

## **How secure is my medical information?**

Your information is extremely secure. The information on the Portal is merely a snapshot of your medical record, not the actual record. The snapshot is maintained on a secure server.

## **How do I register for Patient Portal?**

If you are interested in having access to the Patient Portal, please notify the front desk at your next appointment. If your physician is on the Portal, you will be given a user name and password.

## **Can I ask emergency related questions via the Patient Portal?**

NO, the Patient Portal is not a means of communication from Patient to provider. If you need to contact your Physician please call the office. **If you are experiencing a health care emergency, call 911 or visit the nearest emergency room.**

## **Can I cancel or reschedule an appointment via the Portal?**

You will receive an appointment reminder email 7 days before your appointment date and another one 2 days before your appointment date. The email will be from reminders@eclinicalmail.com. If you are unable to make your appointment please try and give a (5 days) advance notice. This will give your Physician's office the chance to open your appointment to others in a timely fashion, please call your physician's office directly to make any appointment changes.

**Due to HIPAA (privacy) laws, we cannot email you a response directly that contains any medical information.**

## **Can I expect a reply by email, or by telephone?**

Each Physician will have their choice on how they communicate with their Patients. If we need more information to process your request or to let you know results, we may use your portal account messaging, mail letters *and/or* telephone.

## **Do messages sent through the Patient Portal become part of my medical record?**

Yes. Messages that are sent to you within the Patient Portal are part of your medical record.

## **I think my Patient Portal account has been compromised (i.e. someone else has accessed my account). What should I do?**

Call your physician's office immediately and we will disable your Patient Portal account. If you would like to continue to use the Patient Portal, we can issue you a new user name and password at your next visit to the clinic (the information will only be given in person, not by phone or email).

## **Can I have one portal account for my whole family?**

Each member of your family must have their own individual Patient Portal account, as all messages and information transmitted become part of your permanent health record. If another member of your family has access to the patient portal through their Primary Health Medical Group doctor, you will have separate usernames and passwords that are specific to each of you. Please make certain you are using the correct username and password. You will be welcomed by name after a successful login; please double-check it is the correct patient before proceeding with requests or changes.