

# Patient Portal Frequently Asked Questions

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

- Request and view appointments;
- Request a referral to a specialist;
- Request a refill of a medication that is already prescribed to you;
- Request lab results or request that a lab test be ordered for you;
- Update personal information – new phone number, address, etc.;
- Send a secure message to your health care provider.

## **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 to be used for emergency related health care issues. Please call your physician's office directly for any question you would need answered within one business day or sooner. 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?**

Yes, with advance (5 days) notice only. In order to open your appointment to others in a timely fashion, please call your physician's office directly to make any appointment changes within 5 days.

## **How will I know that my request has been taken care of?**

You will receive an email to the address you previously supplied our office. The email will be from [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com). The email will direct you to log on to your patient portal and view the reply or actions taken. 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?**

We generally will reply using the same method that you used to contact us. If we need more information to process your request, we may use email *and/or* telephone.

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

Yes. Messages that you send within the Patient Portal, and the responses to those messages, become 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.

### **Will only my doctor see my message or information submitted?**

Staff members other than your physician will be involved in receiving your messages, and routing them to your physician, nurse, or front desk as necessary. If your physician is out of the office that day, your request may be handled by the physician on call, or held until he/she returns to the office.

### **Will I continue to receive a phone call from the clinic staff with lab results, as I have before I began using the Patient Portal?**

No, the Patient Portal will be used to communicate your lab test results to you, unless otherwise specifically requested. The Patient Portal is such an effective communication tool – both for the clinic and for the patient – that we utilize it whenever we can.

### **How long does it take for requests to be processed?**

Messages and requests will be responded to as quickly as possible. Many requests will only be processed during your physician's normal office hours, as they are patient specific, medical issues. So please be patient with us. Remember, the patient portal is not to be used for emergency related medical issues or questions.

# **Technical and Troubleshooting**

## **What is the Primary Health Medical Group Patient Portal Website address?**

You can access the Portal by visiting the Primary Health Medical Group website at [www.primaryhealth.com](http://www.primaryhealth.com).

## **What are the password requirements?**

Passwords should be eight (8) characters in length, and contain only numbers and/or letters. No special characters should be used in your password or your patient portal account may be deleted from the system.

## **What if I forget my password?**

On the login screen, there is a “forgot password” link that will ask you for some personal information. You will then be able to set a new password.

## **Why is my account locked?**

As a security feature, the system will automatically lock-out an account that has had 3 failed login attempts. If your account becomes locked, you must visit your physician’s office so that we can verify your identity in person. Please bring photo identification with you (i.e. driver’s license). We apologize for this inconvenience, but it’s necessary for security purposes.

## **How can I prevent my account from becoming locked?**

If you attempt to login to your account 3 times and are unsuccessful, the system will lock your Patient Portal account. To have the account unlocked, please call your physician’s office. We recommend you use the “forgotten password” link to reset your password before your account becomes locked. You can reset your password by providing answers to personal information questions. You are able to reset your own password, at any time, with no assistance required from Primary Health Medical Group.

## **I am still having problems with the Patient Portal. Now what?**

While most of our patients have experienced no difficulties, from time to time there are technical questions. Our clinic staff can provide only very limited technical support. If our clinic staff cannot help you on the phone, they will report the problem and will let you know when it is solved.

## **I was expecting a response from a request I submitted, but I haven’t heard anything. What should I do?**

Log on to your Patient Portal account and see if the information you are waiting on is in your account. If not, you can send another secure message through the Patient Portal, or call your physician’s office to inquire about your request. Please remember that the Patient Portal should not be used for emergency related and responses may take 24 hours to process, longer on the weekends and over holidays.

## **When I check the Portal inbox, there are messages from my provider, but I’m not getting any email communication telling me to check the Portal account. What’s wrong?**

It could be that your email address on file at Primary Health Medical Group is not documented correctly. Please call your physician’s office and verify the correct email address with the Customer Service Representative. Unfortunately, we have no way of knowing if the email reminders and updates from the Patient Portal are getting through to your email inbox.