

Patient Portal Policy and Procedures

Proper Subject Matter

- *Prescription Refills, medical questions, lab results, appointment reminders or requests, routine follow up questions, etc.
- *Sensitive subject matter (HIV, mental health, work excuses etc.) is not permitted
- *We do not refill narcotics/ stimulants through this site
- *Please be concise when typing a message

Current Functionality of Patient Portal

- Email and secure messaging
- Refill requests (make sure we have the correct pharmacy on file)
- Viewing of lab results that have been sent to you
- Viewing and Printing of 'continuity of care record'
- Appointment requests
- Billing questions
- Update demographic information

Privacy

- All messages sent will be encrypted
- Email lists will be kept confidential and will not be shared with other parties

Response Time

- Response time to non urgent email inquires will be with in 24 hours but no later than 3 business days after receipt.
- We will not respond directly to email. All communication occurs through the Patient Portal instead.

Ad Majorem Dei Gloriam

What is the Patient Portal?

The **Patient Portal** is a web-based service that gives you **secure** access to parts of your electronic medical record. You can also communicate with your physician's office online about non-urgent medical issues and administrative topics.

After we request your email address you will receive an email from **UPDOX** requesting you set up your account online. Please click on the link to activate your account. You will have a username and password. Feel free to change the password at any given time.

How can the Patient Portal help me?

The **Patient Portal** offers many features to help you manage your personal health information at your convenience:

- Update personal information
- Exchange secure messages with your doctor's office
- Fill out forms
- Retrieve test results

Why can't I see some of my test results?

Your doctor must authorize the release of your test results, in order for them to appear in your **Patient Portal** account. Doctors often prefer to communicate test results of a sensitive nature in person, instead of via the **Patient Portal**.

Ad Majorem Dei Gloriam

Christian Weigel, MD

Nancy Weigel, MD

Angela Pannuti, PA-C

Christie Conn, PA-C

Lauren Hamilton, PA-C

Sylvia Southworth, PA-C