

Vicki Barrella, Medical Center Practice Administrator, has answered all questions on The Health Portal from our RAC Town Hall Meeting 4-5-18

Q-What happens if same email is used

A-You can only use one patient account per e-mail. Sorry ☹️

Q-After you have blood work (labs) how can you view it

A-Once the doctor or nurse practitioner has reviewed the labs you will receive an email letting you know there is new information in your account and you can sign in to view.

Q-Closing out from Portal

A-Use the X at the top right of your screen.

Q-What happens if I do not have email and want to get into portal

A-While there are privacy issues you may have a child, spouse or legal representative who has an email that you can provide to us to use as your address. You must remember that they will get all notices to their email and you will need to use that email as your user id.

Q-Going to outside medical doctor or facilities and want to see labs, etc.

A-Outside doctors mail or fax us information and it is scanned into your medical record. Unfortunately, at this time, scanned documents are not able to be viewed in the Portal. You are welcome to a printed copy of anything in your record.

Q-Can I still get hard copy of labs from doctor here

A-Yes, you can get a copy of your labs, x-rays or anything else from the Medical Center

Q-I did not receive an email with my CODE. Why?

A-We might not have your email on file in your medical record or we have it and there is a typo error in it. Just give the office a call with your email and we'll send you an email with a temporary password.

Q-How can I get into Portal if somehow I can't

A-Please call the Medical Center @ 215-443-3850 or Vicki @ 215-443-3852 with any questions related to the portal.