



# Frequently Asked Questions

For Additional Questions Please E-mail [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net)

## General Questions

### **What services can I access with the Patient Portal?**

- Ask A Question
- Complete Health Forms
- Access Personal Health Records
- Renew / Refill Prescriptions
- Pay / Review Bills Online

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

If you are interested in access to the Primary Health Network Patient Portal.

Follow either of the below methods.

1. You can register online at <http://www.primary-health.net/portal> and Primary Health Network will send you an invitation to the Patient Portal.
2. Notify the front office staff at your next appointment. If your physician is using the Portal you will be given an invitation.

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

No, the Patient Portal is intended for non-emergent healthcare issues only. Please contact your Physician's office for questions that you would like answered within three business days.

If you are experiencing a medical emergency, call 911 or visit the nearest emergency room immediately.

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

Your personal health information is very secure. Information shown within the Patient Portal is merely a snapshot of your medical record, not the actual medical record in its entirety.

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



# Frequently Asked Questions

**For Additional Questions Pleas E-mail [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net)**

You will receive a confirmation email to the address that you have supplied for the Patient Portal. This email will be from [patientservices@medfusion.net](mailto:patientservices@medfusion.net) the email will direct you to the log on to the Patient Portal and view the reply or actions taken.

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

Messages and requests will be responded to as quickly as possible, usually within 48/72 hours. 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.

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

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

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

Yes. Messages that you send using the Patient Portal, and the responses to those messages, all become part of your medical record.

If you need to contact Primary Health Network regarding Customer Service, Billing or any other matter please use <http://www.primary-health.net>

## **Can I have a Patient Portal account for my whole family?**

Unfortunately, you cannot. Each member of your family must have their own individual Patient Portal account, as all messages and information transmitted become part of your permanent medical record.

## **Will I continue to receive phone calls from the clinical staff with lab results, as I have before?**

We will use a combination of both communication methods if needed to contact you.

## **Can I use the Patient Portal if I am not an existing Primary Health Network patient?**

If you are not a current patient of the Primary Health Network you will not be able to gain access to the Patient Portal.

However, if you would like access, schedule an appointment with your local Primary Health Network health center and the site can sign you up.

## **I never got my invite email. What should I do?**



# Frequently Asked Questions

**For Additional Questions Pleas E-mail [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net)**

Be sure to verify that the email that you have supplied is entered correctly. Also be sure to check your Spam folder in case that your filter has accidentally placed the Patient Portal invite into the incorrect folder.

## Technical & Troubleshooting

### **What are the password requirements for the Patient Portal?**

Passwords should be (8) character or more in length, and contain only letters and numbers. No special characters such as \$#@& should be used.

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

At the login screen there is a "Forgot Your Password?" link that will request some personal information. You will then be able to set a new password for your Patient Portal account.

### **Why am I not receiving my email alerts?**

It could be that the email address on file within the Patient Portal is not accurate. Verify that the email address that you have entered is correct.

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

We apologize for this inconvenience, but it is necessary for security purposes.

As a general security feature, the Patient Portal will automatically lock-out an account that has had (3) failed login attempts. If you 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 think my patient portal has been compromised (i.e. someone else has accessed my account.)**

#### **What should I do?**

If you suspect that your account has been compromised contact [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net) and we will lock the account.

If you would like to continue to use the Patient Portal, you must visit your physician's office so that we can verify your identity in person. Please bring photo identification with you.

### **Who do I contact for Patient Portal support?**



# Frequently Asked Questions

**For Additional Questions Please E-mail [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net)**

If you are having difficulties using the Patient Portal, inquiries can be sent to [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net).

## **What software / hardware do I need to access the Patient Portal?**

The Patient Portal is web-based, so most up-to-date versions of browsers such as Internet Explorer, Firefox, Chrome, Safari.

Most operating systems such as Windows and Mac OS are also compatible with the Patient Portal.

## **I am still having problems connecting to the Patient Portal. What now?**

While most of our patients have experienced no difficulties, from time to time there are technical questions. Our clinical staff can provide only a very limited technical support. If our clinical staff cannot help you, please contact [portalhelp@primary-health.net](mailto:portalhelp@primary-health.net)