

Holm Medical Clinic Patient Portal

Frequently Asked Questions

What services can I access via Patient Portal?

- Request and view appointments
- Request a refill of a medication that is already prescribed to 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 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).

Holm Medical Clinic Patient Portal Frequently Asked Questions..cont'

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, 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 provider 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 provider on call, or held until he/she returns to the office.

Will I receive medical reminders through the patient Portal

Yes, the Patient Portal is such an effective communication tool – both for the clinic and for the patient – that we will utilize it whenever we can. We have a way in our system to flag patients when we think they are due for something. Mammograms yearly, Pneumonia shot when you turn 65, Colonoscopy every 10 years, etc. So, if you see an alert, it simply means we think you may be due to have this checked. Send us a message asking your doctor to review your chart and determine if you are due for this test.

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 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