

## **Patient Portal FAQ**

### **How do I send my doctor's office a secure message?**

In the Patient Portal, go to the Messages tab. Type your message to the office, and if necessary, include a reliable phone number in which you can be reached. When you are done typing the message, click Send.

### **My address is incorrect**

In the Patient Portal, go to the Messages tab. Send the office a secure message with the correct spelling of your address and the staff will fix it in the system for you.

### **My name is spelled incorrectly**

In the Patient Portal, go to the Messages tab. Send the office a secure message with the correct spelling of your name and the staff will fix it in the system for you.

### **My Insurance information is incorrect**

In the Patient Portal, go to the Messages tab. Send the office a secure message with your corrected insurance information and the staff will fix it in the system for you.

### **I need a medication refill**

In the Patient Portal, go to the Messages tab. Send the office a secure message requesting a refill and they will contact you about the status of your request.

### **How do I view my lab results?**

In the Patient Portal, go to the CCD tab. A new window will pop up with your name and address, medications and allergies and lab results. If you have any questions about your lab results, please contact the office at 410-252-9090

### **Why do I have to send a message, can't I just call the office?**

When you make a request using secure messaging, we are able to use a time stamped message to track your issue or request. This way we can ensure you are contacted within a reasonable amount of time.

**I am locked out of my Patient Portal, what do I do?**

If you are locked out of your account, it is because you have exceeded the number of login attempts allowed for your account. To unlock your account, please call our office and the staff can unlock your account for you.