

PORTLAND FAMILY PRACTICE

Why am I not receiving an e-mail notification from the office that information was added to my portal account?

Occasionally, we have members express this concern. While we cannot always verify for certain why a member is not receiving the initial e-mail notifying them that they should log onto their portal account to view new information, we can suggest that a few things be tried before you call your own outside IT support.

1. Make sure that your e-mail SPAM filter is set to accept incoming emails from reminders@eclinicalmail.com. You may have to contact your internet provider to verify it is not filtered out.
2. Even though you cannot send mail to it, add our automated e-mail address to your address book: reminders@eclinicalmail.com. This typically bypasses email client SPAM filters.

Why am I having problems logging in to the portal?

First of all, if you haven't specifically been assigned a User Name and password from the office, you will not be able to log in. You can either do this during an appointment, or you can come by during office hours to request a portal account. Though we prefer setting your account up in person, we can also set it up for you, over the phone, if we can verify your identity.

The most common problems we encounter occur when passwords are mistyped. **Passwords are case-sensitive**, so make sure you aren't accidentally capitalizing letters, and check the "CAPS LOCK" key.

Too many unsuccessful attempts (5) will lock out your account. So rather than repeatedly trying passwords go first to the "Forgot Password" feature and try making a new one. Please try to NOT USE any special characters, as using the wrong one, could create a system error.

The vast majority of our patients access the portal without any difficulty. So when problems occur, we are confident they are due to technical problems on the patient's side. Unfortunately, we are not trained to solve those problems. Please follow the suggestions on this website before calling for help from an outside computer support business. These are the same suggestions that our staff will offer.

Is the portal compatible with my computer or web-browser?

The portal can be accessed from any computer running Microsoft Windows, Linux, or Macintosh operating systems. Some of our patients have even connected from their mobile phones!

The recommended web browsers are **Microsoft Internet Explorer** and **Firefox**. Other web browsers may work, but we cannot offer any technical support for any software.

Sometimes, your web-browser may block "cookies" which are required to maintain security on the portal. We see the best results when people use "Microsoft Internet Explorer" or "Firefox." Problems have been reported with other browsers including "Apple Safari."

Why can't I find the results of my lab tests (or x-rays, or other tests)?

There are several possible reasons you can't find your test results.

1. We may not have received your results yet. It can take 10-14 days for some tests to come back.
2. The results will not appear *until* the doctor has received them, reviewed them, and signed off on them.
3. Some results will simply not appear on the portal. In these cases, you should still receive notification that we've received them.
4. We can only display results of tests done at our lab. If you have lab work done by another lab or another doctor, it will NOT be available on the portal.
5. Labs dated prior to June 2010 will NOT appear on the site.
6. Finally, you might simply be looking in the wrong place. Once you are logged in, click on "**Lab/Diagnostic Reports**" under the heading "**Review**" at the bottom left of the screen.

I can't see my entire chart...

That's true. At this point, the portal does not allow you to view all portions of your record online. You can see most test results, scheduled appointments, pending referrals and other information. If you are looking for something in particular and are unable to locate it via the portal, please do not hesitate to send us a message or call us. We are unable to attach and send the actual copy of tests via the portal or email. We can, however, send you a copy via regular mail. Detailed chart notes are not available for viewing or printing.

Additionally, you can update your demographic information, change your preferred pharmacy, and inform of us any recent changes in your health (new allergies, recent surgeries, etc.)

If you have suggestions regarding the portal and what features you would like to see, feel free to contact our office. If possible, we will look into your request and see what options are available.