

Portal FAQ

1. What is the Patient Portal?

- a. The Patient Portal is an online resource for our patients that allows you to check laboratory results, schedule appointments, update your personal information, and send messages to your provider team.

2. How do I get signed up for the Patient Portal?

- a. One of our staff members can sign you up for the portal at our Reception desk, or over the phone. All we need is a unique email address for you.

3. A unique email address? What if my spouse and I use only one email address?

- a. Due to privacy laws, we cannot set up accounts to share between two adults. Therefore, we ask each adult to utilize a unique email address when they sign up with the service.

4. You said 'adults'. Can I see my children's records online?

- a. Yes, you can! Any child under the age of 14 can be associated with an adult account. You would be able to log into the system and select the record of the child that you have on the account. This is a great way to keep track of immunization records. However when the child turns 14 years of age, the system will automatically remove access. Again, this is due to privacy laws.

5. What if I am taking care of another adult, such as an invalid spouse?

- a. In certain cases, we can set up accounts that allow another adult to access medical records online. We would need signed release papers on file for this to occur.

6. Where do I go to get to the portal?

- a. There are several ways to get the portal. You can go to our home page at www.highlakeshealthcare.com, and click on the Patient Portal link on the top right side. This will take you to the main login page, where you can enter your user name and password.
- b. You can go to the portal directly by entering <https://highlakeshealthcare.portalforpatients.com> Remember to enter the 'https://' so that it will get you to the right place.

7. Can I get to the portal with my Android, iPad or iPhone?

- a. The portal has been maximized to work with mobile devices! Simply follow the links above, and you will get to the mobile section of our Portal site.

8. I have a portal account, but I forgot the password. Can I reset it?

- a. If you have forgotten your password, you can click on the 'I forgot my password' link on the login page. An email will be sent to your email address on file with a link and instructions on resetting your password.
- b. You can also call into our main line, and we can reset your password for you. We will need to verify your information, of course!

9. I have had my password reset multiple times, and I still cannot get in! What is the deal?

- a. This has to do with security settings in your browser software that can easily be adjusted. On the main login page for the portal, there are two documents that outline how to make these adjustments. One is for Internet Explorer (mostly used on PC) and the other is for Safari (mostly used on Macintosh and iPhones). If you continue to have issues after you have followed these instructions, please call us. We can have you speak with a technician to help you resolve the issue.

10. How do I get my lab results online?

- a. Any labs done by Interpath labs within the last two years are available for you online. After you log into the portal, go to the 'Online Patient Services' tab and select 'My Chart/Lab Results'. In the page that comes up, select the 'Lab Results' link on the left side of the page. Laboratory results are grouped by type of lab. Simply click on the lab you want, and your results will be displayed.

11. My lab results are not there!

- a. Laboratory results from Interpath labs are sent to your provider for review. Once the provider has assessed your results, they are added to your chart. As soon as the review is done, the information will be available to you online.

12. Where are my other lab results?

- a. Lab results from outside of Interpath labs are not available on the Patient Portal at the current time.

13. My lab results are there, but I don't understand them.

- a. The information provided on the portal for laboratory results will give you the value of the test, and a comparison to 'normal' ranges for that result. Often, it will also have language such as 'normal', 'high', 'low' or 'abnormal'. This is the same information that your provider will see. If your provider sees something they have a concern or question about, we are going to speak with you directly about it. You can also have results that are 'out of range' on a test, but they are not clinically relevant to what we are treating you for. If you have a question, you can send us a message over the Portal or give us a call!

14. What? I can send you messages over the portal? How do I do that?

- a. Under the 'Online Patient Services Center' tab, there is a selection for 'Contact your Provider'. In that link, you will be asked to select your

clinic and then select your provider. You can type in a message to your provider in the space provided. Additionally, you can send an attachment as well (supported file types are listed on the page).

15. If you send messages to me, how will I know that?

- a. If we send a message to your Patient Portal, you will get a notification email delivered to the email address we set up your account under. This email will contain a link to the message, and you will need to sign in with your patient portal password to view it.
- b. You can also log into the Portal directly, and your recent portal messages will be shown on the left side of the main page. You can click on the most recent message to view it.

16. Can I make an appointment online?

- a. Under the Online Patient Services tab, there is a selection for 'Schedule an Appointment'. This form allows you enter your preferences for an appointment and send it to us. Our schedulers will then set up an appointment that meets your needs.

17. Can I see my upcoming appointments?

- a. Yes, you can. Under 'My Chart/Lab Results' you can select the 'Plan of Care' section. This selection will display any upcoming appointments as well as any future laboratory tests we have scheduled for you.

18. I am running low on my medications. Can the Patient Portal assist me in getting them refilled?

- a. Your best option is to contact your pharmacy where you normally have a particular prescription refilled and they can coordinate with us to get you more medication. However, if you have done this already and are not able to get refills there is a form online that you can use. Go under the 'Online Patient Services' tab, and select the 'Prescription Refill Request' form. It will display the medications we have on file for you, and your preferred pharmacy. Simply submit the form to us and we will help you.

19. My address has changed, but there is no place for me to change that on the portal?

- a. The Patient Portal is your access to your chart, and allows you to view your medical information 24/7. We manage all of the information in this chart for you, so if you need to make a change to your contact information, you can submit this change to us so we can update it. For an address change, simply go to 'Online Patient Services' and select 'Update Contact Information'. This form allows you to update address, contact numbers, insurance information, etc. Submit it to us and we will update your chart!