

Patient Portal FAQs

What is a patient portal?

A patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare providers at any time.

Why activate your patient portal account?

A patient portal offers several benefits. You can view and request appointments, request prescriptions, or directly communicate to your healthcare team. You can also view your health records, access visit summaries and other documentation. We offer online bill pay.

What kind of records will I have access to through the patient portal?

You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, appointment history, practice bills, and any other information your care team has made available for you to view.

What can I do with my health records?

You can easily review, download, or share your health records with other providers.

How do I enroll in the patient portal?

Do it in 3 easy steps:

1. Provide a valid email address and you'll receive an invitation to enroll.
2. Create a username and password, then follow onscreen prompts to activate your account.
3. Use your username and password to securely stay in touch with your doctor and access your health information anytime, anywhere.

How do I access my portal once I have created my account?

Once you have enrolled, you can access the patient portal from our website.

Can I share access with a trusted representative?

You can invite trusted representatives to access your patient portal in your "Profile." If they do not have a patient portal account, they will be prompted to create one. From there, they can toggle between their own account and any accounts that have been shared with them.

How can I access a patient portal for my child/underaged minor?

Yes. A parent/guardian will be sent an invitation to view and manage the account.

Can two parents/guardians link to the same child's account?

More than one parent can have access to their child's information. For example, divorced parents will have their own access to view their child's portal account.

How do I contact my care team through my patient portal?

You can easily message a member of your care team through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view your care team's replies.

What devices are compatible with the patient portal?

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

What do I do if I forgot my username and/or password?

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

I can't remember the answer to my security question to reset my password?

If you forgot your username and/or password and don't know the answer to your security question, please call (808) 259-7948.

What do I do if I didn't receive an invitation to create my patient portal?

Please call (808) 259-7948 and an invitation for enrollment will be resent.

Is my patient portal secure?

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

Who do I contact if I have questions?

Please call (808) 259-7948 for questions.