

### What can the Patient Portal be used for?

Non-emergency communications and requests. In case of emergency, call 911 or go to the nearest emergency room.

Request Appointments Online • Review Prescribed Medications • View Lab Results • View Bills & Submit Payments • Directly Message & Communicate with Clinical Staff, Doctors, & Administrators regarding non-emergency, general inquiries • View Your Patient Account Information • Access Insurance Information • Access Patient Appointment Documents & Forms • Access Patient Education Information

### Who should you contact for specific questions?

**Medical Questions:** Your Provider

**Schedule an Appointments or Appointment Questions:** General Staff

**Prescription & Refill Questions:** Your Provider\*

**Insurance Questions:** General Staff

**Office Information:** General Staff

**Billing Questions:** General Staff

**Lab & Test Results:** Your Provider or General Staff

**Access Medical Records:** General Staff

**Other Questions or Concerns:** General Staff

\*Please note that requests to change medication or birth control types generally require an in-person consultation with one of our providers. If this is the purpose of your portal message, we encourage you to instead use the portal to schedule an appointment for a medication or birth control consultation.

### When is it recommended that you visit us for a consultation instead of communicating through the patient portal?

If you would like to change or discuss your medication or birth control with your provider

If you have a non-emergency medical concern or condition

***Responses to Portal messages may take up to 24-48 hours during the week & about 72 hours on weekends and holidays***

To receive a link to register for the portal, ask the reception staff or email [care@gardenobgyn.com](mailto:care@gardenobgyn.com) with your full name and date of birth. Visit <https://myhealthrecord.com/> to access your portal