

Southern Illinois University Carbondale

OpenSIUC

---

Multimedia

Student Work

---

2-20-2024

## Understanding the Patient Portal

Adrian Cavender

Follow this and additional works at: [https://opensiuc.lib.siu.edu/somsw\\_videos](https://opensiuc.lib.siu.edu/somsw_videos)

---

This Article is brought to you for free and open access by the Student Work at OpenSIUC. It has been accepted for inclusion in Multimedia by an authorized administrator of OpenSIUC. For more information, please contact [opensiuc@lib.siu.edu](mailto:opensiuc@lib.siu.edu).

# UNDERSTANDING THE PATIENT PORTAL



## What is a patient portal?

A patient portal is a website that allows you to securely access and manage your personal medical information from a computer, phone, or other device connected to the Internet. You may hear this referred to as an electronic medical record (EMR), electronic health record (EHR), or by brand names such as FollowMyHealth® or MyChart®.

## Why should I *have* and *use* a patient portal?

Since nearly 90% of doctor's offices store their records electronically, you likely have the option to use a patient portal, and there are many reasons that you should take advantage of that option. Using a patient portal improves your access to medical records, engages you in decision-making, allows you to communicate directly with your doctor, and saves you valuable time.

**90%**  
of doctor's offices  
store records  
electronically

## How can I sign up for patient portal access?



The actual process to sign up for patient portal access can vary. Because of this, you have a few main options to learn more:

- Call your doctor's office
- Ask in-person at your next appointment

## What can I do in my patient portal?

Patient portals offer a range of different services and functions, several of which are discussed on the next page. These include:

- Scheduling, viewing, and confirming appointments
- Reading summaries and notes from your visits
- Sending and receiving messages with medical staff
- Viewing and updating medication lists
- Receiving lab test results and radiology reports
- Viewing and paying medical bills

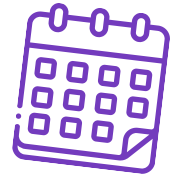


**SIU MEDICINE**

## SCHEDULING & APPOINTMENTS

Most patient portals allow you to schedule appointments with doctors that you have previously seen. You can also usually see a list of upcoming appointments and confirm pre-visit information.

**Tip:** This section often includes summaries and notes from your visit - these are great to recap!



## DIRECT MESSAGING

Patient portals allow you to securely message your doctor's office about non-urgent questions related to your health or billing. You should expect a response within 2-3 business days.

**Tip:** Never use the messaging function for an emergency (call 9-1-1) or urgent question.

## MEDICATION LISTS

The patient portal will display your doctor's most recent list of medications that you are taking. Most patient portals allow you to update this list, but be sure to consult your doctor for changes.

**Tip:** Always keep a written copy of your medications & ask your doctor if you have any questions.



## TEST RESULTS & REPORTS

Results/reports from medical testing or imaging that you have done will be in the patient portal.

**Tip:** These results are often complicated and meant to be interpreted by your doctor. Resist the urge to immediately seek information online, and instead consult with your doctor to learn more.

## BILLING & PAYMENTS

The patient portal allows you to see billing estimates, view statements, and make payments.

**Tip:** Not all bills reflect the patient's share of costs. When in doubt, call your doctor's office to ensure that your insurance has been billed and confirm your actual charges.



## ADDITIONAL RESOURCES

For help interpreting your imaging/radiology reports: <https://www.radiologyinfo.org/en/info/article-read-radiology-report>

For help learning about tests that your doctor ordered: <https://medlineplus.gov/lab-tests/>

For general information and more resources: <https://medlineplus.gov/personalhealthrecords.html>

Scan  
to view:

