

Making the most of your patient portal

The portal is for **non-urgent** needs that can be answered within **48 business hours**. Using it well helps us respond faster, for you and for every patient.



In an emergency, call 911 — don't message. Chest pain, trouble breathing, severe pain, signs of stroke, or any worsening symptom needs care right away.



Great reasons to message

- ✓ Medication refill requests
- ✓ Questions about recent test results
- ✓ Brief follow-ups after a recent visit
- ✓ Forms, referrals, and scheduling



Better as a visit

- New or changing symptoms
- Several concerns at once
- Personal, sensitive, or complex topics
- Anything needing an exam or detailed advice

How your message is handled



Your **care team** reads it, not your provider's private inbox.



A medical assistant or **triage nurse** may answer, working with your provider.



They can answer, **coordinate care**, or book you a visit.

48

BUSINESS HRS



Please allow up to 48 business hours for a reply. Messages are read during office hours only; not 24/7.



One message is enough. Repeat messages about the same concern slow care for everyone.



Adding details? Reply in the same thread instead of starting a new one, and keep it short.



The portal **complements** your care team — it doesn't replace it. When a concern needs an exam or a real conversation, a visit gives you the time and attention you deserve. **Thank you for partnering with us.**