

## *The Patient Portal* . . . Welcome to our CWC Patient Portal.

Now that you are enrolled, there are a few things you need to know so that you will be able to use the Portal effectively and know its limitations:

- **Never use the Portal for emergencies.**  
Call the office during office hours at 301.681.3400. After hours, call 1.888.798.2022.
- The Portal is monitored by staff between 9 am ~ 5 pm, Monday ~ Friday only.  
You are free to leave a message which will be retrieved the next business day.
- Please allow 48 hours turnaround time for messages left during business hours.
- **Please note: you will not have direct access to the doctors. The messages you send to the doctors via email will be forwarded to the doctors for response.**

### **VERY IMPORTANT: in order to view lab results,**

- first you must LOGIN, go to the HOME PAGE
- go to the tab at the top of the page MY CHART
- under this tab select REQUEST HEALTH RECORD
- You will receive an email stating you have made this request (for security)...then you will have access to your lab results.

You can accomplish the following using the Portal:

1. request a prescription REFILL only, not a NEW prescription
2. request an appointment for annual exams and follow up visits.  
If after two attempts you are not able to make an appointment, please call the office.
3. You will NOT be able to request sick, emergency or same day appointments through the Portal. You must call the office directly.
4. You will be able to view the notes of your visit. PLEASE UNDERSTAND THAT THE ONLY MEDICAL INFORMATION THAT WILL SHOW IN THE PORTAL WILL BE VISITS AFTER YOUR CHART WAS MADE ELECTRONIC.  
ALL PREVIOUS INFORMATION IS IN YOUR PAPER CHART IN STORAGE.
5. Labs and Radiology reports performed outside our office ARE NOT ACCESSIBLE THROUGH THE PORTAL.
6. You will have access to all your LAB RESULTS once the doctor has reviewed the results.  
As always, we will call you personally with abnormal results. Reminder: please allow 2 weeks for PAP SMEARS and 1 week for ALL OTHER labs to be completed.
7. You will be able to view your account and make payments online.  
You can also send messages to the billing department.
8. You will be able to send messages to the SURGICAL SCHEDULER regarding questions about your surgery.