

What is the Patient Portal?

The Patient Portal is a free service that gives patients secure internet access to their medical information from the comfort and privacy of their own home.

What can I see and do while on the portal?

You can send a message to our office, read messages from our office, request to have your personal information updated, add to your medical and surgical history, request an appointment, view upcoming appointments, request a refill, request a referral, view past referrals, view lab results, view past statements, view current statements, and request copies of your medical records.

Is it secure?

Yes, your username and password enable you to log into your patient portal and view **your** information only. The system uses technology similar to that of many banking institutions. You are responsible for storing your username and password in a safe manner. Do not share your user name and password with anyone. This is imperative to keeping your private healthcare information secure.

What should I do if I see a discrepancy or information that is not up-to-date on my chart?

If you see a discrepancy or have an update to provide our office, you can send a message to the office staff using the Patient Portal, or you can call the office.

How do I register for the Patient Portal?

Registration must be done in person at our office. This is to ensure that your private healthcare information remains secure. You may stop by the office of your PrimeMed Physician or register during check-in at your scheduled appointment. Any of our front desk staff may assist you.

What if I forget my login name?

If you forget your login name, click on the “Forgot login name” link on the portal login page and fill out the form. To preserve your identity and the security of the Patient Portal you will be sent a new activation code. When you receive the new activation code you can re-access the patient portal using your new login and password. Please store your login/password in a safe place.

What if I forget my password?

If you have forgotten your password, click on the “Forgot password” link on the portal login page and follow the prompts. You will need to enter your email address and your login name in order for the password to be reset. Your new password will be emailed to you.

If I send a message, how long will it take for you to respond to me?

Messages sent from the portal go directly to the office very much the same way as a telephone message is handled. Messages are addressed based on priority and most messages are handled within one

business day. The portal is for non-emergent requests only. Be sure to include as much pertinent information as possible to expedite your request. We may respond to your request via telephone or the portal.

How will I know if I have message or new labs pending on my patient portal?

You will receive a notification email at the address on file with our office anytime something new appears on your portal. It is important that you update the email address on file if it changes.

Who do I call if I need help?

Please email us at PortalHelp@primemed.net. If you do not have access to email, please contact your physician office. Their contact information is below:

Boccagno, Ruggiero, Penetar and Emmett (570) 587-4113

Kondash, Robertson, Kareha, Sayegh, and Bossi (570) 586-4141

Henderson and Heller (570) 253-0148

Biancarelli and Tinsley (570) 383-7922

B. Minora and Donovan (570) 347-1177

T. Minora, Dempsey and Donovan (570) 969-6327

Montella (570) 969-0693

Aloci, Weston and McDonald (570) 983-0360

Brundage, Williams and Freda (570) 489-0871

Majernick and Shehadi (570) 383-3636

Sebastianelli, Lyons, Swanson and Sandhaus (570) 562-3806