



White-Wilson Patient Portal Instructions and Frequently Asked Questions

What is the White-Wilson Patient Portal?

In an effort to provide you with the best quality and the most efficient healthcare, White-Wilson Medical Center has converted all your records to one electronic medical record. The new patient portal is the next step in this process.

The patient portal is an online tool to assist in managing your healthcare from the comfort of your home. The portal simply provides another method for you to communicate with your physician's office.

What are the benefits of signing up for White-Wilson's Patient Portal?

By updating your health information electronically on the patient portal, you can skip this step at your physician's office. Additionally, you can make requests for appointments or prescription refills from the comfort of your home computer at a time that is convenient for you.

White-Wilson's patient portal will allow you to:

- Fill out all your health forms before your doctor's appointment
- Request appointments
- Request a prescription refill
- Ask a question about your bill
- Pay your bill online

How do I sign up for the Patient Portal?

Visit www.white-wilson.com and click on the link for 'Patient Portal'. Once you visit the patient portal page, there will be a "register" option on the left side of the screen. Click on "register" to begin. You will then be prompted to create a username and password and input all your personal/medical information.

Who sees my information?

The staff at White-Wilson Medical Center will only view your personal information as it is relevant to your appointment or medical treatment. Personnel in our Business Office also have access to this information, as it pertains to your billing and insurance needs.

Why do you need all this information?

The health forms listed on the patient portal are the same forms and agreements as we would have you fill out before your doctor's appointment. We need these documents for legal necessity, as well as for providing you with the most comprehensive healthcare.

Do I need to bring all my insurance information and other documents to my appointment?

If you are a new patient, it will still be necessary for you to bring your insurance cards and other pertinent information to your first appointment and check in with Patient Accounts. After your initial appointment with a White-Wilson doctor, we will have all your information on file. If any of your information changes, please check in with Patient Accounts before your next appointment.

How will I know when my request has been received on the patient portal?

Once your request has been processed you will receive an email notifying you that you have a message on the patient portal. You will then need to log into the secure patient portal and click on the messages tab for your response.

How do I request an appointment online?

Once you have registered for the patient portal, go to www.white-wilson.com/patientportal.htm and click the "Log in" option on the left side of the screen. After logging in, go to 'My Patient Page'. Click on 'New Request', select the location of your doctor's office, and then select your doctor. You will receive an email and then you can log onto the patient portal and click on the messages to confirm your appointment.

When should I request my prescription refills online?

Requesting your refill through the patient portal will allow our medical staff to serve your needs more quickly and efficiently. Please request your refill at least 3 business days in advance of when you need the prescription filled.

How quickly will I receive a response to a billing question?

Please allow one business day for responses to your billing questions.

Is it safe to pay my bill online with my credit card?

Yes. White-Wilson's patient portal is a secure site and we ensure that your personal and medical data remains confidential.

Scheduling an Appointment:

Be sure to select the physician you would like to schedule an appointment with prior to logging into the patient portal. For a list of White-Wilson physicians, click here:

<http://www.white-wilson.com/physicians.htm>.

What do I do if I need immediate service?

The patient portal is designed to offer you the convenience of managing your healthcare from your home or office computer. Please call your physician's office for items that need an immediate response.