

PATIENT PORTAL INSTRUCTIONS

We are excited to provide a patient portal for our patients! You can use the portal to do tasks such as:

- Find your immunization record
 - Update your address and insurance information
 - See your statements
 - View your upcoming appointments
 - See a list of referrals to other providers
 - Send messages to our staff
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- **If you need instructions to start using the portal, please ask our front desk.**
 - When you provide us with your email address, you should receive a welcome message in your email with a link to the patient portal.
 - If you can't find the link in the future, you can always access our portal at <https://health.eclinicalworks.com/highlandsfamily>
 - All providers (excluding Dr. Bednarek) now send some lab results through the portal. If one of the providers has ordered your bloodwork, please expect to find your results on the portal when they are ready. Lab results appear in the medical record section of the patient portal. Please note that it takes at least three days, and may take up to two weeks, to receive your lab results.
 - VERY IMPORTANT: IF WE DRAW YOUR LABS AND YOU HAVE NOT RECEIVED THE RESULTS AFTER TWO WEEKS, PLEASE CONTACT OUR OFFICE TO INFORM US!
 - If you have any trouble with the portal, please notify us at 303-420-1297.

FOR OUR PROVIDERS: PATIENT PORTAL LAB AGREEMENT

By signing up for the patient portal, I understand that my lab results may be communicated to me via the portal. I agree to look on the portal for my results, and to contact the office if my results do not appear on the portal after two weeks' time.

I also understand that I may request for my lab results to be faxed or mailed to me at any time.

Signature

Date

Printed name

Preferred email address