

Pompano Beach Internal Medicine ~ Patient Services Portal

Patient Frequently Asked Questions:

Our Patient Services Portal allows you-our patient (or your authorized representative) -to view your medical health information, request corrections, schedule appointments, and send messages to your Doctor, Referral Coordinator and to request other medical related information from our medical practice.

Instructions to access your own **personalized Patient Services Portal** at Pompano Beach Internal Medicine: (3 easy steps)

1. Login on-line to www.PompanoBeachInternalMedicine.com
2. At the top of the Home Page at the center right, click on "Patient Portal". You will be directed to the Patient Services Portal page.
3. Enter your USERNAME AND PASSWORD-from the Patient Services Portal "set up" section on the reverse side of this form(or you may authorize a designated representative to access your Patient Services Portal information). Your password is your date of birth in the following format: MMDDYYYY.

How do I change my patient services portal account information (password)?

Click the user icon next to your account name to view My Account information. Within User Information, click the Change Information button to change the name, email, or phone number. Within Login Information, click the Change Password button to change the password.

How do I update/change the patient address or other personal demographic information?

Click the Demographics button, then click the Request a Correction button. Explain the correction to be made within the box, then click the Send Correction button to send a correction message to Pompano Beach Internal Medicine.

How do I send a message to the office?

Click the Messages button in the navigation bar to view all messages. Click any message subject to reply to that message, or click the New Message button to send a new message.

How do I find the time and date of my upcoming appointment?

Click the Appointments button to view any upcoming appointments.

How do I request an Appointment?

You may simply request a new appointment or rescheduling of an already existing patient, via the Messages (Secure Messaging) (see above). Someone from our office will reply via the portal or via telephone with options for your next appointment date and time.

How do I find my clinical (medical) information?

Go to "Documents"

A list of documents displays within the Clinical tab. Click the view or download button on any document (Problem lists, Notes, Current Medication list, Lab or other diagnostic test results, billing information & more from within the list. If you do not see the information you need, send us a Secure Message to determine if we have it available for you. You may also securely forward available medical information to a Specialist or another doctor, provided that other doctor has Secure Messaging. It is up to you to determine this up-front.

How do I request a correction to my clinical information?

A list of documents displays within the Clinical tab. Click the View button to view a document, then click the Request a Correction button to send a correction message to your healthcare office.

Secure Messaging is the HIPAA Rules and Regulations means of communicating with us, on-line. Please refrain from using our Marketing email on our web page: info@PompanoBeachInternalMedicine.com to request any of the above Patient Services Portal available services from our medical practice.

If you have any questions regarding setting up your personalized Patient Services Portal, please speak to one of the following: our Office Manager (954) 942-2247 (ext 207), our Front Desk Check Out Admin . or to one of our two Referral Coordinators, Grainne and/or Frances or to one of our Medical Assistants (to reach either one of them please call our New Direct Referral Telephone Line: (954) 633-8588. Any of them will be more than happy to assist you with any questions or doubts you may have.