



## Patient Portal

### Frequently Asked Questions

#### ***What services can I access with the Patient Portal?***

- View current and past appointments
- Access and view lab results
- Request prescription refills for current medications
- View your personal health records and immunizations
- Send and receive non-emergent messages from our Triage Nurses
- Receive e-mail appointment reminders
- Update demographic information

#### ***How do I enroll for the Patient Portal?***

- Please read our Terms of Service.
- Enrollment forms can be found here.
- You can also notify the front desk at your next appointment.

#### ***Can I ask an emergency related question via the Patient Portal?***

- No, the Patient Portal is intended for non-emergent communication only.
- If you are experiencing a medical emergency, call 911 or visit the nearest emergency room immediately.
- If your child is sick and you want to schedule an appointment for them to be seen today or want advice from a Triage Nurse today, please call your primary clinic.
- Proper subject matter for Patient Portal includes non-urgent medical questions, appointment reminders, routine follow-up questions and similar topics. Please avoid discussion around sensitive subject matter such as mental health issues, sexually transmitted diseases, genetic tests or substance abuse treatment. These topics should be handled by direct, in person discussion with your Pediatrician or Nurse Practitioner.

#### ***How secure is my medical information?***

- Safeguarding your information is a priority for us. To ensure the security of our personal information, we use industry standard encryption. When you receive an email message, it will direct you to the Patient Portal where you will enter your security information to obtain the message. No medical information will be sent to your personal email.

#### ***How will I know my request has been received and taken care of?***

- You will receive an email from Wayzata Children's Clinic (reminders@eclinicalmail.com). This email will be sent to the address that was supplied when creating your Patient Portal account. The email will direct you to log on to your account and view the reply or actions taken. Due to HIPAA privacy laws, we cannot email you a response directly to your email address as the message contains protected health information (PHI).

#### ***How long does it take for a request to be processed?***

- All messages and requests will be reviewed during our business hours Monday thru Friday, 8:00 am – 5:00 pm.
- We will normally respond within 72 hours, but no later than 5 business days after receipt in most cases.

***Can I expect a reply by telephone, email or Patient Portal message?***

- It will depend on the question or request, but we will generally reply using the same method that you used to contact us.
- Any of our staff may read your messages or reply in order to assist in your child’s healthcare. This is similar to how we hand telephone messages.

***Do messages sent and received through the Patient Portal become part of my permanent medical record?***

- Yes, messages that you send within the Patient Portal and the responses to those messages become part of your medical record.

***Can I have a Patient Portal account for my whole family?***

- No. Each member of your family must have their own individual Patient Portal account. You can use the same email address for each child, but each patient must have their own unique username and password.

***What is the cost of the Patient Portal?***

- There is no fee for the use of the Patient Portal.

***Can I use the Patient Portal if I am not an existing Wayzata Children’s Clinic patient?***

- If you are not a current patient you will not be able to gain access to the Patient Portal.

***I never got my invite e-mail. What should I do?***

- If you have haven’t received your invite after 2 days, contact your primary clinic. Verify the e-mail address on file is correct. Also, check your SPAM and junk folder for your invite.

***Do I have to participate in the Patient Portal?***

- No, participation in the Patient Portal is voluntary.

***What if I forgot my password, username or both?***

- At the Sign In screen there is a “Can’t access your account?” link that will allow you to request your username or password.
- For password recovery, enter your username and you will receive an e-mail that will instruct you to reset your password.
- For username recovery you will need to provide your e-mail address, name and date of birth and you will receive an e-mail with your username.

***What if my e-mail address has changed?***

- You can call your primary clinic or you can make the change electronically through the Patient Portal by accessing your Personal Information from My Account tab.

***Why am I not receiving my e-mail alerts?***

- The e-mail address on file within the Patient Portal may not be accurate. Verify that the e-mail address is correct. Also, check your SPAM and junk folders.

***Why is my account locked or inactive?***

- We apologize for this inconvenience, but it is necessary for security purposes.
- As a general security feature, the Patient Portal will automatically be locked after 3 unsuccessful login attempts. If your account has become locked, please contact your primary clinic.
- A patient’s account will automatically be deactivated the first business day of the month of their eighteenth birthday. If the patient would like to reactive their account, they must contact the clinic.

***I think my Patient Portal has been compromised (i.e. someone else has accessed my account). What should I do?***

- If you suspect that your account has been compromised, contact your primary clinic and we will lock the account.
- If you would like to continue to use the Patient Portal, you must visit our office so that we can verify your identity in person.

***Who do I contact for Patient Portal support?***

- All of our Front Desk and Scheduling staff are knowledgeable and can assist if you are having difficulties.

***What software/hardware do I need to access the Patient Portal?***

- The Patient Portal is web-based and can be used through browsers such as Internet Explorer, Firefox, Chrome and Safari.
- Most operating systems such as Windows and Mac OS are also compatible with the Patient Portal.

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