Patient Portal
Frequently Asked Questions

General Information

What is a Patient Portal?
Patient Portal is an online health management tool designed to help you take control of your health. It is a secure site that lets you access portions of your personal medical record, find important health information and even send a secure message to your clinic.

What can I do in the Patient Portal?
- Request an appointment
- View test results
- Access forms
- Request a prescription refill
- Change personal information

Where does the information in the Patient Portal come from?
Since 1999, North Mississippi Medical Clinics has used an Electronic Medical Record (EMR) system to improve patient care. The NMMC web portal makes portions of the EMR available to patients and caregivers.

Is the Patient Portal Secure?
All communication between you and your health care provider and care team using Patient Portal is carried over a secure, encrypted connection.

Encryption means the information is coded in such a way that no one can read it during transmission. This secure connection utilizes industry standard Secure Socket Layer (SSL) and Transport Layer Security (TLS) encryption methods.

Your health records are stored behind a firewall to prevent unauthorized access. In addition, Patient Portal access requires an ID and password that you create yourself.

Why do you need my email address?
You will receive notification via the email address you provided when our office sends you a secure message on the Patient Portal.

What is the cost of using the Patient Portal?
Patient Portal is a service provided to our patients at no charge.

Registering for Patient Portal

How do I sign up?
To access the Patient Portal and register, visit www.nmhs.net/portals.php

What is a PIN, and how do I obtain mine?
A PIN is a personal identification number used to activate your Patient Portal. The activation code is used only once and is required to access your online medical record. We use an activation code as part of our registration process because it adds an extra level of security.

You can obtain a PIN by visiting our office. At the office, our clinic staff will provide you with your PIN in a personalized letter.

What do I do if my PIN has become inactivated or expired?
For security reasons, your activation code will expire after 30 (thirty) days. If your code is expired or lost, you can obtain a new PIN by visiting our office in person.

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Email

How do I change the email address associated with my account?
You may contact our clinic by submitting a secure online message, or update your personal information during your next office visit.

Viewing Medical Information

What should I do if the information I see isn't correct?
If you believe any of your information is incorrect, contact your provider.

How do I request a prescription renewal?
Prescription renewals are used if you no longer have any refills remaining at your pharmacy. If refills are available with your pharmacy, refill requests should be directed to your pharmacy.

Renewals can be requested by selecting **Request a Medication Refill**. These messages are sent to your health care provider's office for authorization.

Where could I find a list of my medications?
Your medication list is found under **My Chart Summary** on the left navigation menu. This page displays a list of the medications you are actively taking or have taken in the recent past, the dosage instructions, and the name of your health care provider(s) who most recently ordered each medication.

Viewing Medical Information

What should I do if I have a question about my medical information?
You may contact our clinic by submitting a secure online message, call your provider's office for clarification, or discuss the question during your next office visit.

I recently had lab work done and the results do not appear in Patient Portal. Why not?
Lab results are only viewable within Patient Portal if they were ordered by a participating health care provider. Common lab test results will be displayed and accessible under **My Chart Summary**. Other results may be requested by selecting **Request My Test Results**.

Communicating with My Provider

Why can't I use regular email to communicate with my provider?
Regular email is not secure and does not satisfy the Health Insurance Portability and Accountability Act (HIPAA) regulations. Patient Portal secure messaging is sent via an encrypted connection that is HIPAA compliant.

Can I use the Patient Portal to ask questions about my spouse or child?
Patient Portal messages become part of your electronic medical record. Therefore, only messages related to your own health care should be sent via secure messaging. A separate portal can be set up for children.

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