

Frequently Asked Questions About Our Patient Portal

Q. What is the Patient Portal?

A. The Patient Portal is a free and secure way for you to communicate with your medical provider and healthcare team. By signing up for the Patient Portal you will be able to:

1. Send and receive messages with your medical provider and healthcare team
2. View your lab and test results
3. View a summary of your visits
4. Schedule follow-up appointments
5. Update basic personal information

Q. Is my personal profile going to be private?

A. Mountain Park takes personal health information privacy seriously. We fully comply with all state and federal privacy laws; however, if you share your portal password with anyone, that person will have access to all the information in your health record.

Q. Who will be able to view my profile?

A. The patient portal is only accessible by you and for whomever you chose to share your password.

Q. What do I have to do to be able to use the Patient Portal?

A. Signing up for the Patient Portal is very easy.

1. Have a Customer Service Representative or other staff member sign you up at your next appointment.
2. Wait for a confirmation welcome email to arrive in your inbox.
3. Use the links from that email to log in and begin to use the features.

Q. Who can sign me up for the Patient Portal?

A. A Mountain Park Customer Service Representative or other staff member can sign you up at the clinic. Unfortunately due to privacy reasons, you are not able to sign up online or over the phone for this service.

Q. What happens after I sign up? How long after signing up for the Patient Portal will it take to view my profile?

A. Once you are signed up for the Patient Portal, you will receive a confirmation welcome email with the link to validate your information and sign the necessary consent forms. This email usually arrives quickly, but could take up to 24 hours. Once you reply to this email, you will have immediate access.

Q. Why didn't I get an email after signing up?

A. Occasionally the confirmation welcome email may take longer than usual to get to you. If you have not received the email within 24 hours, please contact us at 602-243-7277.

Q. What happens if I lost or forgot my password?

A. You may reset your password online by answering a few security questions; then a new email will be sent to the email address on file with further instructions.

Q. Is the Patient Portal available 24 hours a day?

A. The Patient Portal is free to use and available 24-hours a day, anywhere with an Internet/WiFi connection.

Q. Can I schedule an appointment with any provider through the Portal?

A. Through the Patient Portal you can only schedule appointments with providers you've already seen. If you'd like to schedule an appointment with a new provider or in a new department please call us at 602-243-7277.