



# Patient Portal Guidelines

Columbus Clinic’s Online Patient Portal has been designed to provide you with a convenient means of non-emergency communications with the Clinic. To use the portal, please review these important guidelines, and understand that use of the Portal automatically constitutes your acceptance of the Terms and Conditions specified when signing in for the first time.

[Click here for Patient Portal](#)

The screenshot shows the 'My Patient Page' interface. On the left is a vertical navigation menu with the following items: Home, My Messages, My Patient Page, Appointment Requests, Prescription Renewal, Health Forms, Pay My Bill Online, and Ask A Question. The main content area is titled 'My Patient Page' and contains a 'Solutions' section. This section lists several categories, each with a dropdown arrow and sub-links:

- Appointment Request** ▾  
[New Appointment Request](#) | [Appointment Request History](#)
- Ask a Precert or Referral Question** ▾  
[New Question](#) | [Question History](#)
- Health Forms** ▾  
[Fill Out Forms](#)
- Prescription Renewal** ▾  
[New Refill Request](#) | [Refill Request History](#)
- Ask a Billing Question** ▾  
[New Question](#) | [Question History](#)
- Ask for Lab Results** ▾  
[New Question](#) | [Question History](#)
- Online Bill Pay** ▾  
[Make Payment](#) | [Payment History](#)

Above: Screen shot of Portal Features

**When interacting electronically with Columbus Clinic, keep the following in mind:**

- Use of the Portal is limited to **NON-EMERGENCY** communications and requests primarily involving review of lab results and records, prescription refill requests, appointment requests, and messages to the billing staff.
- Payments on your account can also be made through the Portal using any major credit card.
- The Portal facilitates communication between appointments, but **DOES NOT REPLACE** your scheduled office appointments.
- Messages sent via the Portal are not checked after office hours, on weekends, or on Clinic participating holidays.
- The Clinic expects to respond to patient communications and requests via the Portal within 72 hours.
- We will not send **ANY** private health information to your email.
- You will be sent an email to the address you provide in the Portal only when necessary to notify you that you have information pending in the Portal that requires your attention.
- Your messages should be kept brief as there is a time limit on writing and posting messages for system based security reasons.
- Your diligence is required to keep your personal records safe within your circles of activity. **Do not save or store personal health records on a computer, laptop, iPad, iPhone, tablet, etc. that you do not own and/or is not fully under your control**, for example, a computer at your workplace or one belonging to a friend. Such computers are subject to search or confiscation by others at their discretion and could reveal your personal health information.
- Do not share your Portal username and password with anyone.

**To ensure best service and results from electronic interactions with Columbus Clinic:**

- Be sure to keep your profile information (address, contact number, email address, other) up to date within the portal. Incorrect information here could delay or prevent messages from reaching you.
- Double check your message before sending. A clear, concise message will assist in receiving the proper response.
- Keep in mind that the Columbus Clinic physicians and other medical professionals reserve the right to determine what information is appropriate for online transmittal. It may be that an online request could be better answered by a phone call than an electronic message.

**Experiencing problems with our Portal?**

The Patient Portal allows you to personally reset your password as desired. If the Password or the User ID is forgotten, it will resend that information to the email address you have specified in your Portal profile using the “Forgot Your User ID?” and “Forgot Your Password?” options located at the login prompt. (See the following screenshot).

## Sign in with your [account](#)

### Login

User ID:

[Forgot Your User ID?](#)

Password:

[Forgot Your Password?](#)

If these options fail to provide you with what you need or you have other issues with the Portal, please call (706) 322-7884 during regular business hours. An operator will take your call and the issue will be researched. Password reset requests will be responded to via your provided email address within 72 hours.

**Please note:**

The information provided in these guidelines does not supersede the Terms and Conditions set forth by the Intuit Health right to use license agreed to at first sign-on.