

### **What is a patient portal?**

A patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare team. This convenient online connection puts you in control of your healthcare from any web enabled device.

### **Why activate your patient portal account?**

A patient portal offers several benefits. You can bypass your practice's call center to directly communicate to your healthcare team. You can also request your health records, lab results, access visit summaries and other documentation.

### **How do I enroll in the patient portal?**

Do it in 3 easy steps:

1. Provide a valid email address to your practice. You'll receive an invitation to enroll.
2. Create a username and password, then follow onscreen prompts to activate your account.
3. Use your username and password to securely stay in touch with doctors and access your health information anytime, anywhere.

### **How do I access my portal once I have created my account?**

Once you have enrolled, you can access the patient portal from Slocum's website. The portal is also accessible from the portal email notifications.

### **How do I contact Slocum through my patient portal?**

You can easily message our team members through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view your care team's replies.

\*If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance.

### **What devices are compatible with the patient portal?**

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (latest 2 versions)
- Firefox (latest 2 versions)
- Chrome (latest 2 versions)
- Mobile Safari (iOS)
- Mobile Chrome (Android)

### **What do I do if I forgot my username and/or password?**

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

### **I can't remember the answer to my security question to reset my password?**

If you forgot your username and/or password and don't know the answer to your security question, use the orange chat icon on the Sign In page.

### **What do I do if I didn't receive an invitation to create my patient portal?**

Please reach out to Slocum to resend an invitation to enroll.

### **Is my patient portal secure?**

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

### **What if I can't open a document attachment in my portal?**

Download Adobe Reader from the Patient Portal link on Slocum's website.