Delaware Valley Community Health

Patient Portal Frequently Asked Questions (FAQs)

The Patient Portal is a secure patient website. It gives you a way to contact Delaware Valley Community Health Centers about non-urgent requests through a secure Patient Portal. Through the patient portal, you are able to make appointments, see lab results, view or print your medical record, request medication refills, make payments, and communicate with your provider all in one place. If you are a patient of one of the following Delaware Valley Community Health locations,

- Fairmount Primary Care Center
- Fairmount Primary Care Center at Girard Medical Center
- Fairmount Primary Care Center at Horizon House
- Fairmount Primary Care Center at Sharon Hill
- Maria De Los Santos Health Center
- Maria De Los Santos Women's Health Center
- Norristown Regional Health Center
- Parkview Health Center

you can find questions about how to enroll, access and navigate your patient portal here. If you have a question that cannot be found in this section, you can email Patient Portal Support or call us so that we can further assist you.

Enrollment

How do I enroll and log on to the Patient Portal website?

To access Patient Portal, you must successfully complete enrollment and create an account. You can be enrolled using one of the following ways:

Token-based enrollment: With the information provided during your visit, we enroll you and provide you with a token number. You must use the token number to create a patient portal account.

Patient-initiated enrollment: You can click the patient portal link on our [website](#) and enroll yourself. We will review your application and contact you via email in 24-48 hours.

What do I do if the token does not work?

If the security token we provided to you does not work, contact [Patient Portal Support](#) to receive a new token.

Can I enroll in Patient Portal without a token?

Yes, you can enroll in Patient Portal using a self-enrollment link. You must obtain the self-enrollment link from us. The ability to self-enroll is optional. For help, call us or email [Patient Portal Support.](#)

Are the same features available on Patient Portal in all the practices?

The Patient Portal system helps you communicate with your provider in a fast and efficient manner. There are various modules in the system that allow you to communicate with your provider, request a medication renewal, make an appointment request, view statements, make online payments, request your personal health record, and so on.

Should I register to use the Patient Portal on my mobile device or tablet?

You can access and use the Patient Portal on your computer or mobile device if you have an active account with a user name and password. You do not need create a new account to access the Patient Portal on your mobile devices if you have an active account.

Appointments

Can I book appointments from the Patient Portal?

You can book appointments online using the Patient Portal. You can also send us an appointment request if you are unable to book an appointment.

Can I see all my appointments in the Inbox?

Yes, you can see all appointments, including those booked over the phone, in person, or through the Patient Portal.

Can I cancel my booked appointments?

Yes, you can cancel your booked appointments at any time from the portal. To cancel a booked appointment, from the My Appointments page, open the appointment you want to cancel, and then click **Cancel This Appointment**.

Can I cancel a pending appointment request?

Yes, you can cancel pending appointment requests. Access **Mail** > **Sent Items**, open the appointment request you want to recall, and then click the **Recall Appt. Request** link.

What should I do if I don't see my doctor's name in the Request Appointment page?

Please contact Patient Portal Support and inform them that you cannot see your doctor in the request appointment page.

Medications

Can I renew my medications from the Patient Portal?

You can send a request to renew active medications from the Patient Portal. Your provider must approve the medication renewal request. You will receive a message informing you that your provider has approved and refilled your medication (if approved).

Statements and Payments

How do I pay my statement on Patient Portal?

You can view statements and make payments. When an electronic copy of a statement is uploaded to your account, you will receive an email notification indicating a statement is available.

Only the current balance is payable on the Patient Portal. You can make multiple payments against the current balance. If you have a pending payment that you cannot pay online, you should contact us and request a new statement. If your statements are overdue, contact us to resend the statement.

Do I have to receive my statement on the portal? Can I opt for paper statement?

You do not have to receive your statement on the portal. You can request a paper statement in person at the practice or contact our Central Billing Office at (215) 235-9610

Lab Results

Can I see lab results on Patient Portal?

Documents and lab results are not automatically uploaded to Patient Portal. They require the provider's approval before they are uploaded.

If you do not see your recent lab results, you should send your provider a secure message from the Patient Portal account asking for the status of a recent lab result. When your provider sends you an electronic copy of the lab result, you will receive an email notification indicating that a document is available.

In addition, you can request your latest Personal Health Record from **My Chart** > **Request Heath Record** after your provider indicates that your lab results have been approved.

My Personal Health Records

What is a Patient Health Record?

A Patient Health Record (PHR) is a document that contains information from your chart, such as allergies, medications, conditions, lab results, vital signs, immunizations, procedures, insurance, social history, family history, advanced directives, instructions, referral reasons, plan of care, demographic information, and functional status. You can request your PHR by accessing **My Chart** > **Request Health Record**. You can download your PHR as a PDF or CCDA document.

What is a CCDA document?

A CCDA (Consolidated Clinical Document Architecture) document is similar to a PHR, but uses a healthcare industry standard to organize information and is formatted in XML. You can take this file to other practices or healthcare entities and they can import the information from this file into their system. A CCDA will become available in your inbox after the PHR is generated successfully.

How does the "Who has viewed my chart?" feature work?

The **Who has viewed my chart?** feature shows which person has viewed, downloaded, and transmitted the chart and when. For example, if patients grant access to their spouse, then it shows when their spouse has viewed the patient's chart.

Communications

Can I "free text" who I want to send a message to, if I don't see their name available from the drop down?

No. You can send messages only to the providers listed.

Portal Account Management

Can I combine my accounts?

No, if you have multiple portals, you must contact [Patient Portal Support](#) to combine accounts.

Can someone else log on to my account?

The system is secure. No one else can access your account unless they have your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. It is recommended that you completely log off from the portal every time you finish using the portal. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four invalid attempts.

Does my child need a separate account from mine? How do I access my child's account?

Children ages 0-12 should be enrolled in the portal through a Care Manager's account. Care managers are parents or legal guardians of the child. If we have added you as the Care Manager for your child's account, you can access your child's account from your account. Because minors can consent to confidential health services at the age of 13, all portal access will be terminated once the child reaches 13 years of age to protect minor's health information. Patients can be re-enrolled upon their 18th birthday if they choose to do so.

Can I be a care manager for an adult patient?

Yes. You can be a care manager for adult patient, if they complete a patient

portal proxy form. You can get a proxy form at the front desk.

Troubleshooting

How do I retrieve my user name?

You can retrieve your user name by clicking **Need help with your user name and password?** on the log on page. You must click **I'm having problems signing in** and enter your personal information. You will receive an email with a URL to reset the password after answering the password security questions.

How do I retrieve my password?

If you forget your password, you can reset it by entering the user name and answering the password security question. After answering the password security question, you will receive an email with a URL to reset the password. You can also request that we reset the password for you by contacting Patient Portal Support.

How do I reset my password if I do not remember the answer to the password security question?

If you do not remember the answer to the password security question, you can click **I'm having problems signing in** and enter your personal information on the logon page. You will receive an email with a URL to reset the password after you enter the correct details.

What should I do if I am having difficulty resetting the password?

If you are having difficulty resetting the password, you can request password reset link and token from us. You can reset the password using the link and the password reset token. If you still have difficulty accessing your account, contact Patient Portal Support.