



My Health Portfolio User's Guide

Bedford Commons OB/GYN is pleased to introduce a new way to communicate with our office. You will now be able to access our office at your convenience 24 hours a day using your computer.

My Health Portfolio allows you to:

- **REQUEST AN APPOINTMENT** – This feature allows you to send a message to the schedulers letting them know when you would like to come in for routine care, such as annual visits. This feature should not be used to schedule urgent appointments. Instead please call the office for same day or urgent appointments
- **REQUEST A PRESCRIPTION REFILL** – This feature allows you to request a refill of a current medication even when our office is closed. You should not use this feature if you require immediate attention to your request. For example, requests sent on Friday after 4 PM will not be addressed until Monday morning. If you require immediate attention, call the office and you will be connected to the answering service to reach the doctor on-call.
- **REPORT CHANGES TO YOUR DEMOGRAPHICS (ADDRESS, PHONE NUMBER, ETC. OR INSURANCE INFORMATION)** – Front Office and Billing Department staff will update your account with the information that you send over the web portal. We will still require you to bring new insurance cards to the office so that we can scan them into our system. For questions directed to the non-clinical department, please allow 24 hours for a response.
- **SEND A MESSAGE TO A PROVIDER OR NURSING STAFF** – You can send a message to or ask a question of any of our clinical staff. If you send a message to a physician or nurse practitioner, please allow 72 hours for a response. Messages sent to the nursing department by 3 PM will be responded to the same business day. If you require a faster response, please call the office for assistance.
- **ACCESS LAB RESULTS AND TRACK VITAL SIGNS** – Once your health care provider has reviewed your lab results you will be able to access the results. Your provider also has the ability to send a message with your results regarding your care plan or to clarify the result. A record of vital signs taken at office visits will be posted for you to review.

****My Health Portfolio should NEVER be used to communicate with us regarding a medical emergency. In the event of an emergency, please dial 911****

To access My Health Portfolio you must register with our Front Office either in person or online. You can then access your account from a link on the Bedford Commons OB/GYN website homepage. Please allow 24 hours from the time you register with the Front Office before you attempt to access your account. This service is available to any existing patient with Internet access. It is only accessible using “Microsoft Internet Explorer”. It is not currently compatible with Netscape or Mozilla Firefox web browsers.