

## **PATIENT PORTAL INSTRUCTIONS**

Lab results, test results, and visit summaries will be sent to you through the patient portal. You can also send secure messages to our office. Each time you have a new item in your portal, you should receive a notification by email.

**TO LOG IN FOR THE FIRST TIME:** Initial usernames and passwords will be provided to new patients. If you want to change your username or your password, you can do so by clicking on “My Profile” after logging in. When you have a new document in your portal, you will receive an email notification at the email address that we have on file for you.

### **ACCESSING THE PORTAL:**

There are 3 ways that you can access the portal:

- 1) Click on the link in the notification email
- 2) Type the address into your browser: <http://progmednc.myupdox.com>
- 3) Go to our website at [www.progmednc.com](http://www.progmednc.com) and click on “PORTAL”

**IF YOU HAVE FORGOTTEN YOUR PASSWORD:** Please click on CLICK HERE TO SIGN IN and FORGOT PASSWORD. Type in your username and you should receive an email with a temporary password. When you log in with the temporary password, you will be prompted to change the password immediately to one of your own.

**IF YOU HAVE FORGOTTEN YOUR USERNAME:** Click on FORMS and FORGOT MY USERNAME and submit the form. Someone from our office will contact you to assist you in getting logged in.

**IF YOUR EMAIL ADDRESS CHANGES:** Please notify us if you change your email address and also update it in the portal, so that you will continue to receive notifications when you have new items to view. (If you were using your old email address as your User ID, updating your email address with us will **not** update your User ID. Your User ID will remain the old email address until you change it on the portal).

**IT IS VERY IMPORTANT THAT YOU LOG ON TO VIEW ANY ITEMS SENT TO YOUR PORTAL, AS THERE MAY BE IMPORTANT INFORMATION OR INSTRUCTIONS FROM YOUR PROVIDER.** Our office receives a notification within a few days confirming whether or not you have read the message. If you have not, we will have to resend it and make further attempts to reach you to request that you open your portal, as we need to ensure that you have read any important information that we have sent you.

**NORMAL LAB RESULTS:** Please note that we will not call you with normal results unless there are specific changes or instructions from your provider, but you will receive a copy in your portal.