

Wilmington Endocrinology is now enabling patients for 'Patient Portal'

If you have internet access and are interested in having access
24/7 to the following

- **Viewing** your lab results
- **Request** to update your information
- **Look** at your future appointments
- **Send** our office secure email
- **Printing** your Personal Health Record (PHR) and Patient Visit Summaries
- **And** more...

Please give the following sheet to the front desk so they can
have the appropriate staff member enable you for the Patient
Portal.

If you have any questions someone will assist you and answer
questions when you are called back for your visit.

If you wish to activate this service please sign and date below

Patient Name: _____

Date of Acceptance: _____

(910) 254-9464
Fax **(910) 254-3474**

Office Location
1717 Shipyard Blvd Ste 220
Wilmington NC 28403-8019

Mailing Address
PO Box 3788
Wilmington NC 28406-0788

info@wilmingtonendo.com



Welcome to Wilmington Endocrinology Patient Portal

We are pleased to make this innovative service available to you. There is no cost to look at any of the information on the portal.

Before you start we suggest that you read through the information on how the patient portal will work and what it will offer you the patient.

How it Works:

1. You will need a USERNAME and PASSWORD to enter the portal. Our office will provide this for you at your visit or call us by phone. When you connect to the portal, you are NOT connecting to our actual computer system, but a secure website hosted elsewhere.
2. At the initial login, you will need to accept the terms of use for the Patient Web Portal.
3. Once in the portal, you can navigate to look at your appointments, request to update your information and look at your lab results. You can also send and receive messages from our office and appointment reminders. Feel free to explore the portal. Also note that everything in the portal is sent to us as a request and will only be updated after we receive your information.
4. The messages do not go directly to the doctors and nurses, but to our Web Portal coordinator. They will route your message to the appropriate staff member.
5. If you need to change your password, forget your password or wish to deactivate the service, please contact our office to let us know at 910-254-9464.



Once you are ready to use the portal please follow instructions below:

1. Using your web browser, go to www.wilmingtonendo.com click 'enter site' and to the left you will click on the Patient Portal box where you will use your username and password to login.
2. You may change your password by clicking on change/reset password, or you may login with the username and password that our office supplied. Most of our patients prefer to change their password to something that they can remember easily.
3. On your first visit to the portal, you will need to agree to the 'terms of use'. Please read these carefully. Among other things, you agree to use the portal only for **non-emergency** communications. Please call us on the phone for urgent or emergency situations.

Notes:

We want to keep your health information secure and confidential. Therefore, the system will lock you out with 5 failed attempts to enter the portal. Call our office to unlock the portal.

If you forget your password, please call our office during business hours. We do not keep your password on file, but we can reset it to a new one for you if we are able to identify you on the phone. It takes 15-30 minutes for the password reset to become effective.

Lab results will be available for any labs performed in our office. You may print these out to share with your other doctors, if you have not already sent them a copy. **Labs are not available for viewing until all tests ordered have been completed and your doctor has approved them.** If lab results are not received in an electronic format, they will not appear on the patient portal. **Labs results are viewable under Review: Labs/Diagnostic Reports.**

Emails will be sent regarding your appointments, but do not have the actual detailed appointment information in the email. You will need to login to your portal to view your appointment details to keep your privacy secure.

Thank you for coming to our office and we hope that you enjoy using the Patient Portal.