



Patient Portal Frequently Asked Questions

summit community
CARE CLINIC

Remember the Patient Portal is not to be used for emergency related medical issues or questions. If you are having a medical emergency, call 911 or go to the hospital. Please call Summit Community Care Clinic directly at 970-668-4040 if you have questions that need answered within one business day or sooner.

I'm concerned about my privacy using the Patient Portal. Is this site secure?

Your information is extremely secure. The information is maintained on a secure server. **You are advised to *never* share your password to the patient portal with anyone!**

What services can I access on the Patient Portal?

At this time, you will be able to:

- ✓ Review scheduled appointments
- ✓ Request a refill of medication
- ✓ Review lab results
- ✓ View clinical summaries, medications, and allergies
- ✓ Update personal information (new address, phone number etc.)
- ✓ Send a secure message to a provider, health coach, front desk staff or other staff
- ✓ View bills and statements

How do I sign up for the Portal?

Visit the Clinic in person or call Portal Support at 970-668-4005. Tell them you would like to sign up to use the Patient Portal. You will be given a Welcome Letter and Frequently Asked Questions (FAQ). A user name and temporary password will be assigned to you to access the Portal. You must be 18 years of age and have a valid email address. Once you have a temporary password, visit www.summitclinic.org and click on the Patient Portal link. Once you enter your user name and temporary password at the log in site of the Portal, it will prompt you to change your password.

I forgot my password. What should I do?

Visit the Clinic in person or call the Portal Administrator at 970-668-4005. Tell them you need your Portal password reset. A temporary password will be issued to you. Go to our website www.summitclinic.org and click on the Patient Portal link. Log in with your user ID and the temporary password. The Portal log in site will prompt you to change the password. Once you are in the Portal, you have the option of changing your password at anytime.

Can I update my personal information on the Portal?

Yes. Under the Patient Information page, you can change your address, phone numbers, email address, and also choose a pharmacy. Any changes to patient information, made by the patient on the Portal, are subject to approval by SCCC staff. Keep in mind it may take **up to 48 hours** for the changes to appear on the Portal and your account at the Clinic.



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How do I schedule an appointment?

Although the Portal will not allow an appointment to be scheduled, you can request an appointment by choosing Message Center and click the New Message Tab. In the subject line, choose “Patient Question - appointment” from the drop down box. You can then request an appointment by sending a message. Please include your phone number and staff member will contact you by phone to discuss a time and date for your appointment.

I forgot when my appointment is. Where can I see my scheduled appointment?

After you log in, scheduled appointments will show on the Patient Dashboard on the main page of the Portal.

Can I select or change my pharmacy through the Portal?

Yes. Choose the Pharmacy tab on the Patient Information page. You can search for pharmacies by phone number or zip code. If your pharmacy is not on search list, send us a general message through the Portal Message Center or call the Clinic 970-668-4005. Provide us with your pharmacy address and phone number and we will be happy to add your pharmacy to the Portal list.

Can I request a prescription refill on the Portal?

Yes. Click on the Message Center, then choose the New Message tab. From the drop down menu, choose Patient Questions – Prescription RX. Send us a note with the details of the refill. Once the request is reviewed and approved, **you will be contacted by either email via the portal or phone when your request has been processed.**

When can I see my lab results?

Lab results are only available for view on the Patient Portal after your provider has reviewed your results and approved them. You will receive an email requesting you to check your portal account when the lab results are available for your review. You can find your approved lab results under the “Patient Chart” tab. In some cases, the provider will need to contact you by phone to discuss the results before they appear on the Portal.

How long does it take for my request to be processed?

Messages and requests will be responded to as quickly as possible. Many requests can only be processed during your physician’s normal office hours, as they are patient-specific medical issues. Every effort will be made to respond within 48 hours. Please call the Clinic directly at 970-668-4040 if you have questions that need answered within one business day or sooner.

Why can’t I see my child’s medical records?

At this time, the Portal does not permit access to information for patients under the age of 18.