



Questions?

What Is a Patient Portal?

A patient portal is a secure online website that gives you convenient 24-hour access to your personal health information and medical records—called an Electronic Health Record or EHR—from anywhere with an Internet connection.

Why Is a Patient Portal Important?

Accessing your personal medical records through a patient portal can help you be more actively involved in your own health care. Accessing your family members' health information can help you take care of them more easily. Also, patient portals offer self-service options that can eliminate phone tag with your doctor and sometimes even save a trip to the doctor's office.

Can my family access my Portal?

You may choose to give family members, such as parents or healthcare proxies, access to your Portal.

Is my information safe?

Yes. Patient portals have privacy and security safeguards in place to protect your health information.

Always remember to protect your user name and password from others and make sure to only log on to the patient portal from a personal or secure computer.

Faculty Internal Medicine, PLLC

www.healthportalsite.com/FIM

If you have any questions, you may contact our office:

Turkey Creek Location

11440 Parkside Drive
Suite 302
Knoxville, TN 37934
Ph. 865-218-9220

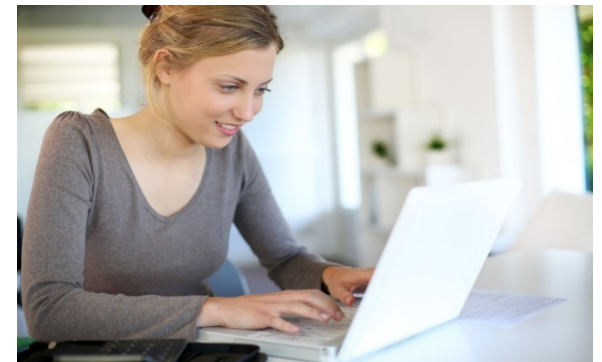
Cherokee Mills Location

2250 Sutherland Ave.
Suite 121
Knoxville, TN 37919
Ph. 865-218-9220

www.facultyinternalmedicine.com



Invites you to join our Patient Portal



Access to YOUR health
information...

Anytime
Anywhere

Registration is Easy!

Provide us with your preferred e-mail address so we can give you access to the Patient Portal



A Portal Registration e-mail is automatically sent to you containing a registration link



Click on the registration link



Enter the requested personal information to verify your identity



Follow the instructions for creating a user name and password



Confirm your personal and insurance information on the next screen



EXPLORE!

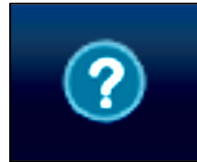
Patient Portal Website:

www.healthportalsite.com/FIM

Online Help!

There is an online help system that will explain how to use each feature in the Patient Portal.

Look for the question mark button in the upper right hand of the Patient Portal.



*See your health
information in one place!*

What Do I Do If...

...I don't receive a registration email?

Be patient. The e-mails may take a few minutes to deliver. You may also check your junk mail or spam folders to see if the email was routed there by mistake. If necessary, you can call the office to re-send the registration e-mail.

Also, failure to register your portal account within 72 hours will inactivate your registration. If this happens, please contact the office to send you a new registration.

...I forget my password?

After you attempt to login with a username and password, click on the link that says, "Forgot Password," and follow the additional instructions. If you still need help, contact the office to reset your account.

...I have an urgent issue or an emergency?

Do NOT use the Patient Portal. Call the office if you need to speak with a staff member immediately. If you are experiencing an emergency, call 911 or go to the nearest emergency room.