



WEST CANCER CENTER

PATIENT PORTAL FAQ

How do I sign up for the West Cancer Center Patient Portal?

In order to sign up for West Cancer Center's Patient Portal, we will need to have your email address, date of birth, and zip code entered in your patient chart. Once we have this information, you will receive an email invitation to join the portal. An invitation is required to activate your Patient Portal access.

If you have a question regarding information included in your patient chart, please see a front desk associate at one of our clinic locations.

What can I do in the Portal?

West Cancer Center's Patient Portal provides our patients remote access to several features regarding your continuum of care, including:

- Ask a question to our Billing Department
- Request Medical Records
- Request Prescriptions or Refills
- Ask a Question to your provider
- Request an appointment

I received a message stating I have a New Health Data. What does this mean?

Four days after each office visit with your health care provider, you will receive a patient visit summary through the Patient Portal. This can be accessed by clicking on the "View Health Data" button within the notification message. This patient visit summary includes details on your current problem list, current medications, lab results*, vital signs and any additional pertinent data that was recorded on your visit. If you have any questions regarding this patient visit summary, please contact your health care provider.

**A doctor or nurse practitioner must sign off on your lab results before they will be displayed in the Patient Portal. If you do not receive your lab results in your patient visit summary, send a message to your health care provider.*

Are my full medical records included in the Patient Portal?

Our Patient Portal does *not* include a full, comprehensive view of your complete medical records. In order to view your complete medical records, please submit a request to your health care provider to have these sent to you.



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How quickly will you respond to my message?

Our team will respond to your message within two business days (48 hours). Our response team maintains normal business hours, 8 am – 5 pm, Monday through Friday. If you need faster service, please contact us at 901.683.0055. **If this is a medical emergency, please call 911.**

I forgot my username, my password, and/or my Security Questions. What do I do?

Please contact us at 901.683.0055. Our team will send you an email with instructions for resetting your password and/or your security questions.

How do I access the Patient Portal?

You can access the Patient Portal via our website, <http://www.westcancercenter.org>. Click on the Patient Portal button on the upper right side of the website homepage.