



PATIENT PORTAL FREQUENTLY ASKED QUESTIONS:

How do I send an electronic message to the staff and doctors at Sylvan Lakes Family Physicians?

Login to the patient portal and click on 'Message' to send an electronic message or question to our team. We will be alerted immediately to your message.

What information is available in the Patient Portal?

Patient Portal Features:

- ✓ Prescription Refills
- ✓ Review Health Records
- ✓ Personal Patient Information
- ✓ Send a Message to a Nurse or Doctor
- ✓ Request Appointments
- ✓ Request Referrals
- ✓ Update Medical Information
- ✓ Manage Wellness
- ✓ Reminders from your Doctor
- ✓ Return visit appointment

How do I access the Patient Portal?

Click any of the "Connect to Patient Portal" links on any page of our website.

What information do I need to login to the Patient Portal?

You will need an email address and a password to login to the patient portal.

How do I obtain a password for portal?

PASSWORD WILL BE GIVEN, IN PERSON ONLY, at our office.

I am having trouble accessing the Patient Portal, or my health records. What do I do now?

Contact our office at **419-517-1001** for assistance with the Patient Portal.