

Wilson Family Medicine

2009 Miccosukee Road
Tallahassee, FL 32308
(850) 219-2273

www.wilsonfamilymedicine.com

To Our Patients:

We are continuing to implement our **A4 Healthmatics Patient Portal** for your convenience and continuity of care. Using the portal allows an **enhanced level of accessibility to our office and your health information**. This is how we will communicate **all results** to you, **except with urgent results** that require immediate attention. You will receive a call concerning urgent results. Please observe the following:

1. Using your **username** and **password** assigned at our office, access the patient portal at the following website: <http://wilsonfamily.a4secure.net>.
2. Once logged in, **change your password**.
3. Through the patient portal, communicate with physicians and nurses, and expect a response within **48 hours**.
4. Access parts of your medical record and demographics.
5. Access lab results posted through LabCorp and Quest Diagnostics. The following states the **maximum** time for diagnostic tests to be available:
 - Pap Smears: 3 weeks *after* Pap smear obtained.
 - Biopsies: 3 weeks *after* biopsy obtained.
 - Ultrasounds, CT scans, MRI's, X-rays: 7-10 days *after* performed.
 - Blood tests: 5-7 days *after* drawn.
 - Urine, vaginal, throat cultures: 5-7 days *after* culture obtained.
 - Mammograms/Other diagnostic tests: usually 1-2 weeks *after* test performed.
6. Please refrain from calling our office for any of the above. It is **YOUR** responsibility to access results of the above tests. If you have waited for the specified amount of time, and no results are posted, feel free to contact our staff.
7. **If your results need immediate attention, our office staff contact you directly.**
8. If you do not understand the above information, please discuss the use of the system prior to leaving the office today.
9. **This is NOT to be used for an emergency. If you have an emergency, call 911.**

This site is a secure site that is compliant with federal HIPAA/confidentiality laws.

Sincerely,

Wilson Family Medicine