



ASK US ABOUT OUR NEW PATIENT PORTAL

ACCESS YOUR HEALTH INFORMATION
ON YOUR COMPUTER OR YOUR
MOBILE DEVICE

- Update Personal Health Information
 - Complete Medical Forms
- Request (Non-Urgent) Appointments
 - Review Previous Appointments
 - Review Lab Results
- Receive Important Health Reminders
 - Request Prescription Refills
- Exchange Messages with Practice Staff
 - Review Billing Statements

ASK OUR STAFF HOW YOU CAN ENROLL TODAY!

How to Access your Patient Portal

Login Information

Username: _____ Password: _____

Set-up Instructions

1. Visit https://mycw58.eclinicalweb.com/portal7368/jsp/100mp/login_otp.jsp
2. Enter the username and password provided by clinic staff
3. Create a new password and a security question
4. After reviewing the eClinicalworks terms & conditions, click "Next"
5. After reviewing the Practice Consent Form, check that you have read the form & click "Agree".
6. You will be directed to the Patient Portal Home Page

Patient Portal Help

How do I request an appointment? Under the 'Appointments' tab, select 'New Appointments'. Appointment requests must be made 48 hours in advance. Complete required fields and click 'submit'. After the request has been reviewed, staff will contact you by email or phone to confirm your appointment. Once confirmed, this appointment will appear as an 'Upcoming Appointment' in your portal. Previous appointments can be reviewed under the 'Historical Appointments' tab.

How do I view & pay my bill? Previous and updated billing statements can be viewed under the 'My Account' tab. Your most recent statement can be viewed in the 'Latest Statement' tab. Previous statements can be viewed in the 'Past Statement' tab. Payments cannot be made online at this time, please call or visit the clinic to make a payment.

How do I update my personal information? Personal information, such as address and contact information, can be viewed in the 'My Account' tab. You can update this information in the Portal. Personal health information is found under the 'Medical Records' tab by selecting 'Personal Health Records'. This is where you can review medications, lab results and other information. This information cannot be updated in the Portal. In the case that information is inaccurate, please contact the clinic. Questionnaires specific to your health care can be found under the 'Questionnaires' tab. Completing these can provide your physician with helpful information.

How do I request a prescription refill? Prescription refills can be requested by selecting the "Messages" tab → 'Refill Requests'. Select the medications for which you would like a refill and select 'Refill Request'. Enter facility & provider information, select a pharmacy and enter a message if you would like. Select submit and request will be sent to facility.

How do I view lab results? Lab results are displayed under the 'Medical Records' tab by selecting 'Lab/Diagnostic Reports'. An email notification will be sent to you once the results have been posted.

How do I know what services I am due for? You will receive 'alerts' for selected services such as immunizations and pap smears. These reminders are displayed under the 'Health Trackers' tab by selecting 'Reminders'.

How do I review previous appointment summaries? Appointment summaries are located in the 'Medical Records' tab → 'Visit Summary' tab. The appointment summary includes medications, tests ordered, problem list, allergies, immunizations, referrals, and next appointment details.

How to Access your Mobile Patient Portal

