

## **Frequently Asked Patient Portal Questions**

### **1. Patient Messages**

Any Patient messages received after hours will be addressed on the following business day by 12pm. If this is a urgent message, please contact our After Hours line at (303)956-6114

### **2. I don't have a patient portal account. How do I create one?**

New Patients, you will receive an email invitation from Clinix to set up your Patient Portal account. This is a special email invitation link, just for you.

### **3. "I can't login to my Clinix Patient Portal account"**

We can not reset your password, if you forgot your login account info. You have the option of registering through your Google, Yahoo, Microsoft, FollowMyHealth or Facebook account. We can not reset these accounts for you. We do not have access. We can see which account you have registered with, if you need a reminder.

### **4. How do I get the most out of my patient portal? What can the Clinix Patient Portal do for me?**

# ACCESS YOUR MEDICAL INFORMATION ONLINE



Schedule appointments



Send and receive  
secure online messages



View test and lab



Request Rx refills



Receive email care  
reminders



Set up proxy a  
for children  
dependent a