

# FAQs & Troubleshooting Tips

## **Why do I have to have a patient portal account?**

Due to the pandemic, we have increased our safety protocols by offering remote services, such as telehealth, and limiting interactions in our offices such as traditional "check-in" and "check-out." Your portal is an essential tool that allows us to deliver information promptly and efficiently, improving your care.

Communicating with you through your portal account ensures the security of your protected health information. Under HIPAA regulations, we are not permitted to communicate through other less secure means such as email.

## **What type of information will I receive through my patient portal account?**

Within your portal, you can complete or update your medical history. You may also receive the following types of information:

- Procedure instructions (example: colonoscopy preparation instructions)
- Other documents such as dietary instructions, summaries from your doctor or provider, etc.
- Orders for tests, such as radiology exams or lab tests and results
- Other information related to your care

## **What if I cannot access my portal or did not receive a notice to create an account?**

First, try logging in through [capitaldigestivecare.myportal.com](https://capitaldigestivecare.myportal.com).

- If you are a new user, and you have received a PIN, click "Sign up now"
- If you are an existing user, enter your username and password. If you cannot remember this information, use the links for "Forgot Username" or "Forgot Password."

**If you cannot login, please call our IT Helpdesk at 301-421-HELP.**

## **What if I cannot log on to my telehealth appointment?**

If, on the day of your appointment, you are experiencing technical difficulty, wait for your doctor to call you. (Note: this call may come from an "unknown" or "blocked" number.) They will either complete your visit by phone or provide alternate instructions to connect with you by video.