

Viewing and using the portal

Why can't I see my labs?

Labs flow into your portal account as soon as your provider has signed off on them. *Note: Labs that are ordered by an outside physician will not flow over to the portal because that physician is not part of the Mankato Clinic.*

Do I need to keep checking my portal to see when my notes and labs will be added?

When information is ready for you to view in your portal, you will receive an e-mail that says "you have new information available from Mankato Clinic." When you log into your account, your updated sections will show under the Action Center and Recent Activity.

How can I communicate with my provider or their staff through the portal and when can I expect a response from my provider?

Click on "Send a Message" at the top of your portal account or click on "Inbox" and then "Compose." Either method will take you to the same screen where you can select your provider and send a message. Once you are finished, you will get a screen saying your message has been sent and you will be able to see that message in your outbox. Responses typically come back within 72 business hours. Messages are not monitored on the weekends.

Do I need to keep checking my portal to see when I get a reply from my provider?

When your provider's office sends you a message, you will receive an email saying "your healthcare provider's office has sent you a secure message."

Can I pay or view my bill through the portal?

Viewing or paying your bill through the portal isn't an option at this time. To pay your bill you can click on the link which will take you to bill pay on our website. <http://www.mankatoclinic.com/online-bill-payment>

Can I make or change an appointment on the portal?

You can request an appointment through our website by clicking here <http://www.mankatoclinic.com/request-an-appointment>

If you are needing to change or cancel a current appointment, please call the department directly by accessing the list of departments <http://www.mankatoclinic.com/specialites-and-services> or by calling 507-625-1811.

Can I request a prescription refill?

The portal does not support this function at this time. The best way to request a refill of a prescription is to call your pharmacy directly. Remember to allow 72 hours for your prescription request to be processed.

What do I do if I have concerns about the content of my records or there is incorrect information?

If you have any information in your portal account that is incorrect, please contact the Release of Information Department at 507-389-8633.