

TRI-STATE ORTHOPAEDICS' INTELICHART PATIENT PORTAL

Frequently Asked Questions:

Q: What does the patient portal provide?

A: With the patient portal, you can:

- Request, change or cancel an appointment
- Send a secure non-urgent message to one of our providers
- Request prescription refills
- Pay bills easily

Q: How do I sign up?

A: You will need a PIN to be fully registered for the portal. You can request a PIN by asking at your next appointment, emailing our office at pr@tristate-ortho.com or calling our office at 812-477-1558.

Q: I forgot my username or password...What should I do?

A: Your username is your email address that you registered with. To reset your password, click the “forgot your password” link on the login page. You will receive an email with instructions to reset your password.

Q: Can I view a child's (or another family member's) health record?

A: Yes. This is called “proxy access” and allows an adult to access their child's account, or an adult who has designated you as their health care decision maker. Please talk with one of our front desk staff to assist you.

Q: What can I see in my portal account?

A: You will see your past and future appointments, medications, vitals and medical history. You will also have the ability to view and/or print a summary of your visit with our office. PLEASE NOTE: Therapy appointments and surgeries will NOT be displayed in the portal.

Q: If I send a message to my provider, when can I expect a reply?

A: You can expect a response within 1 business day. If you have an urgent need, please call our office at 812-477-1558.

Q: Is there an app?

A: Yes. Visit the Apple or the Google Play store and search for “Intelichart”. The app is titled “PatientPORTAL by Intelichart”.