

Connecting with Your Care Team



For your convenience, you can communicate with us by phone or the MyMartinsPoint® patient portal. Below you'll find your best choice depending on your needs. *NOTE: Portal messages are answered Monday-Friday during business hours. Depending on the need, a patient service representative, medical assistant, nurse, or provider on your care team will respond.*

Here are the best ways to communicate with us based on your need!



Phone

Situation	Response Expectations
<ul style="list-style-type: none"> New or worsening symptoms Urgent question, but not an emergency Complex questions about lab/radiology results and/or next steps 	On-hold wait time will vary by call volume. If needed, a clinical staff member will determine the appropriate level and timing of care (office visit, ER).
Contacting the office for someone other than yourself (e.g., for spouse, parent, child, etc.)	On-hold wait time will vary by call volume.



Portal

Situation	Response Expectations
Rescheduling or changing appointment	Within 24-48 hours.
General questions about lab or radiology results	<ul style="list-style-type: none"> Results posted on portal within 24-48 hours. Automated phone call for normal results. Phone call from your care team if results are abnormal.
Medication refills	<ul style="list-style-type: none"> Within 3 business days Portal response that prescription has been sent. Pharmacy will contact you when ready. You will only hear from us if there is an issue.
Forms needing to be completed by provider (e.g., Bureau of Motor Vehicles, school forms, handicap placard forms, etc.)	<ul style="list-style-type: none"> Up to 3 business days to be filled out. Portal notification when ready for pick up.
Requesting lab results be sent to another provider/specialist	Within 24-48 hours.
Requesting a referral	<ul style="list-style-type: none"> You will only hear from us if there is an issue with the referral or if your provider would like to see you prior to making this referral. The place you are being referred to will contact you to set up an appointment. This could take at least 1-2 weeks depending on their schedule.
<ul style="list-style-type: none"> Making a payment General billing question Requesting copy of statement 	Within 24-48 hours.