



## **Frequently Asked Questions about Patient Portals**

**Q. What is the portal, and what can I do with it?**

A. Click [here](#).

**Q. How do I send Lab/Imaging Reports, NFP charts, and/or Other Medical Records to my clinician?**

A. Click [here](#).

**Q. My email is already connected to a Tebra patient portal with a doctor not at MyCatholicDoctor. What do I do?**

A. Fyi, our EHR/Electronic Health Record --Tebra-- allows every Patient chart to be connected to one and only one email address per medical practice. Tebra does not allow an email address to be used for multiple portals, even if they are different medical practices.

As it states on the Tebra [website](#) --*The email address must be a unique email and not associated to another patient's record or practice using Tebra.*

Therefore, is there another email address we may use to activate your MyCatholicDoctor portal?

If not and you have a gmail email, there is a workaround.

You can use the [append \(+\) feature](#) and it will count as a unique email for the patient portal login.

For example, if you wish, we could use something like Your Email+mcd@gmail.com

Please email [info@mycatholicdoctor.com](mailto:info@mycatholicdoctor.com) with a unique email address for your MyCatholicDoctor portal.

**Q. Can you link Patient Portals together?**

A. Yes, for sure, once Portals are set up, you can link them together if you wish! You would readily invite yourself as an authorized guest by following the steps [here](#).

**Q. I am a new patient and cannot find my portal activation email. Where is it?**

A. You will be receiving a Tebra Patient Portal activation email in the coming days. If you received an email from Tebra with your intake forms, you should have also received a separate email from Tebra with the portal activation email. Double check your email inbox and spam folder.

*Thank you for your patience with the technical limitations that Tebra has.*