



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.