

Connecting with  
Your Care Team

 Martin's Point

For your convenience, you can communicate with us by phone or the MyMartinsPoint® patient portal. Below are your best choices based on your needs. *NOTE: Portal messages are answered weekdays during business hours. A patient service representative, medical assistant, nurse, or provider will respond.*

Here are the best ways to reach us based on your need:

Appointments

- Schedule online—no portal login needed: [martinspoint.org/selfschedule](https://martinspoint.org/selfschedule)
- Change/cancel:
  - For appointments scheduled to occur **within next 24–48 hours: Call us.**
  - For all other appointments: Send a portal message. We will respond via portal within 24–48 hrs with options to reschedule.

| Phone     | What you need help with                                                                                                                                                                          | What to expect                                                                                                                                                                                               |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Call Us) | <ul style="list-style-type: none"><li>• Symptoms: New or worsening</li><li>• Urgent question: but not an emergency</li><li>• Complex questions: lab/radiology results/next steps, etc.</li></ul> | <ul style="list-style-type: none"><li>• 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).</li></ul> |
|           | Contacting the office for someone other than yourself                                                                                                                                            | <ul style="list-style-type: none"><li>• On-hold wait time will vary by call volume. Please have the patient's information ready.</li></ul>                                                                   |

| Portal       | What you need help with                                                                                                 | What to expect                                                                                                                                                                                                                                                                                       |
|--------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (Message Us) | Lab/Radiology Results: General questions                                                                                | <ul style="list-style-type: none"><li>• Results posted on portal within 24–48 hours.</li><li>• Automated phone call for normal results.</li><li>• Phone call from your care team if results are abnormal.</li></ul>                                                                                  |
|              | Lab/Radiology Results: Requesting they be sent to another provider                                                      | <ul style="list-style-type: none"><li>• Lab results sent and portal confirmation message sent to you within 24–48 hours.</li></ul>                                                                                                                                                                   |
|              | Medication: Requesting refills                                                                                          | <ul style="list-style-type: none"><li>• Allow up to 3 business days</li><li>• We'll send a portal message once prescription is sent.</li><li>• Pharmacy will contact you when ready.</li><li>• You will only hear from us if there is an issue.</li></ul>                                            |
|              | 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"><li>• Allow up to 5 business days to be filled out.</li><li>• Portal notification sent to you when ready for pick up.</li></ul>                                                                                                                                    |
|              | Referrals: Requesting a referral                                                                                        | <ul style="list-style-type: none"><li>• You will only hear from us if there is an issue or if your provider would like to see you prior to referral.</li><li>• Once the referral is sent, the specialist's office will contact you to schedule. This could take <b>at least 1–2 weeks</b>.</li></ul> |
|              | Billing: Requesting copy of statement                                                                                   | <ul style="list-style-type: none"><li>• Statement mailed and portal notification of mailing sent to you within 24–48 hours.</li></ul>                                                                                                                                                                |