



Fanno Creek Clinic Patient Portal FAQs

Why can't I log into the Patient Portal?

In order to log into the patient portal, you must sign up for an account in person at our front desk so that we can verify your identity and protect your medical information. You will be given an access code and log in credentials to set up an account. Accounts will not be created over the phone. Newly established accounts and reactivated accounts will be accessible within one hour after they are processed. This means, that if you are signing up for access, requesting labs from your provider, or reactivating an account, these requests will be processed within one hour. If additional help is required to register your patient portal account online after signing up at the front desk, please view the Patient Portal Registration documentation on Fanno Creek website.

What information will I be able to view after I have access to the Patient Portal? Can I correspond with my provider?

Patients will be able to check Drug Allergies, Problem List, Medications, Lab Results, and Imaging Results from EPIC. Fanno Creek is currently developing the features to allow for patients and providers to correspond and it will be available at a future date.

I've signed up for the Online Bill Pay in the past. Is this the same information to log into the Patient Portal?

The Patient Portal and Online Bill Pay Portal are two different services that require unique access information. They must be signed up for individually and the same log in information from the Online Bill Pay will not grant access to the Patient Portal. Currently, Fanno Creek's own online bill pay system is in development.

I've set up my Patient Portal access information and after I log in, I cannot see my lab information. What do I need to do?

Labs are released to the Patient Portal by your provider. If you do not see labs that were requested, please let your provider know so that the labs can be uploaded.

I signed up for access at the front desk, but I receive a message stating that the account cannot be created when attempting to log in to the Patient Portal. What do I need to do?

The access codes provided by the front desk are set to be active for a period of 7 days. This means that if you do not log into the Patient Portal and create your account within that period, then you will need to have the access code reactivated. A simple reactivation request can be processed over the phone. However, we cannot provide you with a new access code in this manner in the event that the information is lost. If your activation information is lost, please visit the front desk and they will assist you in setting up the account. After the user agreement forms are signed, you will be able to activate your account approximately one hour after signing up for access.

When attempting to connect to the <https://portal.fannocreek.com> website, I receive a message stating that the site is unsecure or untrusted. Is the website unsecure?

With some web browsers such as Firefox, you may encounter a warning that states "This Connection is Untrusted" or that they cannot confirm that the site is secure. This warning is dependent upon a security certificate being issued to the website or if the browser is unable to verify it. Since all web browsers have a slightly different method to verify certificates, this message may or may not appear (depending on the browser that you are using).

HTTP stands for Hypertext Transfer Protocol. It's the first element you see in any URL including the address for <https://portal.fannocreek.com> and you can think of it as the language used to deliver information over the web. The one difference is that the portal website contains an (S) so instead of (HTTP) you will see (HTTPS). Most web browsers use an encryption method called Secure Sockets Layer (SSL) in order access secure webpages and these sites will be displayed with (HTTPS).

In some instances, even government websites have had issues on various browsers and there are a few ways around this issue. For example, try the website in a different browser such as Internet Explorer, Google Chrome, or Safari. If prompt appears that lists the site as untrusted or not secure, you can click on "Add Exception," verify that <https://portal.fannocreek.com> is listed as the web address or location and then confirm the exception. Once this is done, the website will remain as verified within the browser and the prompt will no longer appear. The Fanno Creek Patient Portal website is secure and has been tested with multiple browsers.

For more information on messages that may appear within Firefox, please visit: <http://support.mozilla.org/en-US/kb/connection-untrusted-error-message>