



Frequently Asked Questions

15. What is the turnaround time for information/response? Please allow the following intervals for interactions with your healthcare providers:

- Message request for a call back or follow up: *1-3 business days*
- Appointment request: *1-3 business days*
- Request for Rx refill: *1-3 business days*
- View lab results: *Immediately after the provider verifies the lab*

Please note: Portal messages are not checked on the weekend. For urgent health issues, call 911 or go to an urgent care clinic or the emergency room.

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