Visit our website: www.flhealth.org

Click on the Finger Lakes Health Patient Portal link

Select the practice you see your doctor at

Click “activate patient portal account” if the first time

Complete personal information and select a site ID image, Login ID and password

Enter your one-time user name, password, and security question and click Log On

Type your activation code that is included on the patient portal activation letter

You are now ready to use the portal!

The Patient Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.

24/7 Availability

Health Information Available
- Lab Results
- Visit Results
- Discharge Instructions
- Health Summary

Allergies and Medications
- Allergies and Conditions
- Immunizations
- Medications with Instructions

Appointments
- Upcoming Visits

Communication
- Ask your Provider a Question
- Request a Refill
The Patient Portal allows you to conveniently access lab results, request appointments or medicine refills, and contact the physician from your computer, tablet or smartphone. You must request a portal activation letter from our office before you can access the Patient Portal. Please contact your doctor’s office for an activation letter.

When you have received your activation letter, you are ready to set up your Patient Portal account. The activation code you receive is case sensitive. Please type it exactly as it appears on your activation letter. You will need a functioning email address to complete the activation process.

Where does my health information in the Portal come from?
All of the information in the Portal comes from your Electronic Medical Record. This allows us to have the most accurate, up-to-date information possible.

Is my information safe?
Yes, the portal is password protected and any information between you and your doctor is encrypted.

What if I ever have technical problems with the Portal? Please call the physician’s office directly for the practice portal you are using.

Clyde Family Health Center (315) 923-3640
Dundee Family Health Center (607) 243-7881
FLH Medical, P.C. Clifton Springs Internal Medicine-Professional Park (315) 462-7001
FLH Medical, P.C. Geneva Primary Care (315) 787-5400
FLH Medical, P.C. Keuka Health Care (315) 531-2944
FLH Medical, P.C. Pre-Emption Family Medicine (315) 536-0086
Lifecare Medical Associates (315) 539-9229
Diabetes Care Center (315) 787-4006
Finger Lakes Gastroenterology (315) 787-5310
Geneva General Surgical Associates (315) 787-4204
Geneva General Surgical Associates (315) 787-5383
Interlakes Orthopaedic Surgery (315) 789-0993
Seneca Family Health Center (315) 787-4977

The list on the left hand side shows all of the different areas of your portal you can go into.