

***Confidentially...  
Securely...***

Providing patients with timely electronic access to their health information

**PATIENT PORTAL SERVICES**

Registered patients will have secure access to the following services at their fingertips:

- View your medical record chart summary
- Request a referral
- Request lab & test results
- Request a medication refill
- Send a non-urgent message to your health care provider's medical team.
- Send a question to the billing department
- Send a message to Patient Assistance



**MISSION**

The mission of the DFD Russell Medical Center is to ensure that everyone in our communities has access to, and is provided with, the highest quality primary health care, regardless of ability to pay.

**DFD RUSSELL MEDICAL CENTER**

**LOCATIONS:**

**180 Church Hill Road  
Leeds, ME 04263  
207-524-3501**

**11 Academy Road  
Monmouth, ME 04259  
207-933-9646**

**7 South Main Street  
Turner, ME 04282  
207-225-2676**

**[www.dfdrussell.org](http://www.dfdrussell.org)  
<https://portal.dfdrussell.org/portal>**



**Secure Message  
Patient Portal  
Services**



## START HERE

If you are an active patient of DFD Russell Medical Centers or are scheduled for your first New Patient appointment you can create a Secure Message Patient Portal account.

As part of creating your new Patient Portal account, you will need a DFD Russell Medical Center Personal Identification Number (PIN) to verify your patient identity.

## HOW TO REQUEST YOUR PIN

Ask our Front Desk staff for your Secure Message Patient Portal PIN at your next office visit.

You will be required to provide In Person Authentication.

### **Please provide a photo ID.**

You will be asked to read and sign a **Access Request Form.**

You will then be given a **Secure PIN letter.**

This letter will include your unique and secure Personal Identification Number (PIN) and will guide you through your new account registration process.



## HOW TO CREATE YOUR NEW PORTAL ACCOUNT

A secure PIN number is required.

## ONCE YOU RECEIVE YOUR PIN

Register online by visiting the Secure Message Patient Portal site:

<https://portal.dfdrussell.org/portal>

Or click the Portal link from our website:

[www.dfdrussell.org](http://www.dfdrussell.org)

**Your PIN will only need to be used once during the Identity Verification process of creating your new account.**

When creating your new Portal account, **please make note of your username and password.**

You will need these logon credentials to access Patient Portal services.

## EMAIL REQUIREMENTS

- Each patient is required to have a unique email address to use Secure Messaging and Patient Portal.
- You can obtain free email addresses from many services including the following:
  - Gmail      mail.google.com
  - Hotmail    mail.live.com
  - Yahoo      mail.yahoo.com
- Spouses, parents, and legal guardians may not share one email address and must create separate accounts.

## HOW IT WORKS

When we send you a secure message, you should first receive a notification email in the inbox of your email program. The notification email will include a link to your Patient Portal Secure Message inbox. Follow the link, logon to your Portal account, and you will receive your confidential message.