

- **What is the NIH Clinician Portal?**

The NIH Clinician Portal is a secure website specially designed to provide clinicians who follow and/or refer patients to the National Institutes of Health secure, electronic access to medical information about their patients generated while at the NIH.

- **What information will I see in the NIH Clinician Portal?**

Clinicians will be able to view medical information (documentation, results and radiology images) on those patients who have previously authorized you to receive ongoing medical information regarding their care at the NIH. If you do not have access to a patient's medical information, please contact the Portal Support Team at 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).

- **Who can sign-up and use the NIH Clinician Portal?**

Clinicians can request an account through the account request website

https://cc0pdashboard.cc.nih.gov/rcp_signup/default.asp.

- **How do I get a user name and password for the NIH Clinician Portal?**

The Portal Support team will review your account request submission. Once eligibility has been determined, you will be contacted within two business days and given your username and password.

- **What do I do if my user name doesn't work?**

Contact the Portal Support Team. This team is available Monday through Friday 9am-7pm EST (excluding federal holidays) by phone 1-855-644-6445 or email

NIHCCReferringPhysicianPortalSupport@CC.nih.gov.

- **Can I create my own password for the NIH Clinician Portal and change it whenever I want?**

The Portal Support team will establish your initial password. At the time of your first log-in, you will be prompted to change your password. After that, passwords can be changed at any time.

- **What if I forget my password?**

Look for the "**Forgot your password?**" link under the user name and password field on the Sign-In page. You will be provided with the contact information for our Portal Support Team. This information may only be retrieved and provided to you by this Team.

- **What if I submitted an account request and have not heard back after two business days?**
Please contact the Portal Support Team by calling 1-855-644-6445 Monday through Friday 9am to 7pm EST (excluding federal holidays).
- **What if I need help?**
Technical support or questions regarding accessibility to the NIH Clinician Portal is available Monday through Friday 9am to 7pm EST (excluding federal holidays) by calling 1-855-644-6445 or sending an email to NIHCCReferringPhysicianPortalSupport@CC.nih.gov
- **Is patient information secure in the NIH Clinician Portal?**
Yes. The Clinician Portal is a secure internet site which is protected through advanced encryption technology. Access to your account is secured through your own personalized user name and password, known only to you. It is important that you keep this information in a secure place and do not share it with others, and that you log out of your account when you leave your computer terminal.
- **Can I share my username and password to the NIH Clinician Portal?**
No. Our mutual patient has only designated you as authorized to receive their medical information. If there is another provider who needs access to a patient's medical information, please contact the Medical Record Department at 1-888-790-2133.
- **How long does it take for information to become available in the NIH Clinical Center Patient Portal?**
Test results and reports will be posted to the Portal upon completion in the NIH Clinical Center Electronic Medical Record.
- **Can I print information from the NIH Clinician Portal?**
Yes, you can print information from the Clinician Portal. Please be sure that you store any printed information in a secure location.
- **Who do I contact if I am having difficulty locating information in the NIH Clinician Portal?**
If you cannot locate specific information, please contact the Portal Support Team 1-855-644-6445. The Portal Support Team is available Monday through Friday 9am to 7pm EST (excluding federal holidays).
- **How can I update my email address in the NIH Clinician Portal?**
You cannot update your email address within the NIH Clinician Portal. Please contact the Portal Support Team on 1-855-644-6445 Monday through Friday 9 am to 7 pm EST (excluding federal holidays).

- **Is there a fee to use the Clinician Portal?**

No. The NIH Clinician Portal is provided as a courtesy to outside clinicians and the use is optional.