Having trouble contacting us by phone?

Patient Portal is the answer.

http://umc.ua.edu/

If you have an email address, you can create a mailbox online to communicate with us through our Patient Portal. You can make appointments, cancel or reschedule appointments, have your prescriptions refilled, get your test results, or ask your doctor or nurse a question.

Ask your nurse for a token number to set up your mailbox online. Your records are encrypted through our Patient Portal so it is a secure way to communicate with us. The token number expires in 30 days so get your patient portal mailbox set up as soon as you can. If you need help, we have employees and volunteers who can walk you through the process.

University Medical Center
850 5th Avenue East
Tuscaloosa, AL 35401
http://umc.ua.edu/
I need to make an appointment

Appointment times: 8:30 a.m. to 4 p.m. Monday through Friday

To request an appointment: Provide at least two dates in case your first choice is not available. Tell us the time slots you would like and the doctor you would like to see. If you do not already have a doctor, tell us the clinic where you would like to be seen. Be sure to include a phone number where we can reach you in case we have questions.

Example: I would like an appointment with Dr. Alexander in Family Medicine (or Red Suite) on February 5 at 10 a.m. or February 7 at 2 p.m. You may reach me at (205) 000-0000.

To cancel an appointment: Provide the date, time, doctor and clinic. If you would like for us to call you to reschedule your appointment, please include your phone number.

Ways You Can Use The Patient Portal

**Disclaimer:** If you have a true medical emergency, please contact your Emergency Medical Services (911), or call your nearest hospital or medical practice.

**I NEED MY PRESCRIPTIONS REFILLED**

To refill a prescription: Give us the name of the medicine, dosage, and the pharmacy you use. Leave a phone number in case we need to call you.

**HOW DID MY DOCTOR TELL ME TO TAKE THIS MEDICINE?**

You may use the Patient Portal to ask your nurse or doctor questions about your medical care and your medications.

**WHEN WILL I GET MY TEST RESULTS?**

Test results will be provided as soon as available after a physician has reviewed them.

To request test results: Provide us the date of the test and the name of the doctor who ordered the test.

**KEEP RECORDS UP-TO-DATE**

You may use the Patient Portal to send us your current address, phone number, name change, or email address change.

**I NEED MY CHILD’S BLUE CARD**

Provide the patient’s name, parent or legal guardian’s name, and date of birth and let us know when you want to pick up the Blue Card.

**WHAT IS MY ACCOUNT BALANCE**

You may use the Patient Portal to ask questions about your bill and to make arrangements for bill payments.

**I NEED A COPY OF MY MEDICAL RECORDS**

Provide the patient’s name, date of birth, the name and address of the doctor to send the records to, and the information you would like sent.