About PatientLink

What is PatientLink?

CAMC PatientLink is a secure patient portal that allows you 24/7 access to information about your visits to CAMC or any CAMC Physicians Group practice. It’s a convenient way to manage your health information on your own time.

Why should I use it?

By creating a PatientLink account, you’ll be able to access your information sooner, instead of waiting on a call from your doctor’s office. Many lab results will be available in the portal within two days of testing. If you’ve been a hospital patient or visited a doctor at a CAMC Physicians Group practice, your visit summary will be available within four days.

PatientLink also gives you the capability to use secure email to contact any CAMC Physicians Group practice. You can use PatientLink’s secure messaging function to request appointments and prescription refills and to send questions to your provider.

What results will I be able to see in the portal?

These are the results that are currently available to see in the patient portal. Additional test results will be added in the future.

- Laboratory tests
- Radiology reports (images are not available)
- Outpatient visit summary documents
- Inpatient visit and discharge summary documents
- Advanced medical directives – living will and medical power of attorney documents

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If you have questions about a result, or do not see a test that you had in the patient portal, please contact your physician. Information in PatientLink is not a substitute for discussion with your physician. If you have any concerns, please discuss them with your care provider. If you are experiencing a medical emergency, call 911 or go to your nearest emergency room.

To obtain a copy of your medical record, contact the release of information office at (304) 388-1308 (Monday – Friday from 8 a.m. to 4:30 p.m.) Proof of identity is required when you pick medical records up in person (driver’s license or some type of government issued photo ID).

How do I sign up for PatientLink?

If you’ve had tests done at a CAMC hospital, CAMC LabWorks facility or CAMC Imaging Center, have been an inpatient at CAMC or are a patient at a CAMC Physicians Group practice, you can sign up for PatientLink. PatientLink accounts are only available to patients 18 and older.
There are two ways to sign up for PatientLink:

1. Visit camc.org/PatientLink to fill out our online request form. You’ll need to supply some demographic information as well as a medical record number (if you’ve been an inpatient at CAMC, it is located on your hospital discharge paperwork) or an outpatient encounter number (if you’ve been a patient at a CAMC Physicians Group practice, it is included on your paperwork from your physician visit), or:

   Come in person to the CAMC Medical Records office (130-138 57th Street, Charleston, WV 25304), Monday through Friday, 8:30 a.m. to 4 p.m. Please bring a photo ID and a medical record or encounter number.

2. Once you’ve signed up for access, you will receive an email with further instructions and a validation code. Visit camc.org/PatientLink to enter your validation code and set up your account to begin accessing your information. Please add patientlink@camc.org to your “trusted senders” list to ensure that any PatientLink emails are not sent to your junk mail folder.

Using PatientLink

Sending a secure message

If you are a patient of a CAMC Physicians Group practice, you can send secure messages to the practice to request an appointment, request a prescription refill or if you have a question for your provider. Messages will be sent to the practice you designate and will be answered within X business days.

Secure message replies will not be sent via email; however, you will receive a notification in your email to log in to PatientLink and check your secure message inbox.

Changing your password

To change your password, click the “Change Password” link. You will be prompted to enter your old password, and to confirm your new password by typing it twice. Your new password will be set when you click OK.

Changing your profile information

To update your personal information, click the “Profile” link. This will bring up your User Information page. Click the “Edit User” button at the bottom of this page, and you will be able to change your date of birth, address, phone numbers, and email address.

For questions about PatientLink, email PatientLink_support@camc.org.