

Below we've provided answers to many frequently asked questions about your Orlando Health Patient Business Center account and related electronic documents.

Content Summary:

General Information

- [Contact Us](#)

Paper Delivery vs. Electronic Delivery

- [What is eDelivery?](#)
- [How do I choose to view my documents online via email notification?](#)
- [What if I don't receive an e-mail notification?](#)
- [Can I receive both eDelivery and paper delivery?](#)
- [How will I know when my documents are available?](#)

Technical Issues

- [Which browsers do you support?](#)
- [What information do I need to set up an account?](#)
- [Help! I'm having trouble creating an account. What should I do?](#)
- [I forgot my password. What do I do?](#)

General Information

Contact Us

If you need more information or an answer to a question not covered here, please contact us using one of the methods below. We will respond within 4 hours or at the beginning of the next business day.

Appointments		321.841.5274
Hospital Billing	billing@orlandohealth.com	407.650.3800 or 800.424.6998
Physician Billing	physicianbilling@orlandohealth.com	321.841.3900 or 800.305.8290

Paper Delivery vs. Electronic Delivery

What is eDelivery?

eDelivery is the delivery of your documents in an electronic format, viewable online, rather than on paper, via the U.S. Postal Service. Choosing eDelivery allows us to send paperless notifications of your appointments and/or statements to the e-mail address you provide. You will receive an e-mail requesting that you log in to view your documents securely.

How do I choose to view my documents online via e-mail notification?

Begin, if you have not already, by first creating your username and password. You will be asked to set your eDelivery preferences on the registration screen. You will also be asked to accept the eDelivery Terms of Service by accepting them when you create your account.

You may also edit your existing delivery preference by editing your profile under the "My Account" tab on your patient dashboard. Change your delivery preference to "Online" and then click on the "Submit" button.

IMPORTANT: Since e-mail notification is the way we remind you that your documents are available to be viewed online, please ensure your e-mail address is accurate and that you check your e-mail on a regular basis. Failure to respond in a

timely manner to eDelivery statements may default the delivery preference to paper and the account will continue with collection efforts.

What if I don't receive an e-mail notification?

There could be a few reasons why you have not received your e-mail notification:

- The e-mail address in your profile may be old or incorrect. You can update your e-mail details in your profile.
- Your notification may have been filtered to your junk e-mail folder. Add noreply@orlandohealthpatientview.com to your address book and/or filters to prevent this from occurring.
- Your e-mail mailbox may have been full, causing the e-mail to bounce back.

Please note: Your eDelivery e-mail notification is our way of reminding you that your documents are available to be viewed online; please ensure your e-mail address is accurate and that you check your e-mail on a regular basis. If any information you provide while using the service is incorrect, including but not limited to e-mail addresses provided for electronic delivery or errors made in completing the online payment process, you or your Guarantor are still responsible for paying all charges on the account(s) by the payment due dates.

If you are concerned about your e-mail notifications for any reason, please contact Customer Service by emailing us at billing@orlandohealth.com. We will respond within 24 hours or at the beginning of the next business day. Or you may call 321-841-2401 between 8:00 a.m. and 4:30 p.m. EST, Monday thru Friday.

Can I receive both eDelivery and paper delivery?

If you select paper delivery, you will still be able to view your documents in the portal. We will not notify you by email when a new document is available. In the interest of reducing healthcare administrative costs, we are asking our patients to use eDelivery. For your convenience, you may print out the any of the documents you view online.

If you have elected eDelivery, you can change to paper delivery by clicking on the "My Account" and editing your profile from your patient dashboard. The change is effective with the next document you receive.

How will I know when my documents are available?

When you sign up for eDelivery an e-mail notification will be sent to your e-mail address when documents are available for viewing.

Technical Issues

Which browsers do you support?

For security reasons, we support the most recent desktop browser versions for Google® Chrome™, Mozilla Firefox and Microsoft Internet Explorer. If you do not have one of these browsers installed on your computer, or the most recent version of one of the supported browsers, please download or upgrade using the links below.

Google® Chrome™	http://www.google.com/chrome/browser/desktop/index.html
Mozilla Firefox	http://www.mozilla.org/en-US/firefox/
Microsoft Internet Explorer	https://www.microsoft.com/en-us/download/internet-explorer.aspx

PLEASE NOTE: If you choose to not install or upgrade your desktop browser, you may not be able to access certain areas of our site. Also, if your preferred browser is Microsoft Internet Explorer, we recommend enabling JavaScript and turning Compatibility mode off.

What information do I need to set up an account?



Before creating a new account, gather the following information:

- Your five digit PIN#
- Your date of birth
- Your first and last name, as they appear on a recent statement, letter, or appointment from Orlando Health
- A valid e-mail address. Note: If you choose eDelivery, your e-mail notifications will be sent to this address.

Help! I'm having trouble creating an account. What should I do?

If you have double-checked your information and still cannot create an account, please contact Customer Service by emailing us at billing@orlandohealth.com and we will respond within 2 business days or at the beginning of the next business day. Or you may call 321-841-2401 between 8:00 a.m. and 4:30 p.m. EST, Monday thru Friday.

I forgot my password. What do I do?

If you have misplaced your password, you may click on the "Forgot my password? Reset it here." link found on the login page. Follow the instructions to receive a temporary password, which will be sent to the e-mail associated with your account.

If you need more information or an answer to a question not covered here, you may call 321-841-2401 between 8:00 a.m. and 4:30 p.m. EST, Monday thru Friday.