



HVI Patient Portal Frequently Asked Questions Document

Q: Who do I call when I am locked out?

A: You can call 609-660-9729 Monday to Friday 7:30am to 5:30pm

Q: When will I get a call back after requesting an appointment?

A: Call back within 12 business hours.

Q: What are HVI scheduling hours?

A: Monday to Friday 7:45am to 6:00pm

Q: What insurances does HVI accept?

A: HVI accepts most major insurances: Please feel free to call.

Q: How can I edit my profile information?

A: You can't. Please call our facility and a team member will assist 609-660-9729

Q: How do I change my password?

A: Under patient information:

click on "my profile" button

click on "my preferences" tab

Under Password Settings, click on "change password"

Q: Do I have to choose a four digit Security pin?

A: Yes, in order to sign patient consent forms

Q: Where/How do I create a pin?

A: Under patient information:

click on "my profile" button

click on "my preferences" tab

Directly below the "change password" link you will see pin.

Q: Where can I see upcoming scheduled appointments?

A: Click on the Appointments tab on the left side of the "My information" screen.

Q: Where can I see all of my previous Exam results?

A: Click on the Exam Results tab on the left side of the "My information" screen.

NOTE: Date range default is previous six months.

There is also an option to choose the date range

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