



FAQs for the Patient Portal

1. I cannot see my test results when I click on summary, why?

To view your results, select **Demographics** on the homepage. Under **Demographics** you will click on the **Exams** tab. This will list all your exams performed with Tower.

2. Is the Patient Portal compatible with Safari?

Our system is not compatible with the Safari browser. We recommend using another browser such as Google Chrome or Internet Explorer.

3. Am I able to pay my bill on the Patient Portal?

Our portal does not have access to any billing information. However, if you would like to make a payment, you may do so online at www.towerradiologycenters.com. Any billing inquiries can be directed to our billing department at 813-253-2721 EXT 0.

4. Why am I unable to see my images on the Patient Portal?

The portal does not give you access to images. If you are in need of a disc, you may submit a request with our Medical Records department at 813-875-7424 or online at www.towerradiologycenters.com.

5. When will the results of my exam be available on the Patient Portal?

Reports will typically be available within 2-3 business days after an exam has been completed.

6. What information is needed to activate my Patient Portal?

To activate your patient portal, you must submit an email to portalsupport@ommi.net. Please include your full name, date of birth and best phone number to contact you.

If you experience any issues or have any inquiries, please contact us at portalsupport@ommi.net.