



FAQS for Ramapo College Medica Patient Portal

How do I access the Medica Patient Portal to submit my immunization documentation?

- Log in to the [Medica Patient Portal](#) using your Ramapo username and password. Make sure the username **does not** include @ramapo.edu.

I cannot get into the portal, what should I do?

- Access to the [Medica Patient Portal](#) is dependent on when a student enrolls to Ramapo and if they completed their admission deposit. If it has been less than a week since you completed those admission steps, then you may not have access to the portal yet. If you are unsure if you have completed the admissions process, please email helpdesk@ramapo.edu for further assistance. If you are still unable to access the portal for an extended period of time after you completed the admission process, please email immunize@ramapo.edu.

Who can I contact if I have questions and don't have access to the portal yet?

- Call 201-684-7536 or email immunize@ramapo.edu

I submitted all required documentation but why does it still say Not Compliant on my portal?

- If you have submitted all necessary documentation, please allow 5 business days for Health Services staff to review and verify your data before checking your immunization status. If you are still missing certain information, you will be able to check the specific missing immunizations in the [Medica Patient Portal](#).

Do I have to use and submit Ramapo's Immunization Form?

- If you have other official immunization records, you can submit that documentation instead of using the immunization form we provide. However, you will still need to complete the TB Screening Form within the Forms tab of the portal to complete the requirements. You will be notified if additional information is needed.

Can I manually enter my vaccine dates and then return to the portal at a later date to upload my documents?

- No, if you do not upload a document immediately after manually entering your vaccine dates, the manually entered dates will not be saved in the system and you will have to redo the process.

Does my medical provider need to complete the Clinical Assessment TB Form if I answered all No's on the TB Screening Form?

- No, the Clinical Assessment TB Form is only completed if you answered Yes to any of the questions on the TB Screening Form. If you answered all No's on the TB Screening Form, then you just need to submit the completed form. What if I am submitting bloodwork for MMR or Hepatitis B instead of vaccine dates?
- In order to properly submit your blood work for either MMR or Hepatitis B, you will have to submit the lab report with the results of your blood work through the Document Uploads tab of the [Medicat Patient Portal](#) under "Lab Blood Work Results." If your blood work indicates immunity, then you are compliant with the requirements. If your blood work indicates low/non-immunity, then you will need to repeat the vaccine series and submit proof of those vaccine dates.

When I send a message in the portal, how will I know someone responded to me?

- When staff from Health Services respond to your message, you will receive an email notification to check your messages in the [Medicat Patient Portal](#).

Can I access copies of the immunization records I submitted in the portal?

- Yes, if you need a copy of your records that you have submitted from the [Medicat Patient Portal](#), all you have to do is go to the Immunizations tab and press the print button.

This is my first time logging into the portal but some/all of my immunization requirements are checked off, what does that mean?

- The Ramapo [Medicat Patient Portal](#) is connected to the state immunization registry, so records that are in the registry are automatically populated onto a student's account. If all requirements are checked off and your portal indicates a **Verified** compliance status, then you do not need to submit anything further.

How will I know if my religious/medical exemption has been accepted?

- Once a student submits either a religious or medical exemption, please allow 5 business days for staff to review. You will receive a secure message through the [Medicat Patient Portal](#) letting you know that it has been accepted or if it has been denied and what changes need to be made for it to be accepted.

Can I make an appointment through the portal?

- No, the [Medicat Patient Portal](#) is for immunization documentation submissions only. If you want to make an appointment to receive an immunization or seek care with Valley Medical Group at Ramapo College, please call Ramapo College Health Services at 201-684-7536.

How should I submit my immunization records if I have an immunization hold?

- If you have an immunization hold on your account, that means that you did not submit all necessary information by the deadline. An immunization hold cannot be removed unless all proper documentation is received. If you are submitting records to remove a hold, you will follow the same submission process detailed on the [Medicat Patient Portal](#). However, to make sure staff is aware that a hold needs to be removed, send a secure message to the **Immunization Coordinator** through the [Medicat Patient Portal](#) Message function indicating that you are submitting records to remove the immunization hold.

Does the portal have other medical information and medical records about care that I received from my doctors?

- No, the [Medicat Patient Portal](#) contains only immunization related documentation that you submit or that is submitted by a state immunization registry to meet Ramapo College immunization requirements. It is not used to collect other medical information about you and does not have medical records about care you received from your doctors and other providers. To view your medical records from a provider that you received care from, schedule appointments, manage your care or communicate with your provider, you should contact the provider directly or use its own electronic patient portal.
- For medical records related to care you receive from Valley Medical Group at Ramapo College Health Services or another Valley Medical Group location, you may access these records through the Valley Medical Group Athenahealth patient portal at [Patient Portals | Valley Health System](#).