

FAQs for the Patient Portal

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

In order to view your results, you will start off by clicking on demographics on the homepage. Under “demographics” you will click on the “Exams” tab. This will list all your exams completed with us.

2. Is the portal compatible with Safari?

Unfortunately, our system is not compatible with the Safari browser. If possible, use another platform such as Google Chrome or Internet Explorer.

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

Unfortunately, our portal does not give you access to any billing information. If you are in need of making a payment, you may do so online at www.towerdiagnostic.com. Any billing inquiries can be directed to our billing department at 813-253-2721 EXT 0.

4. I am unable to see my images, why?

Unfortunately, the portal does not give you access to any 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.towerdiagnostic.com

5. How long does it take to see my results?

Reports typically become available about 2-3 days after an exam has been completed.

6. What information is needed to activate my 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.