Using the Patient Portal

ENT Associates

has established an Internet-based Patient Portal to help you more effectively manage your overall healthcare.

The information in this document will guide you through the secured portal's most frequently-required functions. However, should you have other questions about using the portal, please contact us at: (810) 694-0600

Creating a Patient Portal Account

You must create an account before you can access your data on the Patient Portal. If you allow us to use your email address, you will receive an email from us, which includes a link to the portal, your login ID and a Temporary Password. You will also be provided with a 4-digit PIN# by our office staff that you will need to create your account. If you do not have each of these items, please contact us at the number above.

1. Open the email from us with the subject "Your Physician's Office has Requested Information".

2. Click on the *Login to Patient Registration Site* button, located at the bottom of the email.

3. Enter the Login ID and Temporary Password provided in the email. Click the *Submit* button.

Patient Portal Welcome Screen & Login Page

4. Upon first accessing the Patient Portal, a pop-up dialog box will require you to create a new password and enter your PIN:

   a. To change your password, enter the *Temporary Password* contained in the email you received. Then, enter a new *Password* of your own choosing that uses at least 6 alphabetic and/or numeric characters. Enter the new Password again in the *Confirmation* field and click *Change Password*.

   b. The next screen will require you to enter your PIN in the *PIN Number* field, then click *Continue*.

   Your browser will be redirected to the Portal's *Online Resources* page. At this point, you have completed the creation of your Patient Portal account.

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Accessing Your Health Information

Once you have created your account, you may use the Patient Portal to Complete Visit Forms, view your health information, download it to another location and send it to another provider.

Note: If you find any information to be inaccurate or incomplete, it is important that you promptly notify us at the number on the first page.

Complete Visit Forms
1. Submit health information by clicking the *Complete Visit Forms* link.

2. Follow the instructions and click the *Completed* button at the end of each section.

3. Once all sections have been completed, click to check the box next to *I Understand and Agree with the Above Statement* and click the *Submit* button.

My Patient Page

Viewing Your Health Record
1. In the navigation bar on the left side of the window, click *My Patient Page*.

2. In the Personal Health Record section, click *Health Record*. Your health information will display.

Print, Download or Transmit Your Health Record
- To **PRINT** your Health Record, click the *Print This Page* button in the action bar. Your browser's *Print* dialog box will open, from which you may direct it to print the information to the device you select.

- To **DOWNLOAD** the information from the Patient Portal to a local device, click the *Save to Local Storage* button in the action bar. Your system's *Save As…* dialog box will open, where you may direct it to save the data to a local hard drive, flash memory, etc.

- To **TRANSMIT** your Health Record to a provider at another practice, first obtain the recipient's *Direct Email Address*. Click the Direct Message button in the action bar. Enter the provider's Direct Message email address in the Direct Message to Address field. Click the Send Direct Message button.

  About Transmitting Messages to Other Providers:
  Direct Messages are not compatible with external email systems, such as Microsoft Outlook, Gmail, Lotus Notes, etc. Therefore, to send your Health Record to another provider through the Patient Portal, you must first contact them and obtain their "*Direct Email Address*".

<u>**IMPORTANT**</u>:   **Downloading or saving your health information over a public network or shared device may impact the confidentiality of your healthcare information. Please take appropriate precautions to safeguard your data.**

Using the Patient Portal to Communicate with Our Providers

The Patient Portal provides a self-contained, highly-secure method of communicating with our Providers using secure messaging protocols.

IMPORTANT: **Messages sent to your provider through the Patient Portal may not be read immediately. If you are experiencing an emergency or need immediate assistance, call 911.**
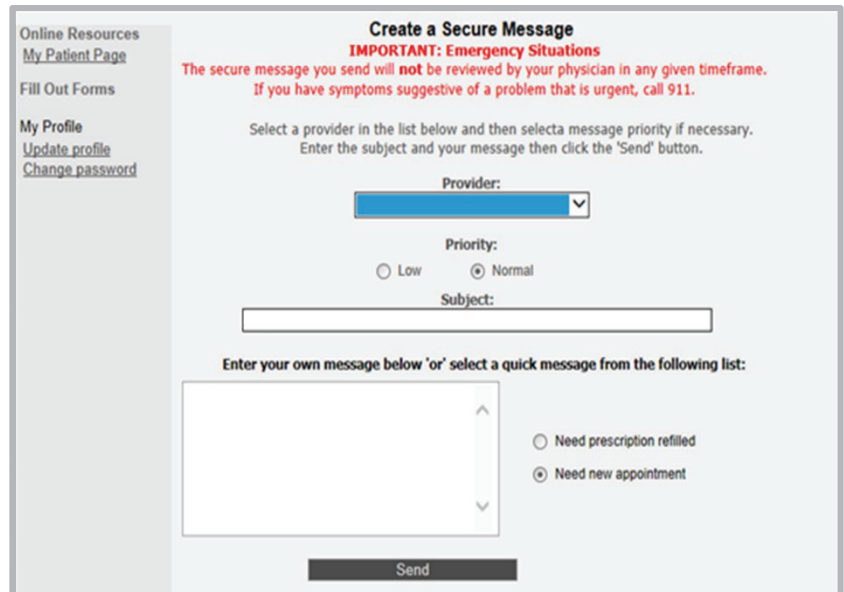
Reading Messages

1. From the My Patient Page, click *Read Messages*.

2. To read a message, click *Open Message* next to the appropriate message.

Patient Portal Inbox

3. To reply to a message, click the *Reply* button, located at the bottom of the text pane. Enter your response in the bottom text pane and click the *Send* button at the bottom of the pane.

4. To return to your Inbox, click *My Patient Page* in the navigation bar on the left of the window. Then, click *Read Messages*.
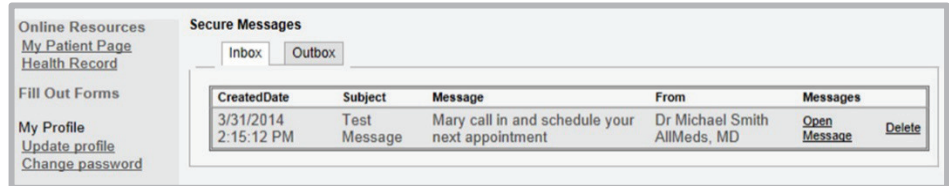
Creating Messages

1. From the My Patient Page, click *Create Message*.

2. On the Create a Secure Message page, select the provider to whom you want to send a message from the *Provider* field's drop-list.

3. Optional: Select either *Low* or *Normal* in the *Priority* pane.

4. Enter an appropriate subject in the *Subject* field.

5. Enter your message in the larger text pane at the bottom of the page.

6. Click the *Send* button.

Create a Secure Message Screen