

Viewing Patient Web Portal Records

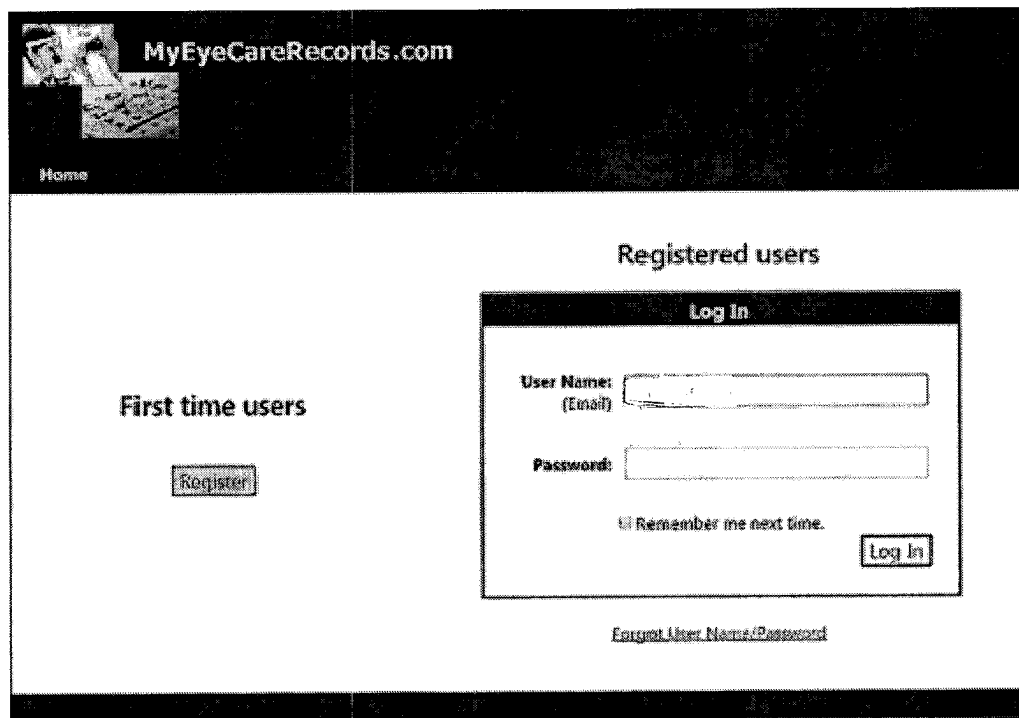
[Previous](#) [Top](#) [Next](#)**Viewing Patient Web Portal Records**

Please see the instructions listed below for **Patient Web Portal** registration, usage, and troubleshooting.

Patient Web Portal Registration

Before using the **Patient Web Portal**, patient records must be sent to the **Patient Web Portal** from EyeMD EMR™ and the patient must register for an account. They will need to know the exact First Name and Last Name as it is saved in EyeMD EMR™, SSN (or Insurance Policy ID), DOB, a valid email address, and the initial password set in **Options > Interface Options** (Default is 1234).

1. Direct the patient to www.myeyecarerecords.com and have them register by clicking the Registration link.



The screenshot shows the MyEyeCareRecords.com website. At the top left, there is a logo with an eye and the text "MyEyeCareRecords.com". Below the logo is a "Home" link. The main content area is titled "Registered users" and contains two options: "First time users" with a "Register" button, and "Log In" with a form. The "Log In" form includes fields for "User Name: (Email)" and "Password:", a "Remember me next time." checkbox, and a "Log In" button. Below the form is a link for "Forgot User Name/Password".

2. The patient will fill in the registration form asking for name, SSN (or Insurance Policy ID), DOB, Email, Initial Password (1234), and a New Password. The patient must enter this information *exactly* as it appears in EyeMD EMR™. After filling in the form fields, click the **[Submit Registration]** button.



MyEyeCareRecords.com

Home

Registration

First Name:

Last Name:

Social Security Number:
OR
Insurance Policy ID (Pri or Sec)

Date Of Birth:

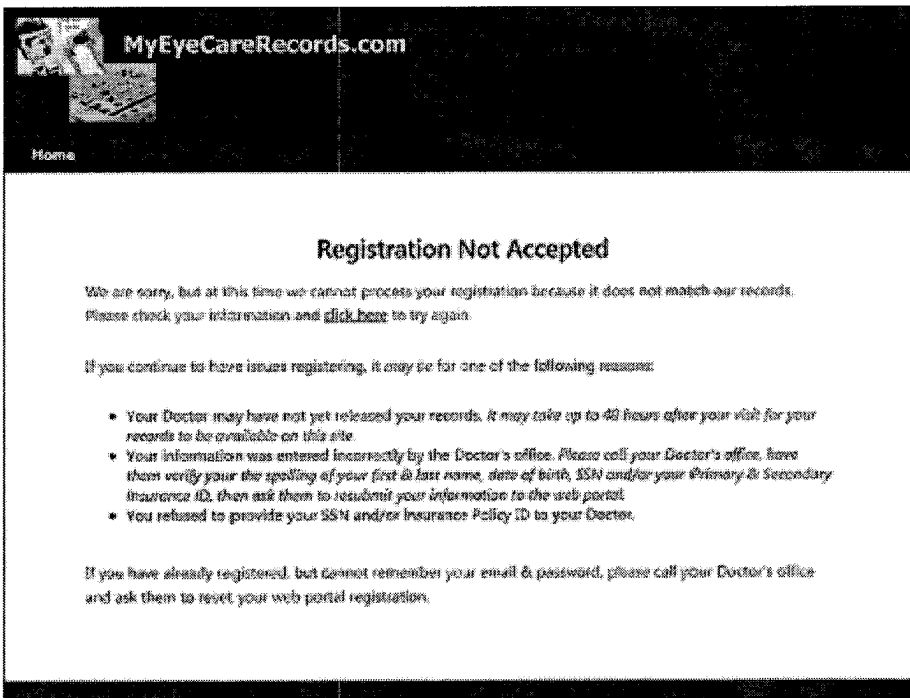
Email:
(Your Email will be used as your User Name)

Initial Password:
(Given to you by your doctor's office)

Enter Your New Password:

Confirm Your New Password:

*Note: If the patient enters their information differently than it is saved in EyeMD EMR™, then they will get the **Registration Not Accepted** screen. They will need to click on the **click here** link and reenter the information exactly as it appears in EyeMD EMR™.*



MyEyeCareRecords.com

Home

Registration Not Accepted

We are sorry, but at this time we cannot process your registration because it does not match our records. Please check your information and [click here](#) to try again.

If you continue to have issues registering, it may be for one of the following reasons:

- Your Doctor may have not yet released your records. It may take up to 48 hours after your visit for your records to be available on this site.
- Your information was entered incorrectly by the Doctor's office. Please call your Doctor's office, have them verify your the spelling of your first & last name, date of birth, SSN and/or your Primary & Secondary Insurance ID, then ask them to resubmit your information to the web portal.
- You refused to provide your SSN and/or Insurance Policy ID to your Doctor.

If you have already registered, but cannot remember your email & password, please call your Doctor's office and ask them to reset your web portal registration.

3. After the patient has registered successfully, they will get a "Successfully Registered..." pop-up. Click [OK]

to be taken back to the **Log In** screen.

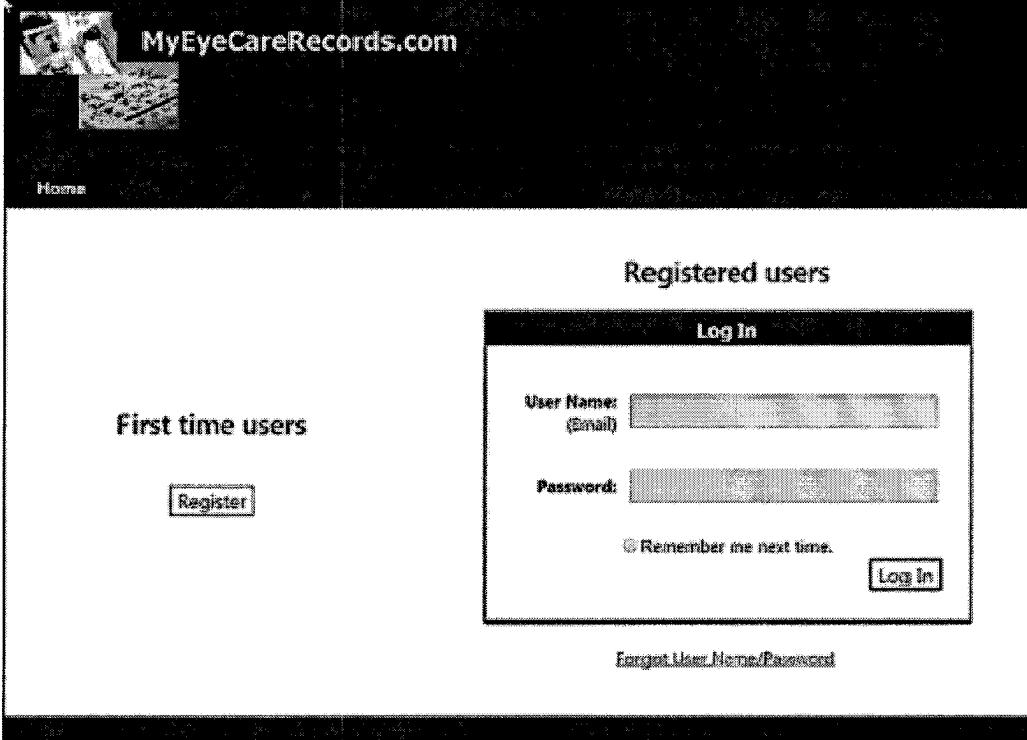
The page at <https://secure.myeyecarerecords.com> says: ^x

Successfully Registered. You will now be taken back to the logon page.

OK

Accessing the Patient Web Portal

1. Go to www.myeyecarerecords.com and log into the **Patient Web Portal** using the Email Address supplied during registration and the New Password, then click the **[Log In]** button.



The screenshot shows the MyEyeCareRecords.com website. At the top left, there is a logo with the text "MyEyeCareRecords.com" and a "Home" link. The main content area is divided into two sections: "First time users" with a "Register" button, and "Registered users" with a "Log In" form. The "Log In" form includes fields for "User Name: (Email)" and "Password:", a "Remember me next time." checkbox, and a "Log In" button. Below the form is a link for "Forgot User Name/Password".

2. Click on the **View Document** link to view the visit record
Note: Make sure pop-ups are allowed for this site.

Messages from Doctor

[Send Message to Doctor](#)

Messages to Doctor

Date	Provider Name	Message Subject	Message Content
5/4/2015 2:53:56 PM	John E. Doe, MD	TEST Regarding - Patient Test DOB-7/7/1975	View Message

Medical Records

	ID	Date Of Service	Document Type
View Document	3086178	04/27/2015	CCDA
View Documents	3278754	04/27/2015	CCDA

Note to Patient: Document Type CCD is an older format that contains limited information about your visit. The information in a CCD will likely not change from one visit to the next, this is not a glitch.

The newer CCDA format will contain more information about your visit, however it will only be available for more recent visits.

- From this screen, the patient can view their record, transmit it to another provider as well as download it to their computer.

CCDA - Clinical Office Visit Summary

Table of Contents

- Patient Info
- Allergies
- Past History
- Medications
- Immunizations
- Laboratory
- Radiology
- Procedures
- Social History
- Family History
- Care Plan

Providers

Provider Name	Specialty	Address	Phone	Fax
John E. Doe, MD	Internal Medicine	1234 Main St, Suite 100	(555) 123-4567	(555) 123-4568

Services

Service Name	ICD-9-CM Code	ICD-10-CM Code	Effective Date
Office Visit	99.21	Z00.00	01/01/2010

- Patient's can also send messages to and receive messages from the doctor in the web portal. Patient messages can be retrieved and sent by the doctor in Intraoffice Messaging.

MyEyeCareRecords.com

Test, Patient - 7/7/1975

LOGOUT

Messages from Doctor

Send Message to Doctor

Messages to Doctor

Date	Provider Name	Message Subject	Message Content
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LOGOUT

Send Message To Doctor

Back

Select a Doctor from the list:

John E. Doe, MD

Subject :

Do not use this service to submit general comments. If you have a general comment, please contact the practice by telephone.

IMPORTANT NOTICE:

Please respect the time and availability of your doctor by only using this service to send important clinical messages.

There may be a delay before your doctor has an opportunity to read and respond to your message. If you are having a medical emergency, please either call the office or dial 911.

Message:

AVISO IMPORTANTE:
Por favor, respetar el tiempo y la disponibilidad de su médico por sólo usar este servicio para enviar importantes mensajes clínicos.

No utilice este servicio para enviar comentarios generales. Si usted tiene un comentario general, por favor contactar a la práctica por teléfono.

Pueden existir una demora antes que su médico pueda tener la oportunidad de leer y responder a su mensaje. Si tiene una emergencia médica, llame la oficina o llame al 911.

Send

5. When finished, click the [LOGOUT] button.