

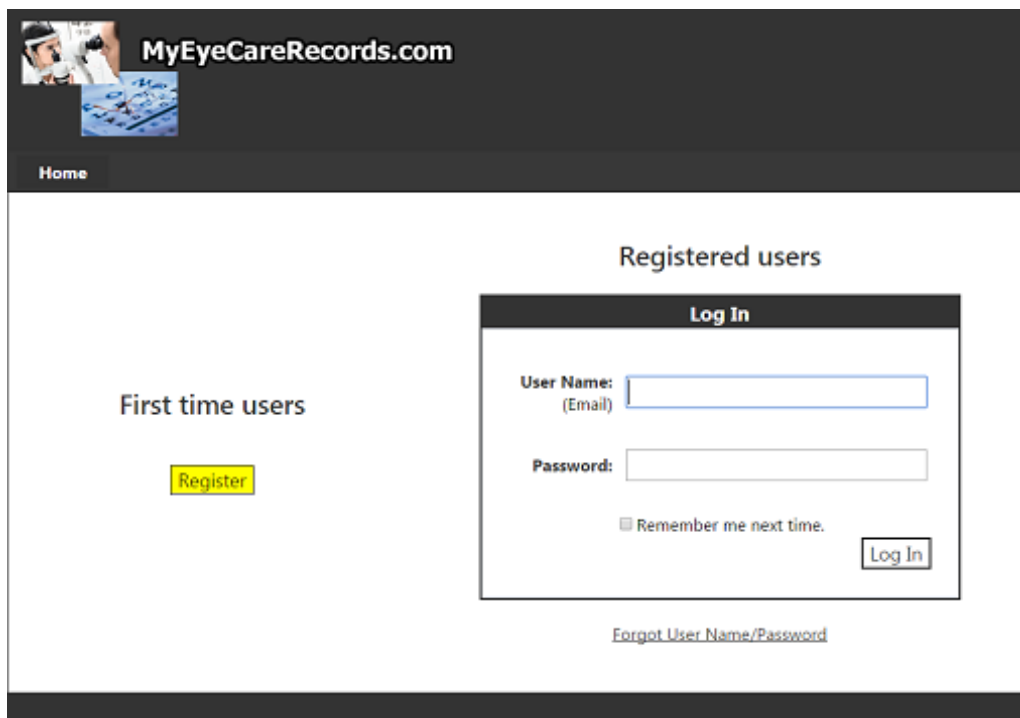
## Viewing Patient Web Portal Records

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](http://www.myeyecarerecords.com) and have them register by clicking the Registration link.



The screenshot displays the MyEyeCareRecords.com website interface. At the top left, there is a logo with an eye icon and the text "MyEyeCareRecords.com". Below the logo is a "Home" link. The main content area is divided into two sections: "First time users" on the left and "Registered users" on the right. Under "First time users", there is a yellow "Register" button. Under "Registered users", there is a "Log In" form with the following fields: "User Name: (Email)" with a text input field, "Password:" with a text input field, a checkbox labeled "Remember me next time.", and a "Log In" button. Below the "Log In" form is a link that says "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 doctors 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

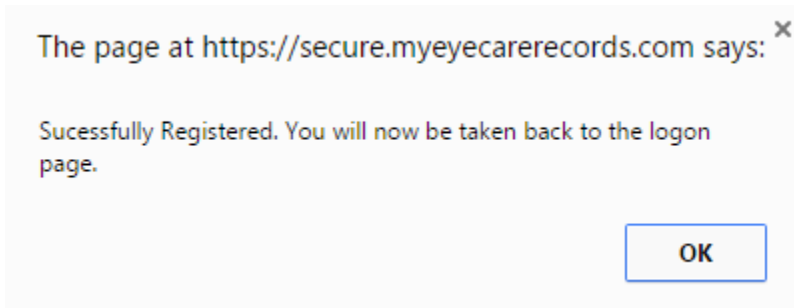
We are sorry, but at this time we cannot process your registration because it does not match our records. Please check your information and [click here](#) to try again.

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.

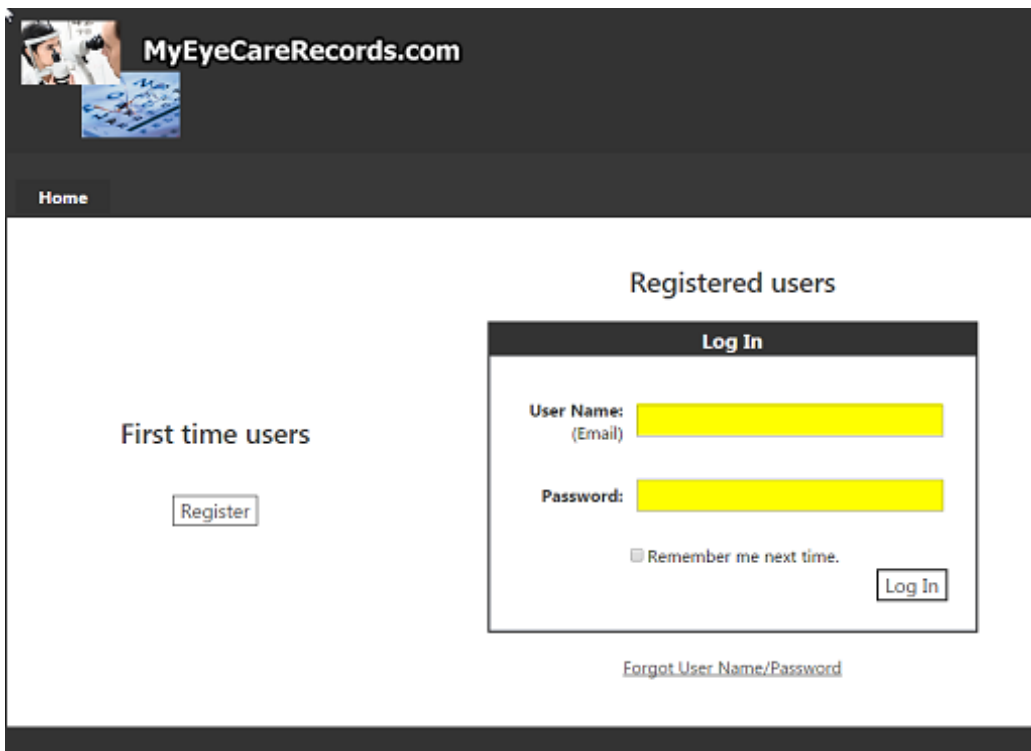
If you have already registered, but cannot remember your email & password, please call your Doctor's office and ask them to reset your web portal registration.

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.



### Accessing the Patient Web Portal

1. Go to [www.myeyecarerecords.com](http://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.



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

MyEyeCareRecords.com LOGOUT

Test, Patient - 7/7/1975

Messages from Doctor

[Send Message to Doctor](#)

Messages to Doctor

Date	Provider Name	Message Subject	MessageContent
5/4/2015 2:53:56 PM	John E. Doe, MD	TEST Regarding - Patient Test DOB-7/7/1975	<a href="#">View Message</a>

Medical Records

	ID	Date Of Service	Document Type
<a href="#">View Document</a>	3086178	04/27/2015	CCDA
<a href="#">View Document</a>	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

**Patient:** Patient Test  
**Date of Birth:** July 7, 1975  
**Sex:** Male  
**Race:** Native Hawaiian or Other Pacific Islander  
**Ethnicity:**  
**Contact Info:** Name: 27300 Glenview Center Blvd, Suite 200, Glenview, IL 60045, Tel: +1 847 439 5800  
**Patient IDs:** 2898 214 6403 11 8881 52873 11 658999527152

**Table of Contents:**

- Home List
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA
- CCDA

**Reason for Visit:**

Reason: Test (reasons which are usually coded) or DO (that has been assigned uniquely for 1 year, usually with testing)

**Problems:**

Type	SNOMED CT	Problem	Date Diagnosed	Onset	Status
Assessment	2562204	Epidermal Chalazion, RF	4/27/2015		Active
Assessment	81418004	Glaucoma Suspect, DM, Lumping CD & OS	4/27/2015		CD Active, OS Active
Assessment	414873008	Retina-Macular Degeneration-ARM, Dry, OS, R, CD	4/27/2015		OS Active, CD Active
Assessment	312984005	RDH (Moderate, non-pigmentary), OS & OS	4/27/2015		OS Active, OS Active
Assessment	38000000	Impetigo, CD, R, OS	4/27/2015		CD Active, OS Active

**Plan of Care:**

When	Type	Action	Status
17 months		Return to the office	Interim
Next Visit	Other	Complete	Interim

**Instructions:**

Get new glasses with 10 year (duration) support. Follow-up as scheduled.

**Allergies, Adverse Reactions, and Alerts:**

No known Drug Allergies

**Medications:**

- 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.

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Send Message To Doctor

[Back](#)

Select a Doctor from the list:

Subject:

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

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.**

**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.**

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

Message:

[Send](#)

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