

## Using the Patient Portal

We have established an Internet-based Patient Portal to help effectively and securely manage your healthcare information. The content 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 (847) 433-5555.

## Creating a Patient Portal Account

An account must be created before you can use or access your data on the patient portal. Providing us with your email address, will result in you receiving an e-mail from the office which includes a link to the portal, your login ID, and a temporary password. You should have also been provided with a 4-digit PIN # by our office that will be required to set up your account. The 4-digit-PIN # is the patient's 4 digit year of birth (i.e. 1952). If you provided us with your email address but do not have each of the above items, please contact us at the number above. Following are instructions for creating your account by using the email link:

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 that were provided in the e-mail. Click the **Submit** button.

**NORTH SHORE ENT**  
EAR, NOSE & THROAT ASSOCIATES

Alan J. Freint, M.D.  
Joseph H. Misher, M.D.  
Ari D. Taitz, M.D.  
Jodi D. Zuckerman, M.D.  
Elliot D. Lieberman, M.D.  
ph 847-433-5555

Paul Pesets, Au.D.  
President  
ph 847-432-5555

**North Shore**  
AUDIO-VESTIBULAR LAB  
The Art of Hearing — The Science of Balance

### Patient Portal

Welcome to the North Shore Ear Nose and Throat registration site!  
This secure website will allow you to complete much of your patient information paperwork online, saving you time on the day of your appointment. Once you login, you can update personal information, change your email address and password, and complete online patient forms.

Login ID:  Password:

[Forgot Login ID?](#) [Forgot Password?](#)

Enter the Login ID and Password that was supplied to you by the office to access the site. Then click **Submit**.

**Login Assistance**  
1. If you need a Login ID and password please contact the [office](#).  
2. Forgot login information? Please contact the [office](#).  
3. Lost or forgot Password? Click the [Forgot Password?](#) link to reset your password.

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Patient Portal powered by **All Meds**

4. Upon first accessing the Patient Portal, a pop-up dialog box will require you to create a new password and enter your 4-digit-PIN #:
  - a. To change your password, enter the temporary password contained in the e-mail you received. Then enter a new password of your choice that uses at least 6 alphanumeric characters. Enter the new password again in the *Confirmation Field* and click **Change Password**.
  - b. The next screen will require you to enter your 4-digit-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 portal account.

**NOTE: If you did not provide the office with an email address and do not already have a Patient Portal account, a username and temporary password will be created for you at your office visit which will give you access to the Patient Portal at the link below. Please save your login information for future access to the Patient Portal.**

<https://portal.allmeds.com/memManagement/LoginAccount.aspx?location=R379>

## 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 your health information 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.

### Complete Visit Forms

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



### 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 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 data to a local hard drive, flash memory, etc.
- To **TRANSMIT** your Health Record to a provider at another practice, first obtain your healthcare provider's Direct Message Address. Click the **Direct Message** button in the action bar. Enter the provider's Direct Message address in the Direct Message Address Field. Click the **Send Direct Message** button.

#### Transmitting Messages to Other Providers:

To protect your healthcare information, we cannot communicate with other healthcare providers via conventional email. We can only electronically communicate with a provider utilizing an internal email address known as a Direct Email Address.

**IMPORTANT: 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 and are only checked during office hours. If you are experiencing an emergency or need immediate assistance, please call 911. If you do not receive a reply back to an electronic message after two business days, please call the office at (847) 433-5555 and leave a message for the treating provider.**

**Creating Messages:** Requests for medication refills can be left for your provider using the Patient Portal. All appointments, however, can only be scheduled by calling the office at (847) 433-5555. **Please do not send messages to the providers through the Patient Portal for clinical problems and/or questions.**

1. From the My Patient Page, click **Create Message**.
2. On the Create a Secure Message page, select the provider whom you want to send a message from the Provider field's drop-list.
3. 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.

The screenshot shows the 'Create a Secure Message' form in the Patient Portal. At the top, there is a header for 'NORTH SHORE ENT' (Ear, Nose & Throat Associates) with contact information for Alan J. Freint, M.D., Joseph H. Mishel, M.D., Ari D. Taitz, M.D., Jodi D. Zuckerman, M.D., and Elliot D. Lieberman, M.D. (ph 847-433-5555). To the right is the 'North Shore AUDIO-VESTIBULAR LAB' logo with the tagline 'The Art of Hearing — The Science of Balance'. The main content area is titled 'Patient Portal' and includes a 'Welcome test test1' message and a 'Last Login Date: Dec 21, 2014' indicator. A navigation bar contains 'Home', 'My Account', and 'Online Resources'. The form itself is titled 'Create a Secure Message' and includes a warning: 'IMPORTANT: Emergency Situations. The secure message you send will NOT be reviewed by your physician in any given timeframe. If you have symptoms suggestive of a problem that is urgent, call 911.' Below this, there is a 'Provider:' dropdown menu with 'Alan Freint' selected, a 'Priority:' section with 'Normal' selected (radio buttons for Low and Normal), and a 'Subject:' text field. A large text area for the message is at the bottom, with a 'Send' button. To the right of the text area are two radio button options: 'Need prescription refilled' and 'Need new appointment'. A sidebar on the left contains links for 'Online Resources', 'My Profile', and 'Fill Out Forms'. The bottom right corner features the 'All Meds' logo with the text 'Patient Portal powered by'.

## Reading Messages

1. From the My Patient Page, click Read **Messages**.
2. To read a message, click **Open Message** next to the appropriate message.
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**.

The screenshot shows the 'Secure Messages' inbox in the Patient Portal. The header and navigation are identical to the previous screenshot. The main content area is titled 'Secure Messages' and includes an 'Inbox' and 'Outbox' tab. Below the tabs is a table of messages:

CreatedDate	Subject	Message	From	Messages
12/11/2014 10:48:49 AM	RE: Meds	Original Message: ----- Need prescription refilled -----	Alan J. Freint, MD	Open Message Delete
		Refill called in		

The bottom right corner features the 'All Meds' logo with the text 'Patient Portal powered by'.