

## Welcome to Patient Portal

By Neil Singer, M.D., PLLC

Patient Portal is a means by which you can, through a secure Internet connection, communicate with my office and “see” into certain aspects of your electronic medical record. This allows patient and physician to e-mail each other without the possibility of these communications being seen by malicious third parties, as can happen when using regular e-mail. Your ability to see into your electronic medical records allows you to see what is on file as far as your medications, drug allergies, problem list, and lab results, and to ask for any corrections to these items. You can also request medication refills through Patient Portal, and in most cases these can be done electronically. Patient Portal is therefore your entrée into the world of electronic health records.

Since PP communicates with physician offices through our electronic medical records, it is only monitored during usual business hours. It is unlikely that I will “see” any messages you send to me after hours or on the weekends. The best way to communicate with me during these times is to call me on my cell phone for urgent matters. You can also try regular e-mail ([drsinger@nsmd.co](mailto:drsinger@nsmd.co)) as I do look at this at times during non-business hours.

PP allows you to see what we have on file for you as far as your pertinent medical history and to ask for corrections to your electronic file. Although my office has gone to great lengths to ensure that your medical record is accurate, you may find some errors in my records. The records may not be complete. If you do find something that you would like corrected please let us know and we will take care of it.

There is an opportunity for you to electronically request a medication refill through PP. Although this seems like a nice feature, I am not sure how well the system is designed. The old fashioned way, by either calling the pharmacy or calling our office, will be more reliable at this point.

I will be able to send you a Visit Summary following every office visit through PP. This brief summary will go over your pertinent history and the instructions for each visit. Medicare has made this summary a new requirement for physicians who use electronic medical records.

There are some features of PP that I am not using. Making appointments on-line is not a good idea, and this will not be available to you. Calling my office is still the best way for you to get the appointment you need, when you need it. The referral requisition feature is primarily for patients who have an HMO where specialist visits must be prior-approved. Thankfully we do not have that issue in Sedona.

Patient Portal does not replace the USB flash key you receive from me following your annual Primary Prevention Program evaluation, but it does provide you with the opportunity to make some parts of your medical record (medications, allergies, problem list) available to other health care providers simply by your logging in to your account via any internet connection. You can access this through your smart phone or tablet. You can also print this information for your records.

Please remember that Patient Portal is a relatively new feature of electronic records, and as such, is certainly not perfect.

With all of this in mind, feel free to browse around your Patient Portal and to use any features that you find useful. I welcome this additional opportunity to offer you personalized concierge medical care of the highest standard.

## How To Use Patient Portal

After you sign your consent form, we will register you for your individual account. You will then receive an e-mail with instructions. The email for someone who has never signed up for Patient Portal will be different from that of someone who has previously signed up for Patient Portal. We can help you if you do not remember your previous username.

Once you have a username and password, to log into Patient Portal go to <https://healthportalsite.com/neilsingermd> and login using the user name and password you have chosen. You can also enter Patient Portal through my website by pressing on the Portal tab. You will then see your Home Page. On this page there will be six tabs on the top .

Navigation through the site is intuitive. You can observe what is in the medical record as far as your medications, problems, allergies, medical history, and immunizations. We have attempted to be as accurate and complete as possible, but you may find items that you believe are incorrect or incomplete in the electronic record. Many of the "Problems" have been listed intentionally as abbreviations and compilations. I encourage you to submit to me any corrections on the appropriate forms and I will attempt to adjust the medical record as soon as possible.

Use of Patient Portal will be a learning process for both of us. Please understand that I have made this service available to you primarily in order to facilitate secure communication between us, and in this respect, PP is an excellent tool. Most physicians have been very reluctant to give patients access to their electronic records because, like it or not, these records are not 100% accurate.