



New Patient Portal

Beginning June 1st, 2025, Eye Medical Center will have a new Patient Portal. Our new electronic medical records software is not compatible with our old portal. The old portal will no longer be available. Patients will need to sign up for an account on the new portal. We apologize for this inconvenience.

What is the Eye Medical Center Patient Portal?

The patient portal is an online tool that offers patients a secure environment to: view clinical summaries of recent office visits, review cumulative health information summaries, and communicate with doctors in a confidential and secure manner. The portal is an additional tool for patients to better understand their treatment and is not designed to replace office visits or phone calls.

Our patient portal is designed to meet the specific needs of our patients. It is not connected to MyChart or other patient portals. **Currently, the patient portal cannot be used to make or change appointments. The patient portal is not monitored outside of normal business hours and should not be used for urgent or emergency care.**

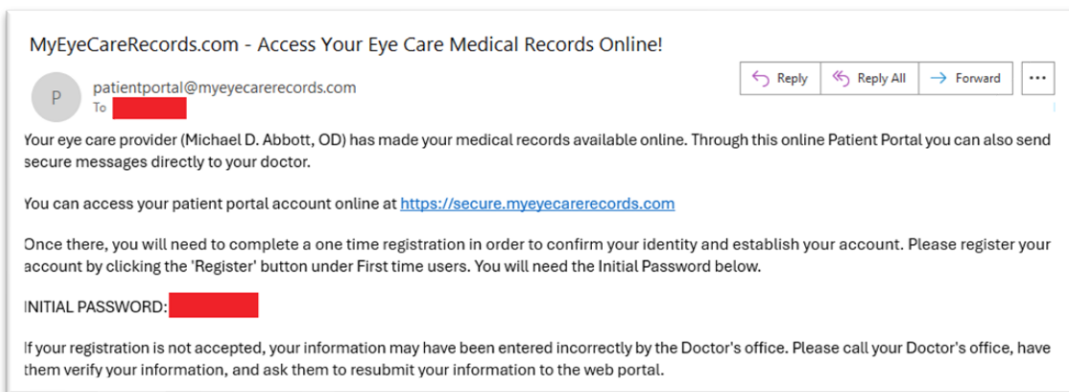
Getting started with the Patient Portal

Eye Medical Center must have your email address on file before you can register with our patient portal. We recommend providing your email address during your next appointment check-in. You can also call any of our offices to provide your email address.

All emails related to the patient portal will come from patientportal@myeyecarerecords.com. We will never discuss your personal information or treatment directly via email. This email address is not monitored and cannot receive replies. Please make sure this email address is not blocked by your spam or junk filter. If necessary, you may need to add the address to your allowed or safe sender list.

How to create a Patient Portal account?

Once we have your email address on file, you will receive a portal introduction email 1-3 days after your next appointment. This email will provide a link to the patient portal website as well as an Initial Password needed to create your account. The email will be similar to the one below:



On the patient portal (shown below) you will click the “Register” button. You will be prompted to provide information to identify yourself as a current Eye Medical Center patient, as well as a password of your choosing.

The screenshot shows the MyEyeCareRecords.com patient portal. At the top, there is a dark header with the website name and a 'LOGIN | REGISTER' link. Below the header, the page is divided into two main sections: 'First Time Users' and 'Registered Users'. The 'First Time Users' section has a 'Register' button. The 'Registered Users' section has a 'Login' button and a 'Forgot User Name/Password?' link. The login form includes fields for 'User Name (Email)' and 'Password', both with red eye icons indicating a security warning. The footer shows the copyright notice '© 2025 MyEyeCareRecords.com'.

Please use the spelling and punctuation of your first and last names as shown on your driver’s license and insurance card. Nicknames and generations are not used. You will also need to provide either your Social Security Number or your Insurance Policy Number (found on your insurance card). Your username for the portal will be your email address.

Once you have created your account, you will receive a welcome email verifying that your account was successfully created.

What if you lose or forgot your username or password?

Your username will be the email address you provided during registration. If you lose or forget your password, please call one of our offices for assistance. If you need to change your email address, please call one of our offices for assistance.

How does the patient send a Secure Message to their doctor?

After you have signed into the patient portal, locate the **Messages To Doctor** section. To the right of this section, you will find a button labeled, **Send Message To Doctor**. This form allows you to send a secure message to any Eye Medical Center doctor that you have previously seen. Please be aware that not all Eye Medical Center doctors are currently using this system. Please refer to our website for the current list.

You can send questions about your visit, your chart information, prescriptions, or other issues. Clinic personnel will review messages and respond in the most appropriate manner, which may be a message or a phone call.