



## What is the Patient Portal?

The patient portal is an online tool that offers patients a secure environment to: review educational material, view clinical summaries from recent office visits, review cumulative health information summaries, and communicate with providers in a confidential and secure manner. The portal is an additional tool to aid patients in better understanding their treatment and is not designed to replace office visits or phone calls. The patient portal is not monitored outside of our normal business hours and should never be used for urgent or emergency situations.

## Getting started with Patient Portal

First, the patient must provide their email address during an office visit or by calling our office. No features of the patient portal will work unless we have your email address on file. For that reason, we recommend providing your email address to our front desk staff during check-in or check-out.

Second, you will need to create an account on the patient portal and verify your email address. Once you have created your account, you will receive instructions for verifying your email address. Once your email address is verified, you will be able to send messages to your doctor and you will begin receiving updates after each office visit. Due to heightened security measures, we no longer allow access to the patient portal without an account.

Patients are welcome to involve their spouses, children, or caretakers in accessing the patient portal on their behalf. However, we can only assist patients and those individuals the patient has designated as personal representatives. These designations can be made in person at any of our offices – please ask a staff member for a DPR form.

**Please note, all emails related to the patient portal will come from [messenger@emc-eyes.com](mailto:messenger@emc-eyes.com). We will never discuss your personal information or treatment directly via email.** This email address is not monitored and cannot receive emails. Please make sure this email address is not blocked by your spam or junk filter. If necessary, you may need to add this email address to your allowed or safe sender list.

## How to access the Patient Portal

The emails sent from the patient portal after each office visit will contain a link to the patient portal log in page. You can use these to access the portal. You can also access the patient portal from our website. As noted earlier, we must have your email address on file before you can access the patient portal.

Please be aware, that the portal is currently only accessible by patients of the Retina Center and select Eye Medical Center locations and doctors. It is not yet available to all Eye Medical Center patients. Our website is <http://www.emc-eyes.com>. You will see a screen similar to the image below. The link to click is titled, "Patient Portal" and will be in the upper right corner of the website.

After clicking the "Patient Portal" link, you will be taken to an intermediate page that describes access to the patient portal. At the bottom of this page is a link labeled "PORTAL ACCESS click here." This second link will take you to the log in page.



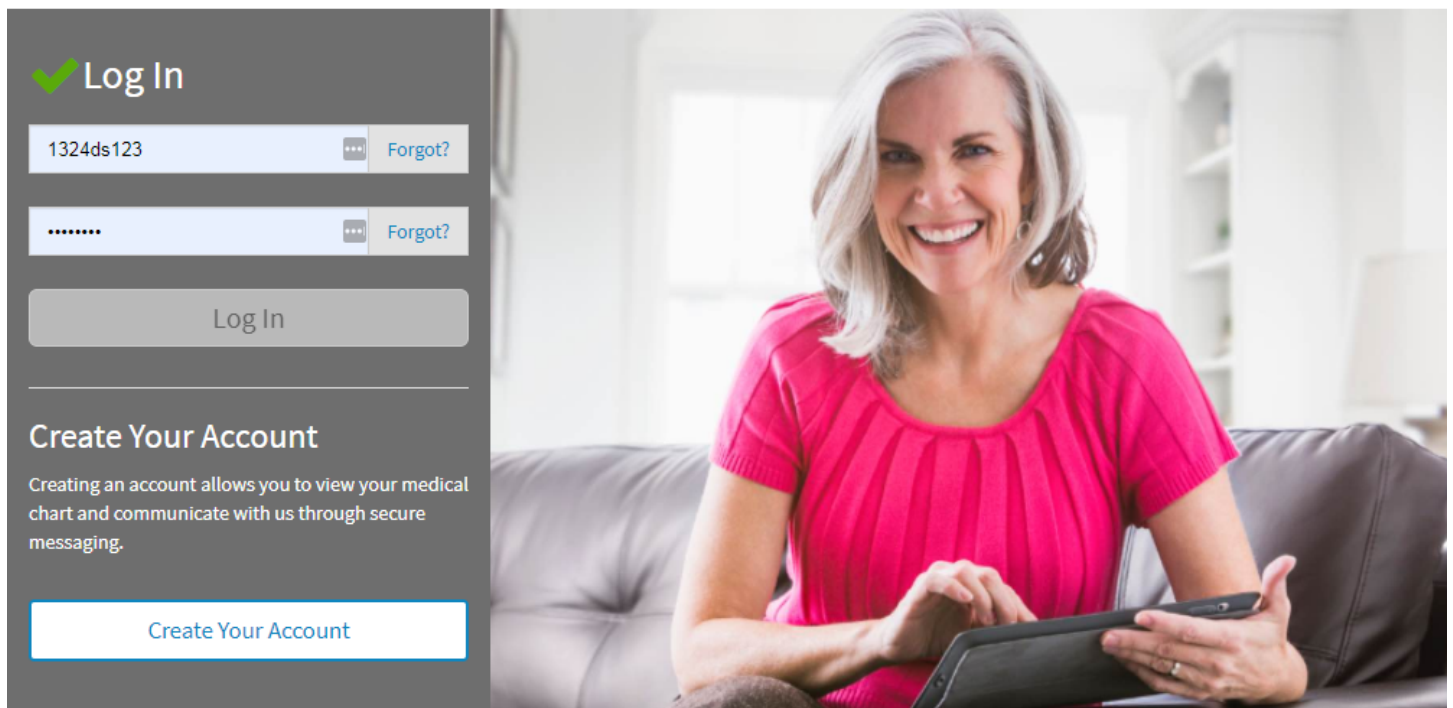
The screenshot shows the top portion of the Eye Medical Center website. The header features the EMC logo with the tagline "EYE MEDICAL CENTER Medical Excellence Since 1946". To the right of the logo are social media icons for Facebook and Twitter. Below the logo is a navigation menu with links for "CORONAVIRUS INFO", "ABOUT", "SERVICES", "PROCEDURES", "DOCTORS", "FAQS", and "LOCATIONS!". On the right side of the header, there are two additional links: "NEW PATIENT INFORMATION FORM" and "PATIENT PORTAL". The main content area features a large image of a human eye looking at a vision chart with letters like M, C, I, O, H, S, U, E, N, L, T, A, V, R, O, X, P, H, B, Z, D, Y, O, E, L, K, S, F, D, I, E, X, A, T, Z, H, D, W, N, R, C, Y, H, O. Below the image is a "Specialties:" section with a sun icon and a list of services: Cataract Surgery, Corneal Transplant, Diagnoses and Treatment of Eye Disease, Glaucoma, Oculoplastic Surgery, Pediatric Ophthalmology, Retinal and Vitreous Diseases and Surgery, and LASIK / All laser Procedure and other Refractive Surgery. The footer contains a navigation menu with links for "ABOUT EMC", "SERVICES", "PROCEDURES & SPECIALTIES", "DOCTORS", "FAQS", "CONTACT US", "LOCATIONS", "HIPAA", and "CORONAVIRUS SAFETY". At the very bottom, there is a copyright notice: "© Copyright Eye Medical Center. 2016-2021 | 7777 Hennessy Boulevard, Fourth Floor | Baton Rouge, LA 70808 | Ph: 225.766.7441 | Toll Free: 800.521.5708".

## How does a patient create a Patient Portal account?

On the portal log in page (shown below) you will click the button labeled, "Create Your Account". You will be prompted to provide information to identify yourself as a patient, as well as a username and password of your choosing. You will also be asked to set one or more security questions that will allow you to reset your password in the event that it is lost or forgotten.

Once you have created your account and signed in for the first time, you will receive a prompt to verify your email address. Please follow the directions provided in the message to complete this process. Until your email address is verified, you will not be able to send messages through the portal or view health information.

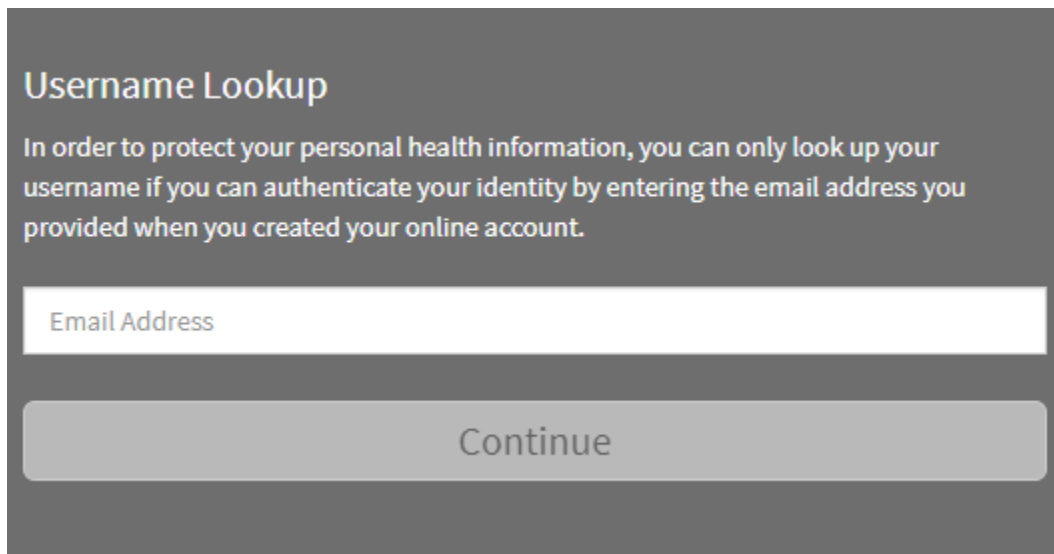
[FAQ](#) | [Contact Us](#) | [English](#) ▼



## What if the patient lost or forgot their username or password?

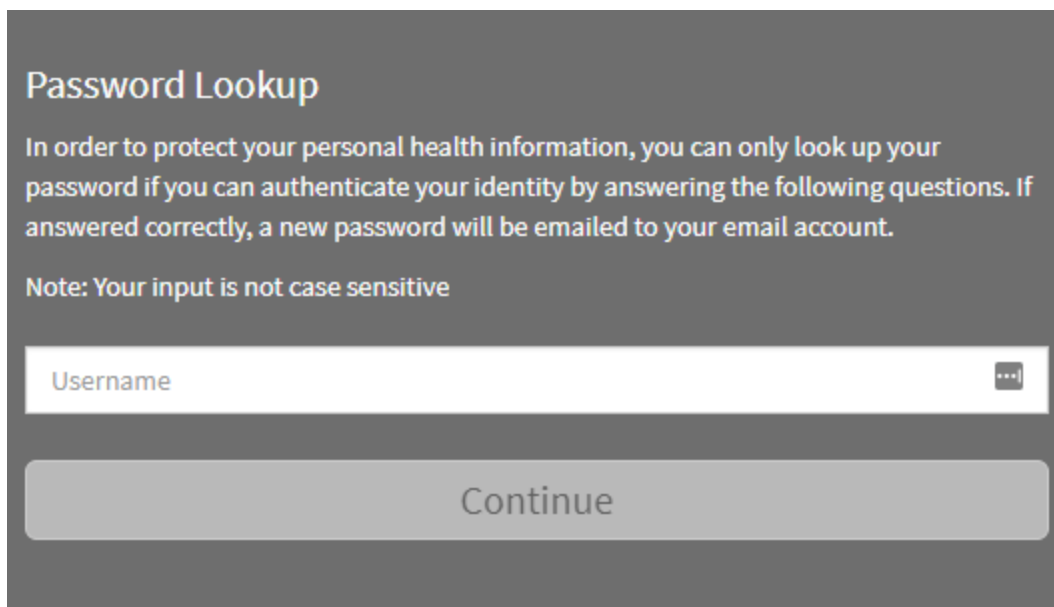
The first two fields on the patient portal login page are the “Username” and “Password” fields (see the image on the previous page of this document). To the right of each field is a button labeled “Forgot?” These buttons are used to assist you in retrieving your username or resetting your password.

Clicking the “Forgot?” button next to the “Username” field will prompt you for the email address you used to sign up for your patient portal account. If the email address is not found in our system, you will receive an error message. Once you enter your email address, click the “Continue”. You will receive an email with your username.



The screenshot shows a dark gray background with the title "Username Lookup" in white. Below the title is a paragraph of text: "In order to protect your personal health information, you can only look up your username if you can authenticate your identity by entering the email address you provided when you created your online account." Below this text is a white input field with the placeholder text "Email Address". At the bottom of the form is a wide, light gray button with the text "Continue" in the center.

Clicking the “Forgot?” button next to the “Password” field will prompt you for the username you chose when you signed up for your patient portal account. If the username is not found in our system, you will receive an error message. Once you have entered your username, click “Continue”.



The screenshot shows a dark gray background with the title "Password Lookup" in white. Below the title is a paragraph of text: "In order to protect your personal health information, you can only look up your password if you can authenticate your identity by answering the following questions. If answered correctly, a new password will be emailed to your email account." Below this text is a note: "Note: Your input is not case sensitive". Below the note is a white input field with the placeholder text "Username" and a small icon of three dots in a square on the right side. At the bottom of the form is a wide, light gray button with the text "Continue" in the center.

Now, you will be shown the secret question you chose when signing up for your patient portal account. Enter your answer and click "Continue". If your answer is wrong, you will receive an error message. If the answer is correct, you will receive an email with a new password and instructions for changing it.

**Secret Question**

Please answer your secret question. Once answered correctly, a new password will be sent to your email address.

Note: Your answer is not case sensitive, but all spaces, hyphens, or other special characters you introduced in your secret question answer when it was set up are required.

What high school did you attend?

Continue

If your email address has changed or you are uncertain about which email address you used to sign up for your patient portal account with, you can call our office and ask which email address we have on file for you. We can assist you in changing your email address. Additionally, we can assist you in changing your password or security questions if needed.

# How does the patient send a Secure Message to their physician?

Once you are logged into the patient portal (shown below) you will click the Messages menu at the top. You can then choose to review existing messages or send a new message. These messages are sent securely to the clinic.

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

Welcome, William | Log Out | Contact Us | English ▾

**CORNEA** ASSOCIATES of LOUISIANA | **EMC** EYE MEDICAL CENTER Medical Excellence Since 1946 | **THE RETINA CENTER**

HOME | MESSAGES ▾ | RECORDS ▾ | PATIENT RESOURCES ▾

**William**, welcome to The Retina Center , where your account information is available 24/7.

**Notifications**  
You have no current notifications. [To contact us please send a message.](#)

**RECORDS**  
Review your medical information including your patient chart and recent office visit summaries.

**ACCOUNT INFORMATION**  
Manage your account settings.

**FAQ**  
[How do I get started?](#)  
[How do I add a family member?](#)

Practice Contact  
[Visit our practice web site](#), call us at (225) 768-9300 or [View Clinic Locations](#).

**We Care About Your Privacy and Security.**  
The privacy and security of your medical information, is important to us. You can view our [HIPAA Privacy Notice](#) , which follows the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

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