

ENT Partners of Texas

What is the Patient Portal?

The Patient Portal is a web-based system that serves as a secure communication link between you and ENT Partners of Texas. When you log in to the Portal with your private user name and password, you can see information from your electronic record at ENT Partners of Texas.

After logging in to the Patient Portal, you can:

- Use the messaging feature to communicate with our staff.
- View, print and/or save an electronic copy of your health information.
- Review and send health information, update requests if you notice missing information.
- View results of lab, radiology and other diagnostic tests.

Please note ENT Partners of Texas will *never* sell or release your email address to a third party.

How does the Portal work?

After you authorize us to create a Patient Portal account for you, a message will be sent to the email address you provided. The message will contain the URL (Internet address) for our Patient Portal. You will be prompted to create a user name & password.

You will receive a Notification email whenever anything has been sent to your Patient Portal. This email only lets you know you have received a new message on the Portal, and provides a link to access the Portal.

When you log in to the Portal, the **Home** tab is selected by default. The **Home** tab shows you an overview of your portal account. Tabs across the top direct you to the different parts of your account: **Health Summary**, **Visits/Results**, **Messaging**, etc. Click on any of the top “Tabs” to access that part of your electronic record.

Under **Health Summary** you will find a list of your problems, medications, allergies, etc. *Please review these periodically and inform us if anything in your health history changes.*

Under **Visits/Results** you will find summaries of your office visits, results from labs and radiology, records sent from other providers, etc.

Under **My Account** you can review and make changes to your password, demographics, and insurance. You can also appoint a representative who can safely and securely monitor your electronic health record on your behalf.

Communicating with our office through the Messaging tab

The Portal provides a convenient and secure communication link between you and ENT Partners of Texas. For example, you might use the Portal to send a message to a particular staff member, request a referral, ask questions about a bill, request a receipt, or get clarification on a medication or doctor's order.

Communications we might send you through the Portal include lab and test results, responses to requests you submitted through the Portal, messages requesting additional information, and/or copies of your medical records.

You can view all communications from the clinic through your Portal Inbox on the **Messaging** tab. Attachments may be included with communications sent by the clinic.

To send a new message to a clinic staff member:

1. On the main Portal screen, click the **Messaging** tab.
2. Click "Compose" on the lower left hand corner of the page
3. Beside "Question", click the down arrow and then click on a "Topic"
4. In the "Subject" field, type a few words to describe what the message is about.
5. Type the message in the space below the "Subject" field and click "Send".

To reply to a message from clinic staff:

1. Click on the Title of the message to open the message.
2. Click "Reply" in the lower left hand corner.
3. Type your response in the space provided, then click "Send".

Please contact us if you have any questions about the Patient Portal, if you need to have a Portal account set up for you, or if you have lost or forgotten your Portal user name and/or password. Please note, when requesting a new Portal access to be sent to you – you have only 24 hours from the time our email arrives in your inbox to access the Portal through the link.

We welcome you to try out our updated Patient Portal! See how it works by logging in today and sending any of our staff a test message. Just type "TEST" in the "Subject" line of your message and we will promptly respond to you.

We look forward to hearing from you!

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