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IN OPHTHALMOLOGY

myCare Portal
by Eye Care Leaders

What is myCare Portal?

myCare Portal by Eye Care Leaders is a secure online website that gives you convenient 24-hour access to your Electronic Health Record (EHR), which contains your personal health information and medical records. By setting up your myCare Portal, you gain the ability to:

- View your clinical visit summaries & any handouts provided to you during your visit
- Send secure messages or inquiries to us through the portal
- Upload other physicians' health summaries & any other information you would like us to see

Please note that the portal is NOT to be used for medical emergencies. If you are experiencing a medical emergency, call 911.

How do I access myCare Portal?

If you have provided us with an email address: After your visit, you will be sent an email notification from *donotreply@saoeyes.com* with a direct link to your portal account & instructions on how to set up your account. *If you do not see a message in your inbox, check your junk folder.* Messages from this email address are secure.

If you have NOT provided us with an email address or have not received an email: Visit our website at saoeyes.com and select the "Patient Portal" link on the main page. Or directly visit at: https://portal.eyereachpatients.com/Patients/saoeyes

The initial default username for all patients will be, without spaces, **LAST NAME, FIRST NAME, ZIP CODE (i.e. SMITHJOHN60005).** You will create a secure password to ensure that only you have access to your health information.

Some important information:

- All communication in the portal will be private, secured, and protected.

- Any changes made within your portal will **NOT** be visible to us. Contact our office directly regarding any inaccuracies or changes to your personal information.

- You will automatically be sent notifications when new health information becomes available or when there are updates to your portal. You can turn this communication off through your portal account.

Patient portals have privacy and security safeguards in place to protect your health information.

- To make sure that your private health information is safe from unauthorized access, patient portals are hosted on a secure connection and accessed via an encrypted, password-protected logon.
- EHRs also have an "audit trail" feature that keeps a record of who accessed your information, what changes were made, and when.
- Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your username and password from others and make sure to only log on to the patient portal from a personal or secure computer.