

Patient Portal FAQ's

What is the Eye Surgical Associate (ESA) Patient Portal?

The ESA Patient Portal is an internet-accessible application that offers patients secure access to pieces of your ESA electronic medical record.

What information will I see in the ESA Patient Portal?

Patients will be able to access summaries of your visits which will include your diagnosis, medications, allergies, instructions from your physician and your plan of care. You will also have the ability to securely message your physician. If you cannot locate specific information, please contact our office at (402) 484-9000 Monday through Friday 8am to 4pm CST (excluding federal holidays).

How do I get a user name and password for the ESA Patient Portal?

You will be given a unique 20-digit code at your next appointment and with this code you will be able to create a user name and password to access your secure portal information. Your user name will be your email address and you will create a unique password. You will then be sent an email asking you to confirm your account.

What if I can't find my confirmation email?

Please check your spam/junk email folder. The email will be from intellechartportal@mdintellesys.com Subject line: Confirm your account. If you are still unable to locate this email, contact our office by calling (402) 484-9000 Monday through Friday 8am to 4pm CST (excluding federal holidays).

What if I forget my password?

Look for the "Forgot your password?" link under the user name and password field on the Log-In page. You will be prompted to enter your email address that you previously used to create the account. Once you have entered this information, a message will be sent to your email address providing you with a link to reset your password.

What if I need help?

The ESA Patient Portal is available Monday through Friday 8am to 4pm CST (excluding federal holidays) by calling (402) 484-9000.

Is my information secure in the ESA Patient Portal?

Yes. The Patient Portal is a secure internet site which is protected through advanced encryption technology. Access to your account is secured through your own personalized user name and password, known only to you. It is important that you keep this information in a secure place and do not share it with others.

Can my non-ESA healthcare providers get access to the ESA Patient Portal?

No. Non-ESA healthcare providers cannot access your electronic medical record through the ESA Patient Portal. If you have another provider who needs copies from your medical record, please contact the Medical Record Department at (402) 484-9000 to make arrangements for this service.

How long does it take for information to become available in the ESA Patient Portal?

Documents such as your clinical summary of each visit are available and ready to view immediately following your visit.

Can I access my child's Patient Portal account?

If you are designated as the child's legal guardian and provided your email address when your child was checked in, you can access your child's Patient Portal account until he or she is 19 years of age. If you have multiple children registered as patients, you will need to create separate accounts for each child.

Can I email my physician or other members of my ESA healthcare team through the ESA Patient Portal?

Yes, this options is available on the portal under the heading titled, Messages. You will click Create a New Message. Then choose Eye Surgical Associates as the Practice and choose your physician from the Provider drop down list of choices.

Can I ask emergency related questions via the Portal?

No. The ESA Patient Portal is not to be used for emergency related healthcare issues. For medical emergencies or immediate care, please call 911. For any other matters of urgency, please call the office at (402) 484-9000 and ask to speak to the Triage Department.

Can I see my upcoming appointments or request an appointment via the Portal?

No. This is not available at this time but is planned for a future enhancement. Please do not use the physician messaging feature to ask about your upcoming appointment or to request an appointment. Please call the office at (402) 484-9000 for appointment questions.

Can I print information from the ESA Patient Portal?

Yes, you can print information from the Patient Portal. Please be sure that you store any printed information which includes personal demographics and/or health information in a secure location just as you would other important sensitive documents such as financial information, etc.

What if I find a discrepancy in my health information in the ESA Patient Portal?

Please contact our office for information about managing these issues at (402) 484-9000.

Who do I contact if I am having difficulty locating information in the ESA Patient Portal?

If you cannot locate specific information, please contact our office at (402) 484-9000. Our office is available Monday through Friday 8am to 4pm CST (excluding federal holidays).

Is there a fee to use the Patient Portal?

No. The ESA Patient Portal is provided as a courtesy to our patients.

My internet is working fine on other websites, but the ESA Patient Portal website will not open or I get an error?

Please contact our office at (402) 484-9000 and ask for technical assistance.