



MyPatientVisit (MPV) – FAQ

What is the Patient Portal and how can it help me?

Our Patient Portal is an online service that allows patients access 24/7 to their health information.

You can use this Portal to:

- Access reports, lab results, Clinical Document Architecture (CDA) and your demographic information.
- Request a new appointment by sending a Secure Message to the Practice
- See your upcoming appointments.
- Communicate with our office staff via secure messages.

How To Access MyPatientVisit (MPV)

- Eye Surgical Associates website: <http://esa-neb.com/patient-information/>
- myPatientVisit website: <https://www.mypatientvisit.com/#/login>

How can I create an account [Register]?

Create Account [Register] Process:

Step 1:

1. Click on the URL link provided to you by your care provider [Similar to the link below]
[https://mypatientvisit.com/#/register?practiceID=\[PracticeID\]&securityCode=12345678](https://mypatientvisit.com/#/register?practiceID=[PracticeID]&securityCode=12345678)
 - a. **Note: the Practice ID and Security Code**
2. You are navigated to the “LET’S CREATE YOUR ACCOUNT” Page and then fill out the required fields:

Create Account Fields	What to do
Username	Could be any word in any format; must be unique to the system. If Unique a small check mark in green appears.
Password	Must meet the Password rules. Use the tool tip beside the field to see what they are.
Confirm Password	This must match the Password provided, if not a error message will appear
First Name	Must match the Name provided to the practice. E.g. if the Legal Name provided to practice is William, you cannot enter Bill here
Last Name	Must match the Name provided to the practice
Date of Birth	Must match what you provided to the practice. Format MM/DD/YYYY
Zip	Zip Code as provided to the Practice
Security Code	As provided by Practice. If you logged in using the URI provided, this will automatically default on the field.

3. Click the “Create Account” button

Step 2:

1. You are now navigated to the Security Questions Page *[Setup security questions to protect your account]*
2. Select questions and answers
3. Click "Continue" button.
4. *You have now successfully* created your account [registered] and you are navigated to the dashboard.
5. Follow instructions as provided by practice in the welcome email

Why do I need to answer security questions?

- Security questions are designed to protect access to your information. You will need to answer these security questions if you want to reset your password in future.

How do I Login into the Patient Portal?

- After creating an account [registering], every time you are accessing the Patient Portal you would need to login.
 - You will need your username and password information to access the patient portal.

What if I don't know my username?

- From the Login Page, Click the link "Need help with Login?"
- From the "FORGOT LOGIN CREDENTIALS" Page > Select the "Forgot Username".
- Follow prompts to complete.
- If you are still having issues please contact our office.

What if I forgot my password?

- From the Login Page, Click the link "Need help with Login?"
- From the "FORGOT LOGIN CREDENTIALS" Page > Select the "Forgot Password".
- Follow prompts to complete.
- If you are still having issues please contact our office.

What if I forgot my Username & Password?

- From the Login Page, Click the link "Need help with Login?"
- From the "FORGOT LOGIN CREDENTIALS" Page > Select the "Forgot Username & Password".
- Follow prompts to complete.
- If you are still having issues please contact our office.

Why can't I login?

- Please read the error messages carefully and complete the required information.
- If the issue continues, please contact our office.

Can I login once and be able to access my information with other care providers that are using MyPatientVisits (MPV)?

- When you login into MPV; you have the option to Connect To a Practice. You must have the practice ID and your security code to be able to complete the process of linking to the other practice.
- If you have previously set it up, you will see the different practices listed for you and you can click on your profile picture or other patients linked to your account.

Can I add my family members to my account in MyPatientVisits (MPV)?

- Adding a family member to your account is easy and the patient portal allows you to access multiple patients' information using one Patient Portal account.
- If you are a patient at the practice, you can also view your own information using the same account.

How do I add a family member to my account on MyPatientVisits (MPV)?

- You must have the consent, the family member required information
- You must also have the security Code of the patient so that you can manually add it on the registration form.
 1. Login to patient portal account > navigate to “Select The Medical Record You’d like to View”
 2. Click on the “Add New Patient”
 3. Fill out the required fields on the “Add a New patient” page
 4. Click the “Add Patient” button,

MyPatientVisit (MPV) Your Patient Portal

Below are the views and activities that you can do on MPV

On the Dashboard:

- See your Upcoming Appointments – Date & Time, Provider and Purpose of Visit
- Pre-Register – Click the button to fill out the Patient Demographics Information & Insurance Information
- Send a Message – Click the Send a Message button to send secure message to your practice.
- Add a profile picture by clicking on the Camera icon
- See your account balance
- See your last visit and upcoming visit dates

myInfo:

- Patient Information: Fill out your Patient Demographic information
- Insurance Information: Fill out your insurance information

myDocuments:

- Document Summary: View, download, transmit and email out
 - Clinical Summary Documents on file
 - Patient Documents on file
- Forms: Fill out and complete forms required for patient visit.

myMessages:

- Send and Review Messages: A way to securely send and receive messages from you care provider(s)

myAccounts:

- Connect to a different practice: Allows you to connect to your other care provider that is using MPV

If you have further questions regarding myPatientVisit, please contact our office at (402) 484-9000.