

# How to create and account and send your doctor a message

Example of what the two emails you receive will look like

**NASHUA eye ASSOCIATES** [Go to My Nashua Eye](#)

## Clinical Summary

Dear #PATIENTFIRSTNAME#,

This is an email to let you know your Clinic Visit Summary is now available for viewing from our secure *My Nashua Eye* patient portal. Please click [here](#) to view your Clinical Summary. For your privacy, you will be asked to verify your last name and date of birth before viewing your appointment details.

[View your Clinic Visit Summary](#)

We hope you enjoy the convenience of 24/7 access to our practice!

Thank you,  
The Nashua Eye Associates Staff

**HAVE YOU MESSAGED YOUR DOCTOR?**

- ◆ Click on the underlined message to the left to view chart information.
- ◆ Once you validate yourself, login or create an account as directed.
- ◆ Send a message to your doctor by selecting My Messages>new message
- ◆ Select your doctor from drop down list.
- ◆ Send your doctor a clinical message, medication refill or chart correction.

**NASHUA eye ASSOCIATES** [Go to My Nashua Eye](#)

## Chart Info

Dear #PATIENTFIRSTNAME#,

This is an email to let you know that a portion of your medical chart is now available for viewing from our secure *My Nashua Eye* patient portal. [Please click here to view your chart information.](#) For your privacy, you will be asked to verify your last name and date of birth before viewing your information.

[View your Chart](#)

We hope you enjoy the convenience of 24/7 access to our practice!

Thank you,  
The Nashua Eye Associates Staff

**HAVE YOU MESSAGED YOUR DOCTOR?**

- ◆ Click on the underlined message to the left to view your chart information.
- ◆ Once you validate yourself, login or create an account as directed.
- ◆ Send a message to your doctor by selecting My Messages>new message
- ◆ Select your doctor from drop down list.
- ◆ Send your doctor a clinical message, medication refill or chart correction.

This email is devoid of personal healthcare information to protect your online privacy. This letter was generated by an automated mail service from: #PRACTICENAME#, Telephone: #PRACTICEPHONE#; [IID:#TRANSACTIONID#]. Please do not reply to sender. #UNSUBSCRIBE#

VisionConnect Secure Email Delivery Service

Click Here

Click on [View Your Chart](#) or [Click Here](#)

Click Here

## Example of how to view your Patient Health Record

The screenshot shows the Nashua Eye Associates website. The main heading is "Your Patient Health Record". Below it, there is a form with two input fields: "Last Name" and "Date of Birth". A "Submit" button is located below the "Date of Birth" field. To the right of the form, there is a "Tips" section with links: "Why did I get this?", "How do I read my Chart?", and "Glossary of Terms". A callout box with an arrow pointing to the "Submit" button contains the text: "Enter your Last Name and Date of Birth and click submit to view your Patient Health Record".

## Example of what the Patient Health Record looks like

The screenshot shows the Nashua Eye Associates website displaying a "Patient Health Information" record. The record is for Bridget Medflow, born May 7, 1970. The record includes contact information for the patient, performer (Ronald Coutu), and author (Ronald Coutu). A callout box with an arrow pointing to the "Login" link says: "If you already have an account Click: Login". Another callout box with an arrow pointing to the "Create a My Nashua Eye account now" link says: "Click on: Create a My Nashua Eye account now to create an account. Follow the instructions entering your demographic information." A third callout box with an arrow pointing to the "Table of Contents" section says: "You will be shown your last visit notes with your doctor." The "Table of Contents" includes links for: ALLERGIES, MEDICATION ALLERGY HISTORY, MEDICATIONS, PROBLEMS, PAST PROBLEMS, PROCEDURES, VITAL SIGNS, RESULTS, SOCIAL HISTORY, and ASSESSMENT AND PLAN/PLAN OF CARE.

Patient Health Information			
<b>Patient</b>	BRIDGET MEDFLOW	<b>Sex</b>	Female
<b>Date of Birth</b>	May 7, 1970	<b>Race</b>	White
<b>Contact Information</b>	Primary Home: 5 COLISEUM AVENUE NASHUA, NH 03063, US Tel: +(603)882-9800	<b>Ethnicity</b>	Not Hispanic or Latino
<b>Patient IDs</b>	1288720 2.16.840.1.113883.3.611	<b>Preferred Language</b>	English
<b>Performer</b>	TDB, SLD, RBC, PLS, PJR, JJD, RONALD COUTU,	<b>Encounter Date(s)</b>	September 21, 2009 - December 13,
<b>Author</b>	RONALD COUTU, 5 Coliseum Avenue Nashua, NH 03063 , US Tel: +603-882-9800		

**Table of Contents**

- ALLERGIES
- MEDICATION ALLERGY HISTORY
- MEDICATIONS
- PROBLEMS
- PAST PROBLEMS
- PROCEDURES
- VITAL SIGNS
- RESULTS
- SOCIAL HISTORY
- ASSESSMENT AND PLAN/PLAN OF CARE

# How to send your doctor a message

## Example of what your account will look like once logged in

The screenshot shows the homepage of the My Online Clinic. At the top, there is a navigation bar with links: Home | Patient Registration | Pay Bills | Appointments | Order Contacts | My Messages | EyeLearn(TM) Education | Your Chart | Manage Account. Below this is a 'Get Started' section with a list of links: Patient Registration, Pay Bills, Appointments, Order Contacts, My Messages, EyeLearn(TM) Education, Your Chart, and Manage Account. A large white arrow points from a text box to the 'My Messages' link. The text box contains the instruction: 'Click on My Messages to send your doctor a secure message.' To the right of the 'Get Started' section, there is a privacy notice: '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)'. Below the 'Get Started' section is a 'Message Summary' section that states: 'You have no current messages. To start using My Online Clinic choose from one of the options in the above menu.' At the bottom of the page, there are logos for Medflow VisionConnect and Trustwave Trusted Commerce.

The screenshot shows the 'Message Center' page of the My Online Clinic. The page is titled 'Message Center' and has a sub-header 'Inbox'. Below the sub-header, there is a table with columns: From, Date/Time (EST), and Message Type. The table is currently empty, with the text 'There are No Messages' displayed below the headers. A large white arrow points from a text box to the 'New Message' link in the top left corner of the message center. The text box contains the instruction: 'Click New Message and agree to terms.' On the right side of the page, there is a 'Color Legend' section with a list of items: Tyler, Tyler, and Multiple appointments. Below this is a section titled 'Interested in Lasik?' with a 'Send us a Message!' button and a logo for NASHUA eye ASSOCIATES. Further down, there is an 'InBox Tips' section with three bullet points: 'How do I create a message?', 'When should I use secure messaging?', and 'No response?'. At the bottom of the page, there is an 'Inbox News' section with the text: 'Secure Messaging is new and secure. Try sending us a message today!'. At the bottom of the page, there are logos for Medflow VisionConnect and Trustwave Trusted Commerce, and a footer with the text: 'Your information is secure with us. Terms of Use and Privacy Statement'. The system tray at the bottom of the screen shows the date and time: 8:41 AM 8/19/2014.

My Online Clinic : x

https://www.quickappointments.com/1/index.cfm?fuseaction=sage.schMsg2

Apps Health Care Consult... ad words SurgiVision docs Glacial Admin Google Places SOP Sage Office Por... Authorize.Net

**NASHUA**  
*eye*  
**ASSOCIATES**

Home | Patient Registration | Pay Bills | Appointments | Order Contacts | My Messages | EyeLearn(TM) Education | Your Chart | Manage Account

Remember, online messaging is not to be used for urgent conditions or medical emergencies. In case of an emergency, please call 911. Do not use this system.

1 Terms Info  
2 **Message Info**  
3 Review  
4 Done

**Step 2 - Message Info**  
Please provide your message information here.

**Patient:** Medflow, Tyler

**\* To:** Administration  
-- Select Recipient -- Not In List?

**\* Message Type:** Administration

**\* Subject:**

**\* Message:**

Attachments:

Delete all files

\* Required information

Select your physician in the drop down box labeled TO.

Fill in the remaining drop down boxes and type your message. Once you click continue, you will be prompted to review your message and click submit

Please take the time to not only view your record but create an account and send your doctor a message directly, let us know you received your chart information and are able to send your doctor any questions you may have.