

How to sign up for and use the Patient Portal

1. Request Patient Portal access from the clinic Park Avenue Medical.
2. Review, sign, and agree to the policies and authorization form you will be provided.
3. Provide your e-mail address and your preferred pharmacy.
4. After this is complete, you can expect to see a welcome e-mail. On this e-mail, you will click on the URL link (web page) and use the assigned login and password.
5. Once logged into the portal, you should go to "My Account" on the top right of the page. Here you can change your username and password to something only you will know. This is essential to make sure your information remains secure and private! After the above is complete, you should be able to use the site.

Available components:

1. *Messages:* This allows you to send and receive secure e-mail to/from our staff. This may include attachments, or other information. Use of this is very similar to standard e-mail. Here you can also request a referral, ask billing questions, or even make suggestions on how we can improve the site.
2. *Lab/Test Results:* Here you can receive copies of labs/tests done in the office, test results, and any explanations or comments done by your provider. This is a read only area, but if you have questions, you can e-mail us in the messages section.
3. *Health Summary:* Here you can view information entered into various parts of your electronic health record. These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If it isn't complete, we might have the information, but it is not yet entered in a way you can view it through the portal. Here you can also make suggestions/comments on the information added, but it will not be a permanent part of your chart until approved by our staff.
4. *Medications:* Here you can see current and past medications written by our office or entered by our staff. You can also request refills here, just please make sure we have your preferred pharmacy information.
5. *Appointments:* In this section you can view upcoming appointments or see requested appointments. In addition, you have the ability to request appointments or schedule directly into open slots.

Our clinic's main website is www.parkavenuefamilydocs.com

More general information about our clinic and medical links and information are located here.