The Patient Portal is a secure way to communicate with our office and access portions of your medical record. These services are available at any time and allow you to bypass the phone system, communicating with our office at your convenience.

**Patient Portals allows you to...**

- Send and receive non-urgent messages.
- Easily notify us of changes to your personal information.
- Request medication refills prescribed by your Urology Health physician.
- View appointments.
- View and/or print your medication and allergies list.
- View test results reviewed by your Urology Health physician.

**To participate in Patient Portals you will need...**

- To be a patient in our practice.
- A computer with access to the Internet.
- A personal email address that only you have access to.
- Receive an activation code from the office.

**Access to the secure Patient Portal site...**

- Visit our practice website at [www.uhsurology.com](http://www.uhsurology.com), and click the “Patient Portal” link on the front page.
- Click on the Patient Portal button.
- Select “Activate Patient Portal Account” and use the activation code you received from our office to log in and create a username and password.

**Important information on using the Patient Portal...**

- All messages sent to you will be encrypted.
- Protected Health Information (PHI) is NOT sent to your email address. You will receive email notification when there is information in your Portal account.
- We will keep an email lists confidential and will not share this information with other parties. We will never sell or give away any private information, including email addresses, without your written consent.
- Any of our staff may read your messages or reply on behalf of physician (similar to phone communication).
- For security reasons, if you submit an incorrect password 5 times, you will be locked out of the Patient Portal and will need to contact our office to unlock your Patient Portal account.
- Your doctor alone will decide which medical information is appropriate for online communication and with whom you communicate with through the Patient Portal.
- Communication through the Patient Portal will be included in your permanent medical record.
- Online communication does not decrease or diminish any of the other ways in which you can communicate with us. It is an additional option and not a replacement. As always, we welcome you to contact the Urology Health Specialists office via telephone, mail or in person with any questions or concerns.
- We will do our best to respond to Patient Portal inquires within 24 to 72 hours after receipt. The Patient Portal may not be routinely checked on weekends. If there is an urgent matter, please call our office during business hours. In a true emergency call 911.
- We take great care to make sure your health information is kept private and secure. The Patient Portal uses https to provide encrypted communication between you and your doctor’s office. Access to your Patient Portal account is controlled through secure access codes, personal IDs and passwords. Only you will have access to the login information needed to view your account.
- We understand the importance of privacy in regard to your healthcare. You can view the UHS Privacy Policy on our website at [www.uhsurology.com](http://www.uhsurology.com).

**REMEMBER:**

The Patient Portal should **NOT** be used for urgent or emergent issues!
FREQUENTLY ASKED QUESTIONS

How can I get access to the Patient Portal?
Visit our website at www.uhsurology.com and click on the Patient Portal button. The UHS office will provide you with an activation code to create your account.

What if I can’t remember my password?
You will go to the Patient Portal login screen and click “Forgot Password”. You will need your Patient Portal login name and your email address. You will be asked to answer a security question then a temporary password will be sent to your email.

What if I can’t remember my login name?
At the Patient Portal login screen click on “Forgot Login Name”. Enter your name, date of birth and your email address. You will be asked to create a new login and password. A new activation code will be sent to your email. Upon receipt, login as usual using new login and password. You will be asked a security question and then prompted to enter the new activation code.

What if I am locked out of my account?
Your account will be locked after 5 unsuccessful log-in attempts. Passwords are case sensitive, so please be careful when logging in. Please contact your UHS office to have your account unlocked.

Why can’t I see my lab results?
Lab results will be visible once they have been reviewed by the doctor. Please call the office if you have not received notification regarding your lab results within 2 weeks of your visit.

Why can’t I see all of the information in my record?
The Patient Portal does not allow all portions of the medical record to be visible. The physician gives access to what information can be seen in the portal.