

HOW TO CREATE A PATIENT PORTAL ACCOUNT

1. Go to <https://mysecurehealthdata.com>
2. You will be asked to enter a "User Name," which is the email our office has in your medical record. Your email must be valid and unique (in other words, one email per patient record, no shared or "family" emails).
3. Click on the "Log In" tab. You may need to click it twice.
4. You will next be asked to enter a "Validation Code," which will arrive in your email inbox several minutes after you enter your "User Name." This email will come from "MySecureHealthData," and may go to your "junk" inbox.
5. Enter the validation code and your date of birth, then click "Next."
6. The next screen will ask you to create a password and an answer to the "Secret Question." After you have entered these, click "Save Changes."
7. The next screen will say "WELCOME" and will show the name and address of our practice. Even though we do business as Royo Eye Care, North Valley Eye Care, and Ridge Eye Care, the contact information will read "Ridge Eye Care."
8. Click continue and you will be prompted to log in using your "User Name," your newly created password, and the answer to your "secret question."
9. You can now see your Secure Health Data page. It will show all of your office visits, or any communications that have been sent to or from your electronic health record. You may also see "Education" messages your doctor has selected just for you.

THINGS TO KNOW ABOUT THE PATIENT PORTAL

1. The portal contains what is called a "Continuity of Care Document," or CCD. There are very specific categories to a CCD that are listed in your Health Record. These categories include Diagnoses, Health History, Medication List, etc. Individual practices cannot "customize" a CCD, so there will be certain things that DO NOT show up in your record, including Financial Information, Appointment Information, and your glasses or contact lens prescription. You can always phone our office for assistance with any topic you do not see included.
2. There is a tab on your account table of contents that says "Send Message." This is a secure way to send a private message to your doctor's office. You can use this to request a medication refill, request an appointment or appointment change, or to correct any information in your CCD that you believe is incorrect.
3. Any time you have an office appointment, or any change is made to your medical record, you will receive an email from "Ridge Eye Care" letting you know there is something new for you on the portal.
4. The Patient Portal is just as secure as any Electronic Health Record system. Patients are not required to use the Patient Portal. A Patient can "opt out" or change their preference at any time.
5. We are here to help. If you get "stuck" or have trouble setting up your Patient Portal account, our staff is trained to walk you through the process. Simply come in to the office or give us a call.