



Our Patient Portal Provides:

- Access to your medical record
- Test results
- Communication with the doctor or technician
- Inquiring about status of your orders
(Contact Lenses or Glasses)
- Prescription refills
- Requesting contact lenses
- Requesting an appointment
- Ask general medical questions
- View your statements
- 24 hour a day access

We are pleased to welcome you to a new way to access your doctors and health records at Eye Care Specialists. Our Patient Portal is designed to help you manage your eyecare by giving you access to portions of your health records, education, resources, events, your doctors, and more.

The enclosed letter contains your “token” (Activation Code). Use this code to activate your portal account using the instructions contained in this brochure.

If you are picking this brochure up in our patient waiting area, feel free to ask one of the check in/out specialists to assist you in signing up for our portal OR follow the instructions provided here when you get home.



703 Rutter Ave
Kingston, PA 18704

1.800.322.4733
www.icarespecialists.com

Offices Located In:

Berwick • Bloomsburg • Dallas
Hazleton • Kingston • Nanticoke
Scranton • West Pittston



Announcing Eye Care Specialists Patient Portal



How to sign up for the Eye Care Specialists Patient Portal:

Speak to an Eye Care Specialists Check-In or Check-Out Specialist who will give you an enrollment form which contains your enrollment "Token." Our staff will be happy to assist you with the enrollment process while you're at our office or you can use your home computer to go to www.nextmd.com. Follow the directions on the enrollment form and enter your token number to complete the enrollment process.

If you have already inserted your token when you were at our office with the assistance of one of our staff members, you do not need to follow the emailed instructions. Simply go to www.nextmd.com and sign in with the user name and password you created at your visit.

You may add a "Care Manager" or "Dependant" to your account. This must be done while you are here in our office.

If you misplace your token you will need to have another token issued.

Note —We will only issue replacement tokens in person or by mail. We are not able to give new numbers over the phone or via email.

If you are experiencing challenges signing up for our portal, please go to www.icarespecialists.com and click on the link to the Patient Portal. You will find help there.



Frequently Asked Questions

I forgot my user name.

You can retrieve your user name by clicking "Need help with your user name and password?" Select "I'm having problems signing in." After answering security questions, your user name will be sent to your email.

I forgot my password.

You can retrieve your password by clicking "Need help with your user name and password?" Select "I'm having problems signing in." After answering security questions, your password will be sent to your email.

Can someone else log onto my account?

Not unless they have obtained your user name and password. If anyone does attempt to gain access to your account, they will be locked out after four failed attempts.

I'm having trouble opening a PDF document.

You most likely need to update Adobe Acrobat reader on your computer.

I have an updated version of Adobe Acrobat but there still seems to be a problem viewing documents.

Check to see that your Java Script is enabled. Or click "Having trouble?" to enable scripting.

Can I see my lab results on the portal?

Yes! Send your provider a message requesting a copy of your lab report. You will receive an email notification when it arrives in your portal inbox.

Sign Up Today!

www.icarespecialists.com

For more information on our Patient Portal, please go to:

www.icarespecialists.com/patient-portal.html