

Patient Portal Troubleshooting FAQ

HOW DO I GET TO THE PATIENT PORTAL WEBSITE:

The easiest way to get to the patient portal website is to follow the link from our website, salemeyecare.com. Then select "Patient Services" and click on the blue button that says "Patient Portal."

DO I NEED A TOKEN TO REGISTER?

You do not need a token code to register for the patient portal. A valid email address is all that is needed in order for us to send a registration email with a link.

HOW DO I GET A REGISTRATION EMAIL SENT?

You can add an email to your account by emailing us at info@salemeyedoctor.com. Please include the full name of the patient and someone will reach out. You can also call us at (503) 585-2022, option 5. Our staff would be glad to assist getting a registration email sent to you.

I ALREADY SIGNED UP FOR THE PATIENT PORTAL BUT IT SAYS MY LOGIN IS NOT VALID.

If you signed up for the patient portal prior to December 2023, you will need to re-register for the patient portal. Although we are still using the NextGen medical software, we were required to change our patient portal as a result of a contract change. We apologize for any inconvenience, but a new registration will need to be completed.

I AM TRYING TO REGISTER AND IT SAYS MY EMAIL OR USER NAME IS ALREADY IN USE.

If you are trying to use your email address as your username and it states it is already in use, try taking off the ending (i.e. @gmail.com, etc.). Your username must be between 6-50 characters and include a letter, a number, and a special character. This is not case sensitive.

IT WILL NOT ACCEPT MY PASSWORD THAT I HAVE CHOSEN.

Your password must be between 8-200 characters long. It should include at least one upper-case letter, one lower-case letter, a number, and one special character.

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CAN I CHANGE MY ACCOUNT SETTINGS?

Yes, you can. Take the following steps after logging into your account:

1. Click "Account" (upper right corner)
2. Click "Edit" button by your name
3. Select "Profile", "Security", or "Preferences" tab to make changes

CAN I LINK MORE THAN ONE ACCOUNT?

Yes, you can. You can either add a trusted representative (i.e. a caregiver can have access) to an existing account. You can do this through the "Account" settings once you have logged in.

You can also link multiple people under the same account (i.e. parent and child both being in the same portal account). You will need to set up the new account with the same email address as the existing account. When you start the registration process, it will state the email is already in use, and then ask if you want to link the accounts.

CAN I MAKE AN APPOINTMENT THROUGH THE PORTAL?

Not at this time. Due to the complexity of our schedules, we ask that you call our office to schedule an appointment. You can reach our schedulers at (503) 585-2022, option 5, Monday – Friday, 8am to 4pm (except 12:00 – 12:30pm).

CAN I PAY MY BILL ON THE PORTAL?

We offer bill payment through our website. You can go to Salemeyecare.com and select "Patient Services" and then click on the red "Online Bill Pay" button.

WHAT DO I DO IF I CAN'T SEE MY CHART NOTES OR GLASSES/CONTACT LENS PRESCRIPTIONS?

You can find your medical history in the patient portal under "Health Record." You can then select a date range and category which will show you historical data. You can create a PDF if you would like. You can also find any PDF documents under the "Documents" tab in the health record.

If what you need is not found under the Health Record section, please send a message to our Medical Records department using the "Ask a Question" feature.

WHAT DO I DO IF I STILL HAVE QUESTIONS OR NEED HELP?

You can email us at info@salemeyedoctor.com and one of our staff can reach out to you. Please include the full name of the patient. Or, you can call our office at (503) 585-2022, option 5, and one of our staff members would be glad to connect you with someone who can assist.

**SEE
LIFE
CLEARLY**