

Frequently Asked Questions

Q. Is my information secure?

Yes, Midwest Eye Care's patient portal is HIPAA-compliant. Your personal health information is protected as required by state and federal law.

Q. Should I use my portal account for urgent matters?

No. Midwest Eye Care's patient portal should never be used for urgent medical matters. For all urgent medical matters, please call us directly at 402.552.2020, go to an emergency room, or call 9-1-1. Midwest Eye Care always has a doctor on-call to treat your eye emergencies. Late at night or on the weekends, we're here when you need us the most. Just call 402.552.2020 after-hours and you'll be connected to our on-call doctor.

Q. How do I allow family members access to my portal account?

Once a portal account is created, you will be able to allow family members to have access to your medical information. This can be done by logging in to your account and clicking on the "Profile" tab. From here, click "Manage Sharing." Choose the "+Authorize" button and go through the steps to set up access for those you choose.

"It's so nice being able to see my medical information after an appointment by simply going online. I love the appointment feature through the portal, too!"

<https://ptportal.midwesteyecare.com>

About Midwest Eye Care

Midwest Eye Care was founded in 1951 by Dr. Jack Filkins, and was the first Nebraska ophthalmology practice to perform intraocular lens implant surgery, perform corneal transplant surgery, research and use the excimer laser now utilized in LASIK surgery, and offer direct-care contact lens services. Midwest Eye Care has twelve ophthalmologists and seven optometrists on staff at six metropolitan locations, and we are the largest independent vision care provider group in Nebraska and western Iowa.

Midwest Eye Care has a long tradition of excellence and community service. In May 2004, Midwest Eye Care became the first Nebraska health care provider to receive a coveted Integrity Award for Service Excellence from the Better Business Bureau for our commitment to business ethics and community service. We received a second Integrity Award in September 2008 and our third in 2012.

We take pride in providing a positive customer service experience and quality doctors. So whether you are with us for a short time or for decades, our focus is on you.

Contact Us

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 **Midwest
Eye Care, P.C.**



Keep Yourself Connected

Access Your Medical Information Online

**GETTING
STARTED**


**Midwest
Eye Care, P.C.**

<https://ptportal.midwesteyecare.com>

Introducing Midwest Eye Care's patient portal: Your online health management tool

We know your health is important to you—and it's important to us, too. That's why we now offer a quick and secure online management tool that allows easy access to your Midwest Eye Care providers and your health information. Access your information at any time from anywhere, all at your own convenience.

Portal Creation Instructions

- 1 Create an account**
At your appointment, Midwest Eye Care will create a portal account for you.
- 2 Activate your account**
Watch for an email invitation from Midwest Eye Care. If the invitation is not in your inbox, check your junk mail folder. Follow the link and enter the required username and password included in the email invitation. Once you have logged in, you will be asked to change your password; the new password you create will be used each time you log in to MEC's patient portal. Be sure to write down your username and password for future use.
- 3 Access your account**
You will now be able to access your account. When you need it in the future, simply go to <https://ptportal.midwesteyecare.com>. You'll be notified through email each time a new message is sent to your portal account; to ensure messages are received, please add ptportal@midwesteyecare.com to your address book or safe sender list.
- 4 Email us!**
Once you've created an account, send us a secure message to let us know you were successful. Simply go to the messaging tab and compose a new message, and we'll send you a coupon for a large bottle of eyeglass cleaning solution. We look forward to hearing from you!



Patient Portal Features



Appointments

Request & Manage Appointments

- **Request an Appointment:** Request a specific date, time range, location, provider, and type of appointment desired (annual exam, contact lens exam, etc.). You can also add the confirmed appointment to your Microsoft Outlook calendar.
- **Upcoming Appointments:** View currently scheduled appointments.



Profile

Ensure Information Is Up-to-Date

- **Personal Information:** Easily change contact information so we have the most up-to-date ways to reach you.
- **Insurance:** Add insurance information to save time during check-in for your appointment.
- **Manage Sharing:** Authorize family members to view your medical records and contact clinic staff via secure messaging. It is particularly important to add authorizations for spouses, parents, or adult children who may act on your behalf for medical and billing purposes.



Education

Access Midwest Eye Care Resources

- **Problem List & Medications:** View resources on your diagnosis and medications.



Messages

Communicate Securely with Midwest Eye Care

- **Compose a Message:** Send a message, ask a question, or submit an update to your information. Normal turnaround for a reply is one business day. Messages should not be used in urgent or emergent situations.
- **Inbox:** View messages sent to you by your health care team.



Patient Summary

View and Manage Medical Records

- **History:** Review your social, family, and medical histories and report of any changes since your last exam.
- **Clinical Document Architecture (CDA):** Review a summarization of your last exam. View information from your electronic medical record about medications, allergies, health issues, and surgeries/procedures.



Forms

Save Time at Check-in

- **Required Forms:** Be sure to check your portal account before your scheduled appointment to see what forms can be filled out before arriving to the clinic. By completing these beforehand, you'll save time at your appointment.



Reports

Always Have Access to Your Information

- **Access Exam Records:** Under normal circumstances, within three days after your appointment you should be able to view and download past exams, including your physician's plan and discussion.
- **Optical Rx:** View & download glasses and contact lens prescriptions so you have them whenever you need them.



Medication

Securely Send a Request

- **Request a Medication Refill:** Send a message requesting your provider to renew a prescription. Normal turnaround time is one business day.