# The ezAccess Portal is ready for you!
EASILY ACCESS YOUR HEALTH RECORDS

According to federal guidelines, patients must be able to access their electronic personal health information. Concorde Medical Group, Member of Northwell Health Physician Partners, makes your records available through our patient portal vendor, ezAccess.

ezAccess lets you and your authorized representatives review test results, medications, allergies, conditions, vital signs and other clinical information. You can also access information about upcoming appointments.
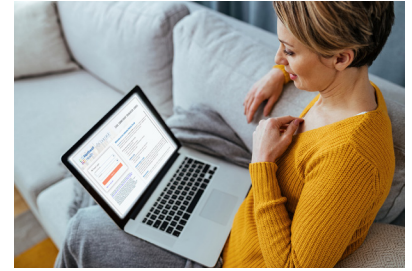
ezAccess Benefits:

24/7 access to your health information

A mobile app is available for when you're on the go

Ability to track your care and progress & message your Provider

Stronger patient-provider relationships, bridging connections

Who can access ezAccess?

PATIENT AGES	ACCESSIBILITY	LINKS
18 - Older	**Full access**	*Scan to login to ezAccess*
Under 13 Years of Age	**ezAccess access with parent/guardian authorization** For pediatric patients, legal guardians are required to submit proof of guardianship with the *ezAccess Proxy Form*.	*Scan to access ezAccess Proxy Form**
13 – 17	**At this time, proxy access is not available for children between the ages of 13 and 18 years old.** A medical records request must be completed to get records. An *Authorization for Release of Health Information* request must be completed. Legal guardians are required to submit proof of guardianship with this form.	*Scan to access Authorization for Release of Health Information Form**
Adult Patient Healthcare Proxy	**Healthcare Proxies can request online proxy access to medical information for an adult in their care who has impaired decision-making abilities.** Proxy access enables you to view the adult patient's health information in the portal and, in some instances, communicate through the portal with the adult patient's health care team. The Patient's Legal Representative must complete the *ezAccess Adult Proxy Form* and submit a copy of the legal document that authorizes them to act on behalf of the patient with it.	*Scan to access ezAccess Adult Proxy Form**

* Please complete the proxy forms for an adult or minor, then email the completed forms with the requested documentation to concordemedicalrecords@northwell.edu or fax them to (212) 253-9631.

If you are unable to complete documents electronically, or are unable to print and complete, please call your provider's office and a copy will be mailed to you.

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How to Read Your Notes

REFLECT Think about what you hope to learn from reviewing your medical records.

EXPLORE Take your time reading your notes because the contents or language may be unfamiliar.

ASK Let your provider(s) know if you want to discuss your notes or if you need to follow up. Ask for reading material/trusted sites to learn more.

DECIDE You may choose to share your notes with others involved with your health.

QR link: https://www.concordemed.com/patientportalfaq/

Get the most out of your Portal Experience

Use our portal to take control over your health, monitor your progress and coordinate your care.

- **To ensure that ezAccess operates optimally,** please choose a browser that is compatible with your computer. ezAccess recommends Safari or Google Chrome on iOS, and Google Chrome, Microsoft Edge, or Firefox for all other operating systems (example: Windows).

- **If you notice that your demographic information needs an update,** please send the updated information in a portal message to your provider and our team will make the update in your chart. You can also review and update your demographic information when completing the Phreesia pre-registration.

- **Pharmacy information is not stored on the portal.** If you need to make a change to your pharmacy/pharmacies, please send a message to your Provider. You can also review and update your pharmacy information when completing the Phreesia pre-registration you will receive a few days prior to your next appointment.

- **If you need to request an Appointment or Medication Refill,** please send a portal message to your provider. If you are sending an attachment with your message, the max size is 5 MB and the following are valid file types: .txt, .pdf, .png, .gif, .jpg, .jpeg. You can add multiple attachments to your message.

- **Try clearing your cache,** if you're noticing any glitches while using ezAccess, such as missing the button to send an attachment in a message.

- **Are you encountering an issue navigating the site?** If you are experiencing issues with the Portal or have a question, please contact us at (212) 614-0039, option 3 Monday-Friday, from 9 A.M. to 5 P.M.

- **You may receive notifications to log into your patient portal from this no-reply email address;** nwconcordemyezyaccess.com. Please do not send messages to this email address for support or medical emergencies as it is not monitored.

- **Please refrain from using a work or school email to set up your ezAccess account.** There may be firewall settings associated with your organization that prevent you from receiving ezAccess communications. Using a personal email prevents the potential loss of access to your ezAccess account.

We're here to help.

If you are experiencing issues with your ezAccess login or have a question about the portal, we are available at (212) 614-0039, option 3, to help Monday – Friday, 9 A.M. to 5 P.M.

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