

Frequently Asked Questions

Q: Is the Portal difficult to use?

A: The instructions on the account registration will guide you step by step and we are here to help you.

Q: Will I receive a lot of extra emails if I give you my address?

A: No. We will only send you appointment reminders and information related to your upcoming or recent past visit.

Q: How will I receive the portal invitation and other messages from my doctor?

A: The invitation will come to the email address you provide. When you have a message from us waiting in your Portal you will receive an email from: infofromdrmackler@nanticokegastro.com

Q: Where will I find the link to enter the patient portal?

A: The link for the Portal will be in blue print in the email invitation and any email messages we send you. You can also access the Portal through a link on our websites or by typing the address, <https://macklermd.mygportal.com> into your browser.

Q: Can I send a message to my doctor through the portal?

A: Yes. You will click on the Message tab, click “New Message” and compose your message. Select the Location where you want the message to go, then click “Send”. Remember, the Portal is not for use during emergencies.

Q: Can I schedule an appointment online through the Portal?

A: You may send a message to request an appointment and our practice will contact you. You can also request to confirm, cancel, or reschedule appointments through the portal.

Q: Can I download a copy of my Health Summary to my computer or portable device?

A: Yes. Click on the tab “Health Summary”. Click “Save to File”. A copy of the summary will be available to be saved on your computer. For your privacy, the file is password protected.

Q: Will my procedure results be available on the Portal.

A: Yes. You may request to receive a copy of your procedure, biopsy or clinical lab results after they have been reviewed by your physician. You will be able to view a list of past procedures and the dates they were done. We will also be able to send you copies of patient education materials, preps and instructions that are part of your medical record.

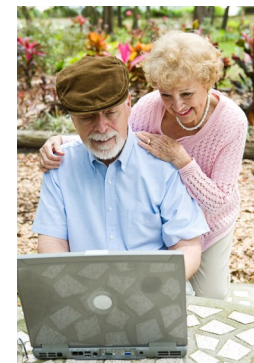
Q: What other benefits are there to using the Patient Portal?

A: We believe the portal is a valuable tool to improve communication between you and our practice and to also provide you timely access to your health information.

If you did not receive your invitation email or you have any questions about the portal, please call us at 302-629-7177.

For You,
Our Valued Patient,

We have a
comprehensive, secure,
online Patient Portal
for you to access
your health information
and contact your
doctor



A guide to the Patient Portal at
Nanticoke Gastroenterology
and Seaford Endoscopy Center

What is a Patient Portal and How will Signing-up Benefit Me?



Our patient portal, called gPortal, is a secure internet connection to our office and endoscopy center which allows you to access your health information and contact us online. This connection is password protected and HIPAA compliant.

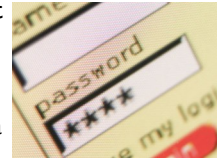
Once you establish your private user name and password, you may enter the Portal anytime from any computer or device that connects to the internet.

Inside the Portal, you will have access to your medical records which you may then view, update, and download. You can also check clinical lab results, request and verify future appointments, and receive and send messages to your doctor.

The Portal gives you the opportunity to complete registration forms and other paperwork at your convenience in the comfort of your own home. This will enable us to provide you with the best care possible during your visit.

How do I register?

When you make an appointment with us, simply provide us with your email address. You will receive an invitation email with a link to our Portal. Upon clicking on the hyperlink within the portal invitation email, you will be directed to the New Account Registration page. You will then enter your first and last name and date of birth along with the unique PIN number provided in the invitation email. Once you have set up your user name and password, you can begin to access your health record.



What can I do with my Patient Portal?

Once you have registered, you can log into the Portal and access your health record. You will be able to do many things including;

- View and update your information, including your past medical and surgical history, family medical history, current medications and allergies.
- Request an appointment at the office or endoscopy center.
- Send a question to your physician.
- Receive and send secure messages to the office or the endoscopy center to inquire about your bill or ask a general question about your care.
- View or download your Health Summary which includes the dates of your procedures and office visits, list of diagnoses, and records of your blood pressure and other vital signs.

- View documents sent to you by our office such as your prep instructions and patient education material.
- Transmit your health summary directly from the gPortal to another doctor using Direct mail system Trust.
- Check your lab and biopsy results after they have been signed by your doctor.
- View your appointments and send a message to confirm, cancel or reschedule an appointment.
- Receive reminders about appointments and preventative or follow-up care.
- Change your username and password, view a log of your portal activity and if you choose, grant another person access to your portal. Remember to only share your personal information with those you trust.

NANTICOKE GASTROENTEROLOGY

Dr. Bradley P. Mackler
924 Middleford Road
Seaford, DE 19973
302-629-2229

www.nanticokegastro.com

SEAFORD ENDOSCOPY CENTER

13 Fallon Avenue
Seaford, DE 19973
302-629-7177

www.seafordendo.com