



Using the Patient Portal

When you registered as a new patient you received instructions for logging into your eIVF Patient Portal. If you no longer remember your login information please ask our front desk staff to help you regain access. In order to improve communication between our patients and staff, you will be able to use the portal to do the following:

1. Report your last menstrual period
2. Check and confirm upcoming appointments
3. Send brief, non-urgent messages (correspondences) to the staff
4. Receive your cycle instructions
5. Review your test results

Report your last menstrual period

Most diagnostic and treatment cycles at URA begin with reporting your last menstrual period and coming into the office on day 3 of your cycle for ultrasound and bloodwork. In the past, we asked you to call with your period to let the nurses know it has come. You can now easily report your last menstrual period through the patient portal. Once on your home screen, simply click the “report your period here” button:



You will then select the date your period started. **Remember, day 1 is considered the first day of full red flow, not just spotting.** Once you click the 'Report my LMP date' button, a message will be sent to our nursing staff, who will schedule you for your ultrasound and bloodwork. You should then come to the office on day 3 for monitoring. All monitoring is performed between 7-8am. Please note the availability of our three locations:

Hasbrouck Heights: Open 7 days/week and holidays (365 days/year)

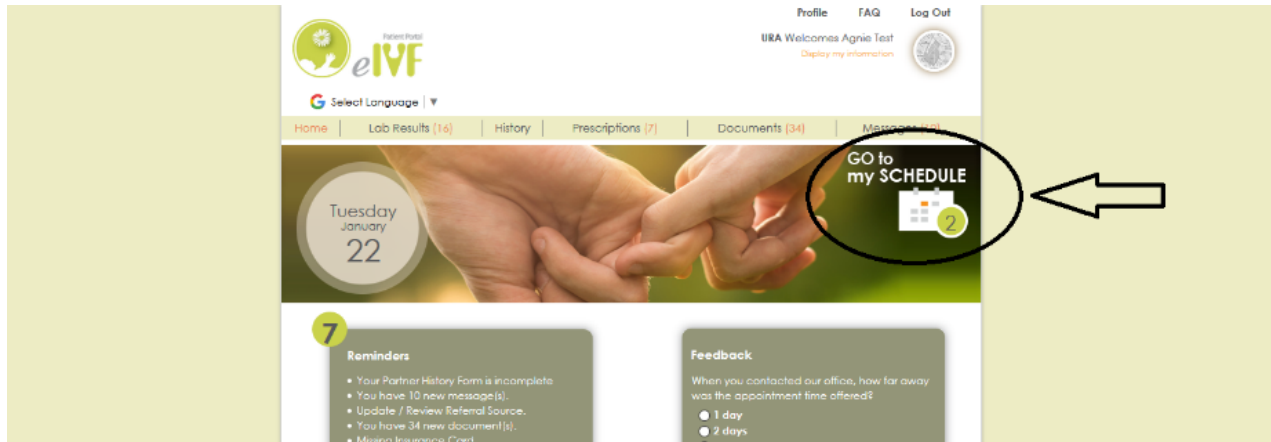
Hoboken: Open Monday-Friday (closed Saturday/Sunday and holidays)

Wayne: Open Monday-Thursday (closed Friday, Saturday/Sunday and holidays)

*****Morning monitoring is always from 7-8am. Please ignore the time given on your schedule screen as this is automatically generated from the system and is not accurate.*****

Check upcoming appointments

While in your homescreen, you can see your upcoming appointment by clicking on the calendar ("Go to my schedule").



The next screen will show you the details of your upcoming appointment(s). This includes the day and time of your appointment as well as the office location. Your provider at URA (your main physician in our office) will be listed for all appointments in this schedule.

- For office visits, you will be seen by your doctor at the office location you requested when booking the appointment. If you see a different location listed rather than the one you requested please call the office to clarify.
- For morning monitoring visits, the office location is decided based on where you told your nurse you prefer to monitor. If you need to go to a different office location on that day, or if you have any questions about office availability, please call the office at (201) 288-6330.

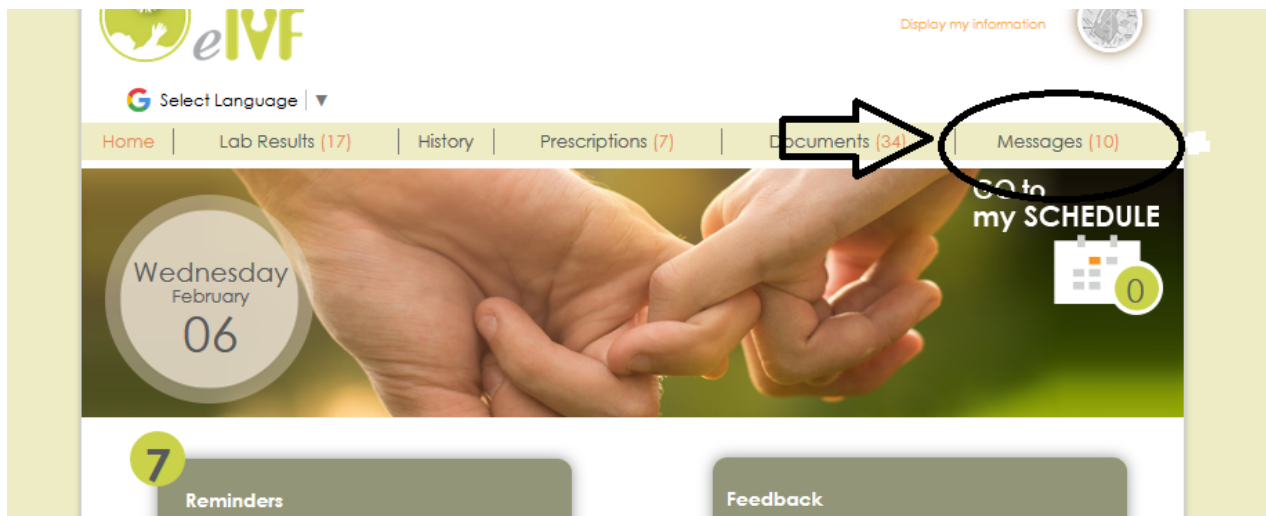
*****Please note that URA is a group practice, and the physicians rotate coverage days when they perform the morning monitoring ultrasounds. Even though the scheduled monitoring appointment lists your URA physician, you may be seen by a different doctor or a sonographer depending on the day of the week and which office location you choose. You can see which provider is performing ultrasounds on any given day by checking the monitoring schedule under the 'Resources' tab at www.uranj.com.**

*****You may see an appointment in your schedule titled 'NOT AN APPOINTMENT—For office use only.' This function of eIVF is used by the office staff and is not an actual appointment. If you see this in your schedule, you can ignore it. You do not need to confirm the appointment, and you SHOULD NOT come to the office for an appointment that day.**

Correspond with the staff

The patient portal allows you to send brief, non-urgent messages to members of our staff. It also allows us to reply to you if the question involves a short, clear answer. For more complicated matters we may opt to call you instead.

To send a correspondence to a group, click 'Messages' in the top right corner of your portal home screen.



You will be taken to the message screen where you can create a new message to send. Select a recipient from the dropdown menu then type your message. This message will then be sent to the members of the group you selected. We will try to respond as soon as possible, but please allow 48-72 hours for a response. If your question is more urgent please call us at 201-288-6330. If the answer to your question is short and straightforward we will simply reply with an answer. If the answer is more involved or requires more discussion we may opt to call you instead. Here are some examples of appropriate correspondences:

Front Desk: Book an appointment, inquire about office hours or locations, ask if we have received outside records

Embryology Lab: Receive updates on your embryos

Nursing: Ask non-urgent questions about your treatment cycle or results, inquire about medications

Patient Care Coordinators: Ask about preparations for IVF or FET cycles, embryo biopsies, egg or sperm donors

Receive your cycle instructions

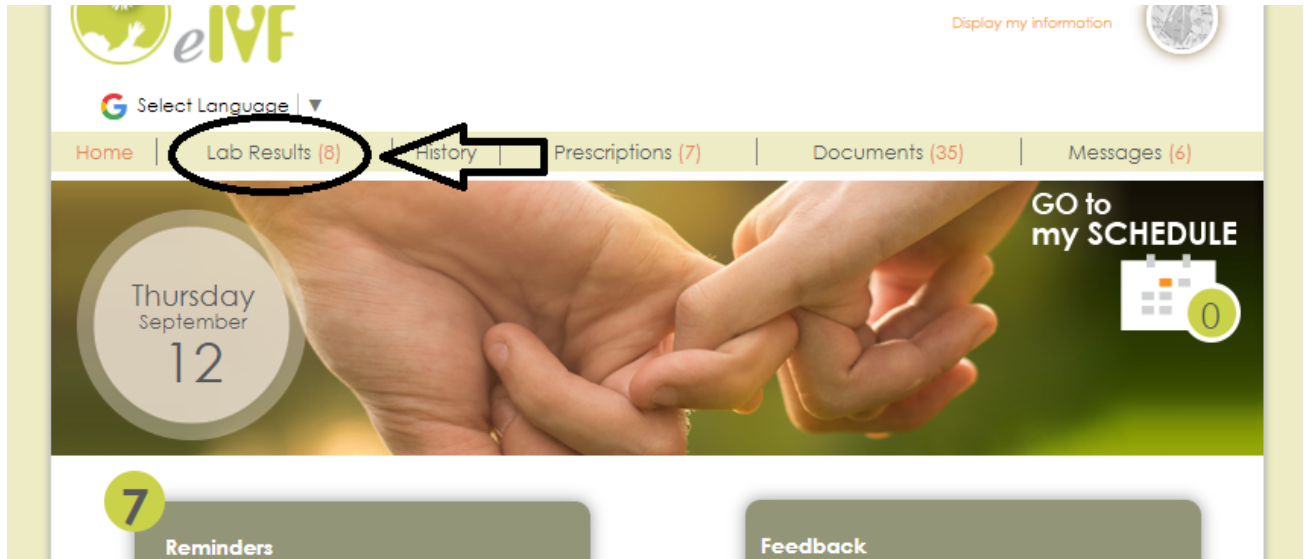
Anytime you come to the office for morning monitoring (ultrasound and/or bloodwork) you will be given instructions that same day regarding your next steps. These instructions may include medications you need to take as part of your treatment cycle or the day you need to return for repeat monitoring. You can access your instructions by clicking 'Messages' just as when you send or receive correspondences (see the previous page for reference).

The next screen lists your messages. Click on the message titled 'Instruction for' the specific date and you will be taken to a screen that details what your next steps are. It will tell you which medications to take (if any), how many days to take them, and when to return. As with reporting your LMP, you can confirm your upcoming appointment by clicking 'Go to my schedule' on the portal homepage.

For the first few weeks using the portal the nurses will still be calling you with your instructions. However, you can also access your instructions through the portal in case you miss the call, don't receive a voicemail, or simply want to double check what you are instructed. If you have any questions about the instructions you received please call us at 201-288-6330.

Review your test results

The portal will allow you to review results of bloodwork and other testing (ultrasounds, semen analyses) you have done through our office. You can access the results by clicking here:



Please note that the results screen does not show normal ranges for the test results. You can see the test values, but interpretation of the results will have to be done by your doctor, and any abnormal results will be discussed with you. For a brief description of these tests and what the results may mean, please refer to the 'Understanding your lab test results' page on our website (under FAQs in the 'Resources' tab).