FAQ
PATIENT PORTAL

What is Medfusion?
Medfusion is the program that powers our patient portal.

What is a Patient Portal?
It is a free, convenient, and secure online platform that allows you to send messages to your doctor, request appointments, request medication refills, and more. It is available 24/7 on your phone, tablet, or computer.

How do I access my account?
Provide a valid email address to a UEC team member and an invitation will automatically be sent with instructions on how to enroll. If you have problems activating your account, please contact us at (212) 938-4001.

What if I forget my password?
Click the Need help with your username and password? link below the username box on the login page, UniversityEyeCenter.org/Patient-Portal, and follow the instructions. If you require additional assistance, call us at
(212) 938-4001.

How do I send a message to my doctor?
Log into your account, click ask a question. Then type in the subject and compose your message.
If I send a message to my doctor, when can I expect a reply?
You will generally receive a reply within 24 to 48 business hours. Remember, the Patient Portal should NOT be used for urgent needs. If there is a true medical emergency, please call 911 or go to your nearest hospital.

Is the portal secure?
Yes, it protects the privacy and confidentiality of your personal health information and messages.

Can someone else access my account?
The system is secure. No one can access your account unless they know your username and password. You must never share this information.

Can I share access with a trusted representative?
You can invite trusted representatives to access your Patient Portal in your "Profile" If they do not have a patient portal account, they will be prompted to create one.

How can I access a patient portal for my child/a minor under 18?
You will receive a patient/guardian invitation to view and manage your child's account. Information about an adult my be accessed by family members or other legally authorized representatives with written permission from the patient and a signed Proxy Consent Form.

Can I see all my appointments?
As of your enrollment date, you will be able to view upcoming and recent appointments.

How do I pay my bill?
You can pay your bill online at **InstaMed**, a simple and secure payment method. Go to
https://pay.instamed.com/Form/PaymentPortal/Default?id=SUNYOPT. You can also access InstaMed on your **Patient Portal** account. Click on **Patient Payments** under **Important Links** at the bottom of the homepage. If you have a pending payment and cannot pay online, please call 212-938-5848.

What if I need help?
Contact us at (212) 938-4001.

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