

Patient Portal Section of Website:

Physicians East offers the ezAccess patient portal. The patient portal allows secure online access to your health information by using a computer or mobile device. You can view upcoming or past appointments, view a health summary from your Physicians East record, view test results, request prescription refills and communicate with your care team.

How Do I Sign Up?

We will use the email address you provide during your visit to send an invitation to the portal.

You may request an invite to join the portal at anytime by calling the Portal Help desk at 252-413-6281 or speaking to a Physicians East representative.

What If I Have Questions?

For questions regarding care needs, please reach out to your provider care team.

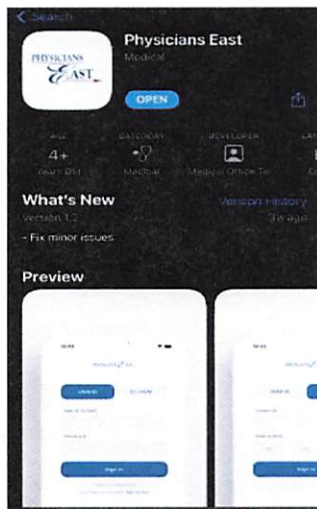
For technical questions regarding the portal, you may contact our help desk at 252-413-6281. Please include your full name, date of birth, email address and phone number when leaving a message. We will return your call the same day for calls made during our regular business hours before 4:00 pm.

How Do I Access the Portal?

Physicians East offers an app for easy access. The app can be downloaded by scanning the QR code below or searching for Physicians East in the App store.



Search for Physicians East in the App store.



You may also access the portal from our website, www.physicianseast.com or from <https://physicianseast.myezyaccess.com>.

How Do I Change My Password?

You may change your password at anytime by logging into the portal and choosing the “Settings” option from the menu.

What If I Forgot My Password?



You can request a password change by clicking the “Forgot Your Password” link on the portal sign in page.

What Can I Do On The Portal?

The portal pulls information from your Physicians East medical record. Patients can request a chart summary at anytime. Patients may also see test results, request medication refills, request a copy of their medical record or send messages to their provider care team.

How Do I Send A Message?

You can inquire about questions you may have regarding your care or requesting or canceling an appointment.

1. Click “Messages” under the menu bar. 
2. Click “Ask a Provider” to the right of the screen. 
3. Select the provider office location from the drop down menu.
4. Click “Select and Continue”.
5. Select the provider from the drop down menu.
6. Click “Select and Continue”.
7. Type what the question is for under “Subject”. Example: Requesting an appointment
8. Type the question in the “Message” portion of the screen.






9. Click “Send Message”.

When Can I Expect A Reply From Physicians East Regarding My Request/Message?


Use of the portal is for non-urgent correspondence. If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance. We ask that you allow two

business days for our response to messages made via the portal. Some correspondence may require you to come into the office to be seen.

How Do I View Messages Sent To Me By Physicians East?


1. Click "Messages" under the menu bar. 
2. Click "Inbox" to the right of the screen. 
3. Messages which have been sent will display.
4. Click "Open" to the right of the screen to view the message. 
5. Click "Close" to return to the messages screen.

How Do I Request A Medication Refill?

1. Click "Prescriptions" from the menu bar. 
2. A list of the medications prescribed will display.
3. Click the box under "Request Refill" for the medications you would like refilled.
4. Click the box "Select and Continue".

How Do I See Labs And Imaging Reports From My Recent Visit?


Labs and imaging reports will be sent automatically to your portal. You do not have to request a copy of these items.


1. Click "Documents" from the menu bar. 
2. The documents that have been shared will display.
3. Click the eye icon to open the document.

How Do I Request A Chart Summary?


Patients may request a chart summary from their medical record at anytime. The Continuity of Care Document includes information such as diagnoses, encounters, vital signs, allergies, reason for referral, results, immunizations, medication use, social history, functional status, mental status, medical equipment, family history, insurance providers, advance directives, treatment plan, procedure history, goals and health concerns.

1. Click "Medical" under the menu bar. 
2. Click "View Medical Information" under "My Medical" at the top of the screen.

 My Medical
View Medical Information

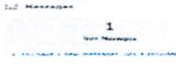
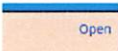
3. Click the eye icon to the right of the screen. 
4. The system defaults to "Include All". This will include all previous information. For a specific data range, click "Search by Date" and record the desired dates.
5. Click "View".

How Do I Request Medical Records On The Portal?

1. Click "Forms" under the menu bar. 
2. Click "Authorization to Release Health Information" under "Forms to Fill".
 - a. Complete the form sections: information to be released, purpose, if information will be sent or received by Physiicans East, contact information for the facility/individual, dates of service the information covers, method for sharing information, your name, expiration date, your name under the acknowledgment statement.
 - b. Click "Submit and Continue".
 - c. Click "Continue" when asked if you want to submit the data.

How Do I View Medical Records Sent To Me On The Portal?


When information is sent to you, you will see a prompt for a new message. This can be seen from the "home" page under the "Messages" area.

1. To open the message, click the blue link. 
2. Click "Open" to the right of the screen. 
3. The documents shared will be listed under "Attachments".
4. Click the blue link on each attachment to open the report. Example: [625_Vitamin B12.pdf](#)
5. You can open or save the information at this time.

What If I See Information Is Incorrect?

If you see information that you believe is not correct, please discuss this information with your provider at your next visit.

How Do I See Future or Past Appointments?

Future appointments may be viewed from the "Home" page.  The next appointment will display. To view other upcoming appointments, click the "View Upcoming Appointment" link.

Past appointments may be viewed by clicking "View Appointment History".

 Appointments | [View Appointment History](#)