



We are pleased to announce the introduction of online patient services through our Patient Portal. Once you register, you will have electronic access to our practice and be able to:

- Communicate with our office online (*non-urgent clinical and billing questions*)
- Request an appointment and view upcoming appointments
- Request medication renewals (first, request them through your pharmacy)
- Request changes to your medical history and demographic information
- View documentation sent by your urologist such as clinical summaries and test results
- Billing/Insurance questions

Your Guide to Secure Communication

This guide will help answer some of your questions about this new service. If you still have questions after reading this, please talk with any of our team members. Once you provide your email address and verbal authorization, a team member will email your personal Patient Portal Welcome Letter. Your Patient Portal Welcome Letter will contain your temporary password to access the Patient Portal.

What should I know about Patient Portal communication?

The most important thing you should know is we cannot guarantee the confidentiality of exchanges. While the security of e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail.

- If your e-mail address is through your employer, your employer may own all e-mails sent to that address.
- If your e-mail is a family address, other family members may see your messages.
- If you use an internet service provider, there is a small risk that messages may be intercepted by others.

While many subjects are appropriate for e-mail communication, it is ultimately a decision between you and your clinician. Subjects that are **NEVER** appropriate for e-mail:

Any urgent medical problem or emergency, mental health issues, drug and alcohol problems, HIV and other sexually transmitted diseases, or work-related injuries and disability

How are messages delivered through the Patient Portal?

When something new is added to your Patient Portal, you will receive an email that simply tells you that you have updates waiting for you in the portal. The reminder emails will always include a link to the Patient Portal for quick access. The email message will not contain any confidential information, and the new message to your Patient Portal can only be accessed by using your designated email address and password.


How long will it take before I receive a Patient Portal response?

Every effort will be made to respond to our Patient Portal question or message by the next business day. You should not expect to receive a response on weekends or holidays or any other time the office may be closed.



Patient Portal Sign-up Instructions

Complete the following steps to connect with us online:

1. Provide Arizona Institute of Urology with your personal email address. Arizona Institute of Urology will email you a Patient Portal Welcome Letter. This letter will contain your temporary password to access the Patient Portal.
2. Access the Patient Portal page.
 - a. Visit the Arizona Institute of Urology website at www.aiurology.com.
 - b. Click on the link in the upper right corner titled “Patient Portal Login.” You will be redirected to the Patient Portal Login screen
3. Enter your email address and the temporary password that is included in your welcome letter.
4. Click the box with the word “Login”  to process your request.
5. Create a new password. Choose a password that is easy for you to remember, and follow the password rules to make your password more secure.
6. Select two security questions, and provide answers for the security questions.
7. Agree to Patient Portal Terms and Conditions Statement
8. You are now ready to access the Patient Portal.

For more information and to view instructional videos about the Patient Portal, please visit our website at www.aiurology.com. Click on the link in the top right corner titled “Patient Portal Instructions.”