



How to use the Patient Portal at <https://parallelenta.ema.md>

1. Activate Your Patient Portal Account

- An account must be created before you can use or access your data on the Patient Portal. Providing us with your email address will allow us to send you an email from the office that includes a link to activate your Patient Portal account.
- Open the email from us with the subject, "Welcome to Your Parallel ENT & Allergy Patient Portal".
- The email will include your Patient Portal Username, Practice URL (patient portal web address), and the steps for logging into the portal.
- Select, Activate Account.
- You will be directed to the portal website, where you will be prompted to verify your identity by entering your Date of Birth and Last Name. Once entered, select Verify Information.
- You will be prompted to change your password. Once entered, select Set Password.

2. Log in to the Patient Portal

- Once your account has been activated, you will be able to log in to the Patient Portal at <https://parallelenta.ema.md>
- Open your internet browser on a computer or laptop and enter the following website URL into the address bar: <https://parallelenta.ema.md>.
- Select Continue as Patient.
- Enter your Patient Portal Username and Password, then select Login.

3. Forgot Password

- Follow these instructions if you forgot your password and need to create a new one. Note: These instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records. If you have any trouble receiving your password reset link, please contact our office.
- From the Patient Portal login screen, select Forgot Password.
- Enter the requested information, then select Request Email.
- Open your email and look for the message with the subject Password Reset from Your Electronic Health Record. The email will include your Username and Practice information, as well as a link to reset your Password. Select the link to continue.
- You will be prompted to enter your Date of Birth and Last Name to verify your identity. Once entered, select Verify Information.
- If the information is verified successfully, you will be logged in to the portal.

4. How to Use the Mobile App

- Once you've logged in to the Patient Portal, please download the APPatient™ mobile app on your smartphone. To log in, you will need the URL <https://parallelenta.ema.md> and your Patient Portal username and password.

QUESTIONS?

Call or ask any member of our team for more information.