

## NEW PATIENT INSTRUCTIONS

At Masdon ENT, all of our new patient forms are now electronic.

Masdon ENT will set up a patient portal account for you and send you a link to complete your new patient forms online when you schedule your new patient appointment.

- Complete paperwork on the patient portal (**this will save you time at your first appointment—your time spent in the office will be much shorter**).
  - » You may complete the forms on your cellphone or tablet. You do not need a computer or printer to complete the paperwork.
    - Your **username** is your telephone number, including your area code (no dashes—example: 256571840).
    - Your temporary **password** is the token number (**expires after 24 hours\***) that was sent to you in a text message when your patient portal login was created. The portal will then ask you to change your password (make sure to meet the requirements for your new password).
    - Once you are logged in to your dashboard, you will see ‘One New Form.’ Click ‘View Forms,’ then click on ‘New Patient Form.’ Please complete each section, including your medication allergies, medications you take and pharmacy (enter the pharmacy’s zip code). Once your paperwork is complete, be sure to click ‘Submit.’
  - » If you prefer to complete your paperwork on a computer, you may go to [www.masdonent.com](http://www.masdonent.com), click ‘Patient Portal’ in the top right corner and enter your username and password.
  - » **\*If your token number has expired**, please go to our website, [www.masdonent.com](http://www.masdonent.com), and click the link for our patient portal page in the top right corner. Please type your phone number in as the username and click ‘Forgot Password’ since you already have an account. **DO NOT create an account since we created one for you when you scheduled the appointment.**
- On the day of your appointment:
  - » Please arrive 15 minutes early if your paperwork is complete. If your paperwork is NOT complete, please arrive 45 minutes early to your appointment. This will shorten your wait time and make your appointment go more smoothly.
  - » Bring your driver’s license/photo ID and all insurance cards, and have them ready when you sign in at the front desk.
  - » **ALL** copays are due at the time of service.

**IT IS VERY IMPORTANT THAT WE HAVE YOUR PATIENT FORMS COMPLETED BEFORE YOUR APPOINTMENT DATE.  
PLEASE GIVE OUR OFFICE A CALL IF YOU HAVE ANY QUESTIONS ABOUT COMPLETING THE NEW PATIENT FORMS.**

**256-571-8450**