

How to Register

There are two ways to register for the Patient Portal.

Option 1

Provide your email address so you can be given access to the Patient Portal. You will receive an email containing a link to register for the Patient Portal. Click on the link and follow the instructions. You will have to enter information to verify your identity. Then you will create a user name and password.

Option 2

You can also be registered for the Patient Portal without providing your email address. We will print out a page with detailed instructions to follow, along with your patient specific token number to use. After entering the token number, you will have to enter information to verify your identity. You will also create your user name and password.

For either option, you have three chances to correctly verify/confirm your demographic information. If you haven't successfully confirmed your information after three tries, you will be locked out. Please contact the office for assistance.

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Join Our Patient Portal

Access Your Health Information –
Anytime, Anywhere!





Patient Portal FAQs

Here are our answers to the most commonly asked questions about our patient portal.

What is a Patient Portal?

A patient portal is a secure online website that gives you convenient 24-hour access to your personal health information and medical records—from anywhere with an Internet connection.

Why Should I Use a Patient Portal?

Accessing your personal medical records through a patient portal can help you to be more actively involved in your own health care. Accessing your family members' health information can help you take care of them more easily. Also, patient portals offer self-service options that can eliminate phone tag with your doctor and might even save a trip to the doctor's office.

Is My Information Safe?

Yes. Patient portals have privacy and security safeguards in place to protect your health information.

Always remember to protect your user name and password from others and make sure to only log on to the patient portal from a personal or secure computer.

Can My Family Access My Patient Portal?

You may choose to give family members or healthcare proxies access to your Portal.

What Do I Do If...

I Don't Receive a Registration Email?

The e-mails may take a few minutes to deliver. You may also check your junk mail or spam folders to see if the email was routed there by mistake. If necessary, you can call the office to re-send the registration e-mail.

I Forgot My Password?

After you attempt to login with a username and password, click on the link that says, "Forgot Password," and follow the additional instructions. If you still need help, contact the office to reset your account.

I Have An Urgent Issue or Emergency?

DO NOT use the Patient Portal. Call the office if you need to speak with a staff member immediately. If you are experiencing an emergency, call 911 or go to the nearest emergency room.

Patient Portal Website

<https://www.healthportalsite.com/southshoreorthopedics>

Contact Us

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