

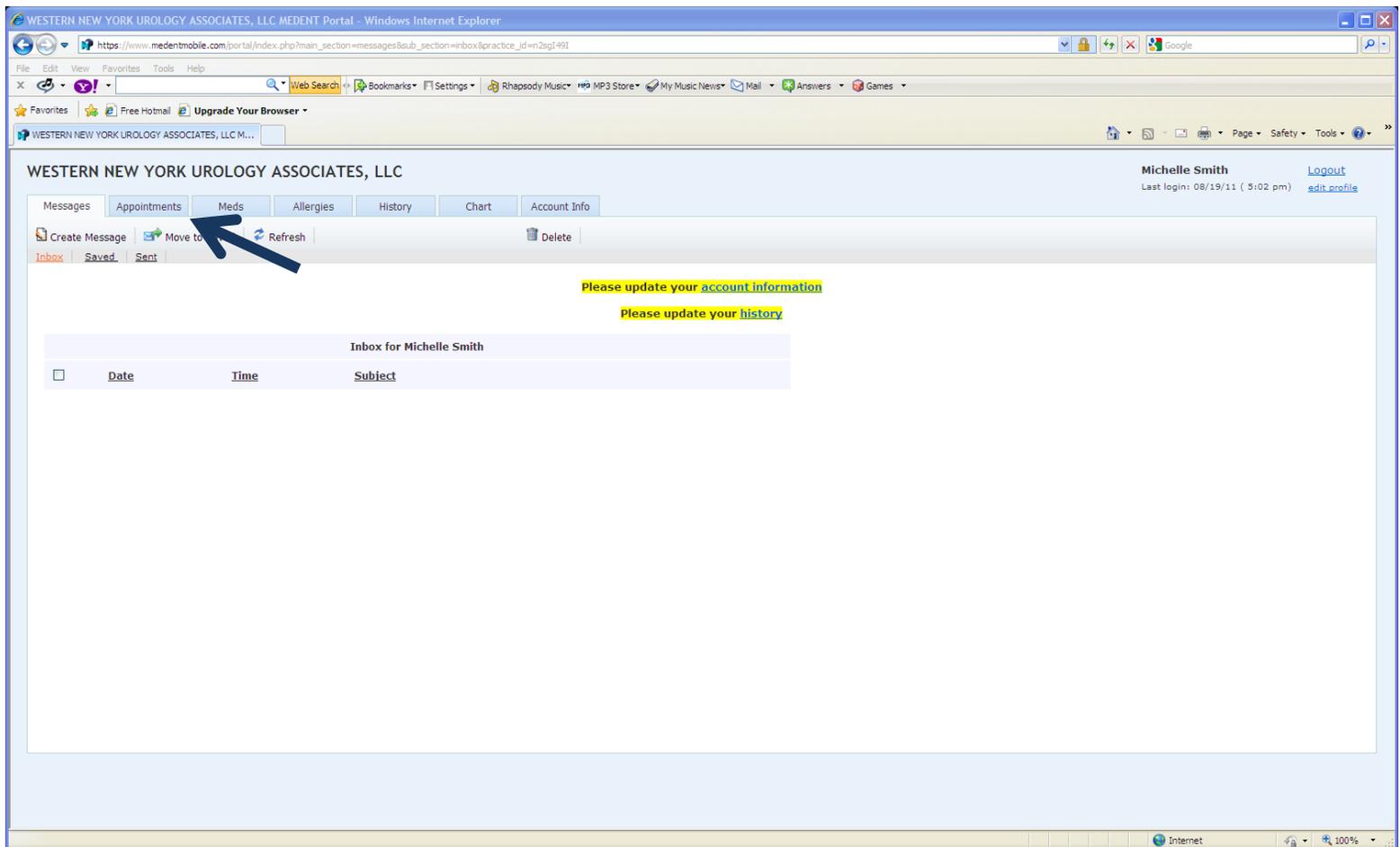
Western New York Urology Associates, LLC  
Internet Secure Patient Portal

## Instructions - Appointments

**Please Note:** Prior to using the Portal to make, change or cancel appointments, you first need to activate your personal portal account. If you have not received instructions for activating your account or have not received your personal activation code, please contact Janeen Crosson at 716-844-5353 or email [portal@maximweb.com](mailto:portal@maximweb.com).

Log onto our website at [www.wnyurology.com](http://www.wnyurology.com) and scroll to the bottom of the home page. Click on Login to the New Patient Portal and enter your login name and password.

After logging into the Portal, please click on the **Appointments** Tab.



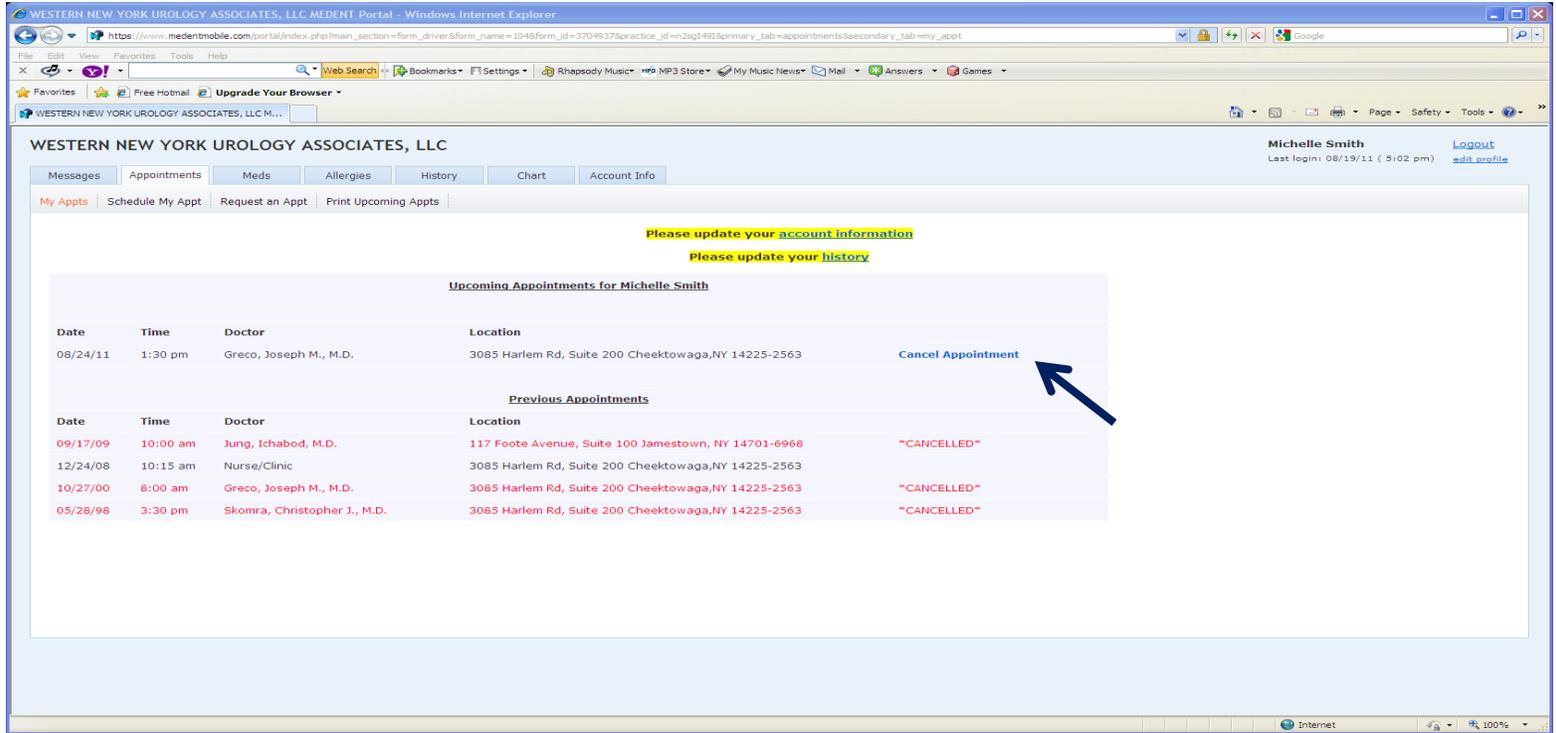
The screenshot shows a web browser window displaying the patient portal interface. The browser's address bar shows the URL: [https://www.medentmobile.com/portal/index.php?main\\_section=messages&sub\\_section=inbox&practice\\_id=wn291491](https://www.medentmobile.com/portal/index.php?main_section=messages&sub_section=inbox&practice_id=wn291491). The page title is "WESTERN NEW YORK UROLOGY ASSOCIATES, LLC MEDENT Portal". The user is logged in as "Michelle Smith" with a last login time of "08/19/11 ( 5:02 pm)". The navigation menu includes "Messages", "Appointments", "Meds", "Allergies", "History", "Chart", and "Account Info". The "Appointments" tab is highlighted, and a blue arrow points to it. Below the navigation menu, there are links for "Create Message", "Move to", "Refresh", and "Delete". There are also links for "Inbox", "Saved", and "Sent". Two yellow highlighted messages are visible: "Please update your account information" and "Please update your history". Below these messages is a table titled "Inbox for Michelle Smith" with columns for "Date", "Time", and "Subject".

From here, you will see a list of your upcoming appointments, as well as previous appointments.

# Canceling Upcoming Appointments:

If you have an upcoming appointment that you need to cancel:

1. Click **Cancel Appointment** to the right of the appointment listing that you want to cancel.



WESTERN NEW YORK UROLOGY ASSOCIATES, LLC MEDENT Portal - Windows Internet Explorer

https://www.medentmobile.com/portal/index.php?main\_section=form\_driver&form\_name=1048&form\_id=3704937&practice\_id=n2sg1491&primary\_tab=appointments&secondary\_tab=my\_appt

WESTERN NEW YORK UROLOGY ASSOCIATES, LLC

Michelle Smith  
Last login: 08/19/11 ( 5:02 pm) [Logout](#) [edit profile](#)

Messages | Appointments | Meds | Allergies | History | Chart | Account Info

My Appts | Schedule My Appt | Request an Appt | Print Upcoming Appts

Please update your account information  
Please update your history

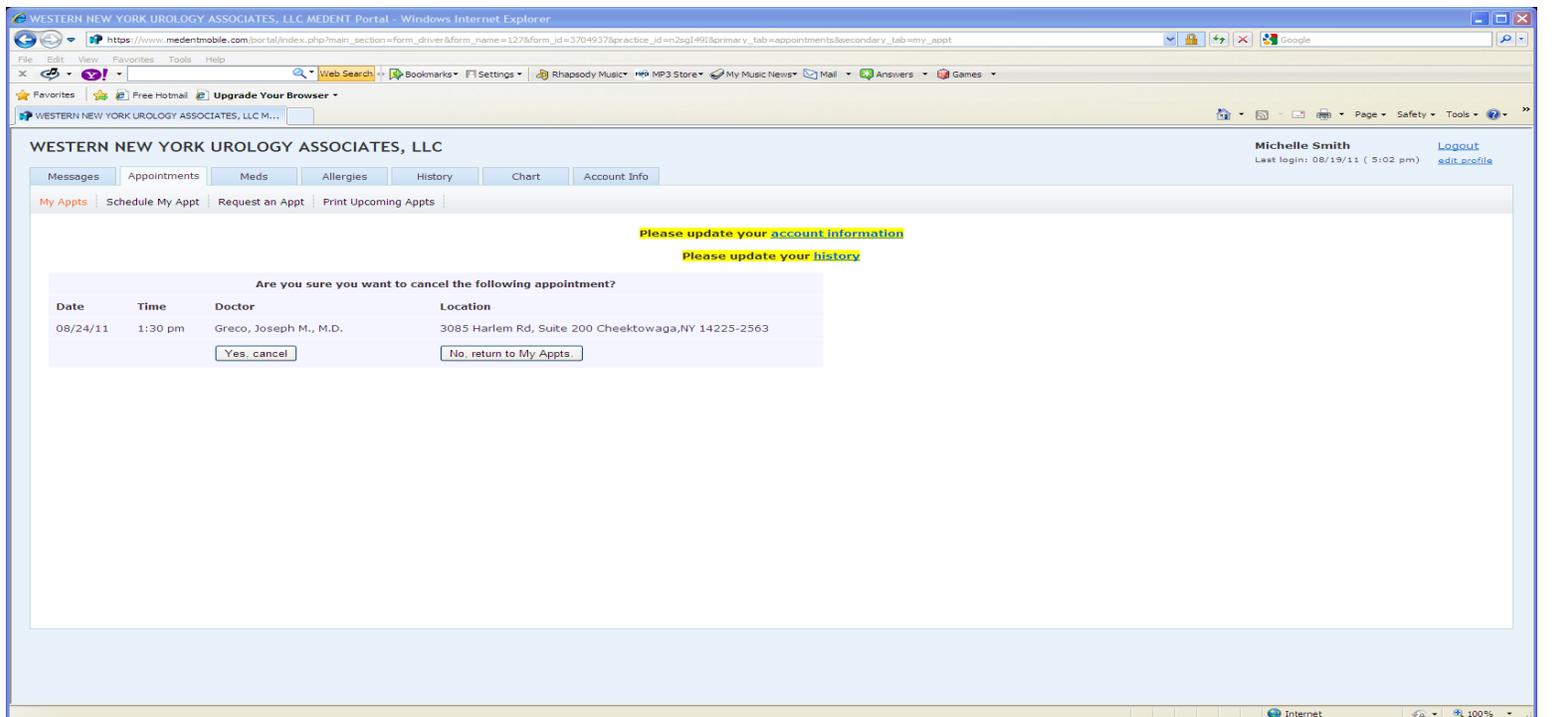
Upcoming Appointments for Michelle Smith

| Date     | Time    | Doctor                 | Location   |                                    |
|----------|---------|------------------------|--|------------------------------------|
| 08/24/11 | 1:30 pm | Greco, Joseph M., M.D. | 3085 Harlem Rd, Suite 200 Cheektowaga, NY 14225-2563 | <a href="#">Cancel Appointment</a> |

Previous Appointments

| Date     | Time     | Doctor                       | Location   |             |
|----------|----------|------------------------------|--|-------------|
| 09/17/09 | 10:00 am | Jung, Ichabod, M.D.          | 117 Foote Avenue, Suite 100 Jamestown, NY 14701-6968 | "CANCELLED" |
| 12/24/08 | 10:15 am | Nurse/Clinic                 | 3085 Harlem Rd, Suite 200 Cheektowaga, NY 14225-2563 | "CANCELLED" |
| 10/27/00 | 8:00 am  | Greco, Joseph M., M.D.       | 3085 Harlem Rd, Suite 200 Cheektowaga, NY 14225-2563 | "CANCELLED" |
| 05/28/98 | 3:30 pm  | Skomra, Christopher J., M.D. | 3085 Harlem Rd, Suite 200 Cheektowaga, NY 14225-2563 | "CANCELLED" |

2. Click on **Yes, Cancel**. The screen will return to the appointments listing and your appointment will show **CANCELLED**.



WESTERN NEW YORK UROLOGY ASSOCIATES, LLC MEDENT Portal - Windows Internet Explorer

https://www.medentmobile.com/portal/index.php?main\_section=form\_driver&form\_name=1278&form\_id=3704937&practice\_id=n2sg1491&primary\_tab=appointments&secondary\_tab=my\_appt

WESTERN NEW YORK UROLOGY ASSOCIATES, LLC

Michelle Smith  
Last login: 08/19/11 ( 5:02 pm) [Logout](#) [edit profile](#)

Messages | Appointments | Meds | Allergies | History | Chart | Account Info

My Appts | Schedule My Appt | Request an Appt | Print Upcoming Appts

Please update your account information  
Please update your history

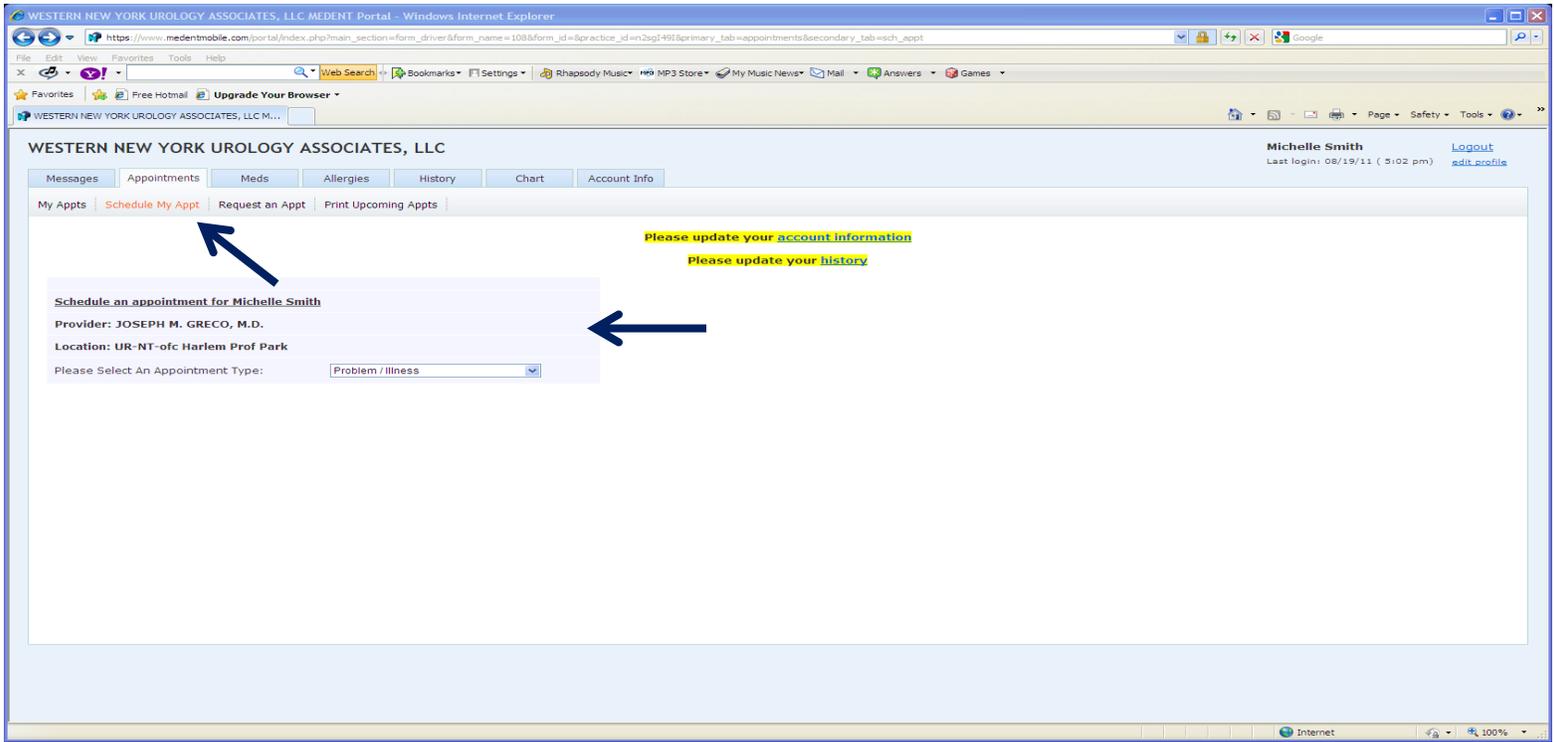
Are you sure you want to cancel the following appointment?

| Date     | Time    | Doctor                 | Location   |
|----------|---------|------------------------|--|
| 08/24/11 | 1:30 pm | Greco, Joseph M., M.D. | 3085 Harlem Rd, Suite 200 Cheektowaga, NY 14225-2563 |

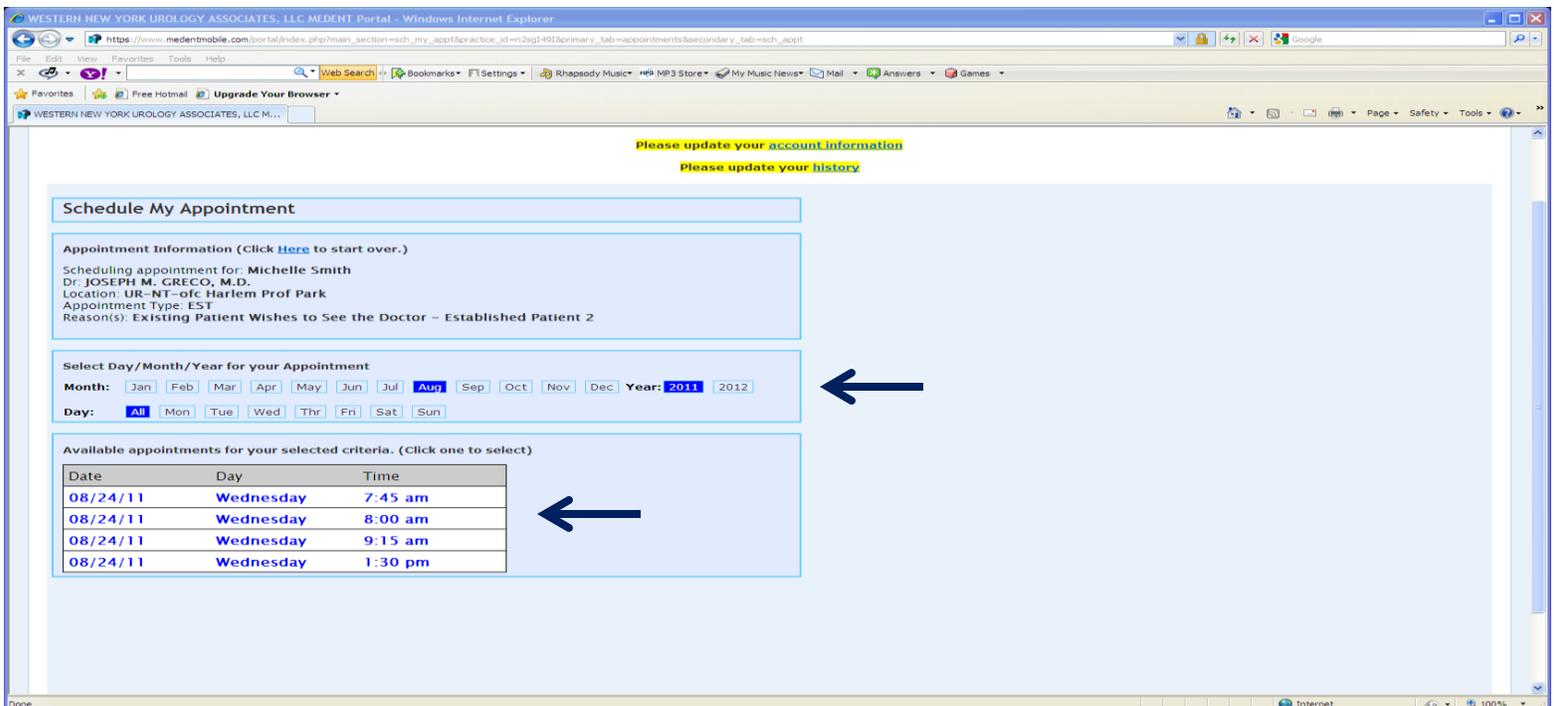
# Scheduling An Appointment:

If you want to schedule an appointment through the portal:

1. From the Appointments tab, click on **Schedule My Appointment**.
2. Fill in the **Location, Provider** and **Type of Appointment** by selecting from the drop down boxes as shown below.



3. Select the month, date and day of the week that you prefer OR select from one of the available appointments listed.



#### 4. Select **Book My Appointment**.

The screenshot shows a web browser window displaying the patient portal for Western New York Urology Associates, LLC. The page title is "WESTERN NEW YORK UROLOGY ASSOCIATES, LLC MEDENT Portal". The user is logged in as Michelle Smith, with a last login of 08/19/11 at 5:02 pm. The page has a navigation menu with options like Messages, Appointments, Meds, Allergies, History, Chart, and Account Info. Below this, there are links for My Appts, Schedule My Appt, Request an Appt, and Print Upcoming Appts. Two yellow warning messages are present: "Please update your account information" and "Please update your history". The main content area is titled "Book My Appointment" and contains the following information:

**Appointment Information (Click "Book My Appointment" button below to book this appointment)**  
Scheduling appointment for: Michelle Smith  
Dr: JOSEPH M. GRECO, M.D. Location: UR-NT-ofc Harlem Prof Park  
Appointment Type: EST Reason(s): Existing Patient Wishes to See the Doctor - Established Patient 2  
Appointment Date/Time: **Wednesday - 08/24/11 - 7:45 am**

**Please explain your reason for this appointment (required)**  
(160 character max)  
EST -> Existing Patient Wishes to See the Doctor - Established Patient 2

88 characters left

Buttons: **Book My Appointment** Start Over

A blue arrow points to the "Book My Appointment" button.

## Requesting An Appointment:

If you want to schedule an appointment but prefer to have someone contact you with availability:

1. Click on **Request an Appointment**.
2. Fill in the fields below with preferred provider, contact method and choice in appointment date and time.

WESTERN NEW YORK UROLOGY ASSOCIATES, LLC MEDENT Portal - Windows Internet Explorer

https://www.medentmobile.com/portal/index.php?main\_section=form\_driver&form\_name=103&form\_id=8&practice\_id=2&primary\_tab=appointments&secondary\_tab=request\_appt

My Appts | Schedule My Appt | Request an Appt | Print Upcoming Appts

Please update your account information  
Please update your history

Fill out the form below to request an appointment with our office.  
Give up to 24 hours to hear from the office

\* = required field

Preferred Provider (optional) [Dropdown]

Reason for Appointment Request \*

Preferred means of contact:

Phone (xxxxxxxxx) [Text]  Ok To Leave Message

Portal Message

**First Choice \***

1. Select one or more days  Any  Monday  Tuesday  Wednesday  Thursday  Friday

2. Select time  All Day  Morning  Afternoon **OR** Enter preferred time of day: [Text]

**Second Choice**

1. Select one or more days  Any  Monday  Tuesday  Wednesday  Thursday  Friday

2. Select time  All Day  Morning  Afternoon **OR** Enter preferred time of day: [Text]

**Third Choice**

1. Select one or more days  Any  Monday  Tuesday  Wednesday  Thursday  Friday

2. Select time  All Day  Morning  Afternoon **OR** Enter preferred time of day: [Text]

3. Click **Submit**. You will be contacted in the next 48 hours to schedule your appointment.

If you have any questions with regard to setting up the Portal account, please contact Janeen Crosson at 716-844-5353 or email [portal@maximweb.com](mailto:portal@maximweb.com).