

WebView

General Information

WebView is the software used by our electronic records system for electronic communications between our patients and our practice. It employs secure transmission over the internet to allow e-mail communication, online appointment scheduling, and patient access to certain parts of their medical record.

E-mail Communication

While e-mail communication is a convenient and easy means of communication, there are some associated concerns:

- Though our system uses encryption technology for secure transmission, internet communications are at risk for interception by hackers.
- Anyone who has access to your e-mail can view the contents of your e-mail.
- E-mail addresses provided by employers are subject to their rules on ownership of e-mail transmission and content.

Appropriate use

E-mail communication is convenient and appropriate for the following:

- General questions, both medical and non-medical, of a *non-urgent* nature.
- Prescription refills.
- Appointment scheduling.

Inappropriate Use

The following situations are inappropriate for the use of e-mail communication:

- Urgent or emergency medical situations (for all emergencies call 911).
- Communications regarding STD's.
- Any other questions or concerns that should be discussed privately.

Communications with the Office

- You can communicate with the staff or with Dr. Sillay, depending on your needs. The staff will respond within one business day and Dr. Sillay within 24 hours, unless she is out of town and unable to do so. Please direct your e-mail appropriately according to the nature of your needs. If you do not receive a response within this time frame, please call the office directly.
- Please include your full name in the body of your communication.

Logging In

- You can do so through our website at www.wtgyn.com, or directly at <https://webview.emds.com/lailasillay/>
- Type in your username and password, then Login.

Accessing Your Chart

On the left sidebar menu, click the item you want to view.

Using e-mail

Go to 'Messaging' in the left sidebar menu.

- To view e-mails sent from our office to you, click 'Inbox'.
- To send us an e-mail, click 'New Message'.
 - Double-click 'To' to select recipient: 'Staff' or 'Dr. Sillay'
 - Do not enter anything under 'Type' or 'Priority'
 - Click on 'Return Receipt' if you want acknowledgement of our receipt
 - Be sure to include your full name

Logging Out

Click the 'Logout' link at the top left side of the page. The 'Login' screen will appear verifying that you logged out successfully. Exit from this.

Please Remember

- Do not share your username or password with anyone.
- Do not leave your username or password in a place where it can be seen by others.
- Always remember to log out.
- Use good judgement in deciding what is appropriate for e-mail communication.

If You Lose Your Username and Password

To guard your security, we would ask you to come in to the office in person to be given your username and password if you lose or forget these.