

What is a Patient Portal?

My Health Home patient portal is a secure online home for your hospital health information. It is designed to help you be a more active partner in your healthcare - in a really convenient way.

What information is available in the Portal?

When you create an account in the My Health Home Portal, you will be able to

- Have online access to view and share your personal health record (PHR) related to your hospital stays.
- You will be able to view your lab results, list of medications, diagnoses, allergies, lab test results, physician reports and other healthcare information related to your inpatient hospital care.
- You can access your hospital discharge instructions to help you take better care of yourself once you are home.
- You can review and update your personal information.
- Manage family member health records once you are authorized.

And we will be adding helpful new features regularly, so check the portal often.

Is there a fee to register and use the Portal?

It's absolutely free! The service is provided to help you become a healthier, more informed patient.

How soon will information from my hospital stay be available in the Portal?

Usually, information about your inpatient stay is available 36 hours after your discharge from the hospital.

How will I know when something has been added to my Portal?

Whenever information is added to your Portal account, we will send you a message to the email address you supplied (this email address is also your Portal username.) You will also receive verification emails if there has been a requested change to your account (such as password, email/Username or other contact information.)

Do I need any special equipment to use the Portal?

No, it's easy to use. You don't have to download or install any programs - just log on to the Portal with your Username (your email address) and password, and then answer your security question. You can access My Health Home from any computer or smartphone with Internet connection.

It's really very easy to use. If you use the Internet, you'll most likely find the portal helpful and easy to navigate.

Enrolling

How do I set up a Portal account?

Here are the few simple steps to sign up:

1. Present your photo identification at Registration and provide your email address.
2. We'll send you an email with a link to the portal
3. Click on the link to go to the portal and finalize your account set-up.
4. Enter your name as it appears in the email you received, and your date of birth.
5. Create a password and choose a security question.
6. Log in to view, download and send your information!

Bookmark the site to make it convenient to visit regularly.

What will my username be?

Your username will always be the email address you provided to set up your secure Portal account.

What will my password be?

You will set your own password when you first log in to complete your account set-up. Inside the Portal, there is a "Change Password" option on the log in screen. If you change your password, you will receive an alert email - because we want to verify that it was **you** who requested the password reset.

After I set up my account, when and how do I log in?

Bookmark the site to make it convenient to visit regularly. We also will be adding new features often, so check back often.

For extra security each time you log on, you will need to enter your password and answer your security question.

You will receive an email each time information is added to your account, or changes are made. The emails will have a link to My Health Home to make it easy for you to click right to the Portal.

Access

How can I access my child's or other family member's health information?

With proper authorizations, representative accounts can be created that allow you to access and/or manage selected family members' health information just as with a personal account. Or, children may be registered as patients with the portal, and authorized individuals may be granted access to their information. We're happy to help you with this process. Please contact Medical Records (Health Information Management) or call our toll-free Portal help line - (877) 456-9617.

Can I give others access to my information?

You will be able to add access for others on the Representative page once you log into the Portal. Only you – and those you authorize – will be able to see or gain access to the information in your Portal.

Can I log-in to the Portal from my smartphone?

You can access My Health Home from any computer, tablet or mobile device - including smartphones - with internet connection. The portal has user-friendly navigation; however, it may be more difficult to view information on your phone, because the Portal is not yet optimized for mobile viewing.

Password / Log-In Issues

What if I forget my password?

Inside the Portal, there is a "Change Password" option on the log in screen. If you change your password, you will receive an alert email - because we want to verify that it was **you** who requested the password reset.

What if I have trouble logging in or using the Portal?

We're happy to help you with any Portal access issues. Call our toll-free My Health Home portal help line at (877) 456-9617. If you are in the hospital and are have questions, we can connect you with someone who can help.

What if I lock myself out of the Portal?

The lock out lasts for 15 minutes, then you can retry your login or change your password if needed.

What if I have other questions?

Please call our toll-free Patient Portal Help Line at (877) 456-9617. We are happy to help.

What should I do if I notice information in my Portal is incorrect?

Please notify us as quickly as possible if you identify information in your Portal account that is not correct. Call the toll-free Patient Portal Help Line at (877) 456-9617.

Will my information in the portal be secure?

Yes, your personal and medical information in the My Health Home portal will be kept confidential. My Health Home uses a secure, encrypted connection that meets the highest industry standards. All health data is stored on a secure server and managed with the protection of your information in mind.

Only you – and those you authorize – will be able to see or gain access to the information in your Portal.

We will not share, sell or lease your personal information with any outside party not affiliated with our organization.