Patient Portal FAQs

Managing Users FAQs

What happens if a user forgets their password?

Users will have the ability to go into the portal, click on Forgot password and then answer a series of security questions (that they previously responded to) and will be assigned a one-time password. Once they sign in with the one-time password, the user will then be prompted to enter in a new one.

Proxy Access FAQs

What is a proxy access?

Proxy access enables parents and legal guardians to access their child, family, or companion's online health information. A parent or legal guardian of a minor must request proxy access to view their child's account.

What is the proper procedure for setting-up proxy access?

In order to gain proxy access, the consenting parties must fill out the necessary forms at the hospital. Proxy access cannot be granted online, it must be completed in-person.

Will proxy access automatically be severed once a minor reaches a certain age?

Yes, once the child reaches 19 years of age.

What is the proper procedure for disabling proxy access (other than minors)?

If, for example, spouses divorce and both are seeking removal of proxy access, they must fill out all of the necessary forms at the hospital. Just like signing up, removing proxy access can only be done in-person.

What is the difference between the Profile and Preference proxy access defined within the Portal?

Proxy access viewed in preferences represents the signed-on user's proxy access to other accounts; the proxy access viewed in the profile illustrates who has proxy access to the signed-on account.

Preferences FAQs

Once the account has been created, can a patient change the email address linked to their user name?

Yes. By clicking on the Preferences button at the bottom of the Patient Portal Homepage, users will be brought into a section where they can make these changes. Once in Preferences, by clicking 'Update User Preferences', the user will have access to edit the email address linked to their account.

Where can a user see which additional patients they have proxy access to?

By expanding Preferences, at the bottom of the screen there will be a list of patients to which the current signed in user will have access.

How can a user change their password?

Within preferences, if a user clicks on the 'Change Password' button to the right, they will be able to walk through the steps of entering old and new password information.

Health Record FAQs

What information is displayed within the patient's results?

The results area of health record provides the patient with Laboratory results. Confidential order and results do not display in the Patient Portal.

Please Note:
Inpatient LAB results are available to be viewed, printed, as well as downloaded from the Patient Health Summary.

What Format will the downloaded Health Summary be in?

The downloaded file will be in the form of an HTML page or a PDF in order to preserve the original data that was generated by the information system.

Will printing of the Patient Portal be captured on any audit trails?

Activity accessing, downloading, or printing the Patient Health Summary will be recorded on Audit Trails/Activity Logs.

Medications FAQs

What patient access does the Medication section of the Patient Portal provide?

The Medication area of the Patient Portal provides the patient with a way to view their active home medications and access information about the drug they are taking. Medications may be accessed directly from the Homepage or from the Health Record Homepage.

Billing FAQs

What is the purpose of the billing portion in Patient Portal?

The billing area of the Patient Portal provides the user with a way to view outstanding billing accounts and view payment history. Upon clicking the Billing button, the user is presented with a table of outstanding accounts. An account is considered outstanding if there is a payment still due by the insurer or patient.

Profile FAQs

What is the purpose of the Profile button in the Patient Portal?

The profile area of the Patient Portal provides a way for the patient to view and request updates regarding demographic data.

Is there a guest option for users to access the portal?

There is no guest option for the portal. Any user that has access to a patient's record would need to have access as a proxy user.

Is the patient required to accept a user agreement?

Yes. There is a user agreement that patients will receive before they are activated in the portal.

Can additional security questions be defined in the event that a patient forgets their password?

If a patient does not remember their password, there is a 'Forgot Password' button next to the log on screen. Once 'Forgot Password' is selected, the patient will be prompted to answer security questions they have previously answered.

Technical FAQs

Where is patient data stored?

No data is stored on the web server. All data is retrieved dynamically from the application file servers as pages are accessed.

If the system is down, is the Patient Portal also down?

Yes. The portal accesses data real time from the hospital application servers.

Are passwords encrypted?

Yes.

Is the Patient Portal browser neutral?

The Patient Portal is compatible with most web browsers. The Patient Portal has been tested with Safari, Chrome, Internet Explorer, and Firefox.

Is there an Internet Explorer version minimum requirement needed for the Patient Portal?

Internet Explorer 7 and above with web version 8 is needed to use with the Patient Portal.