



# Health Portal

## FREQUENTLY ASKED QUESTIONS (FAQs) – (Rev. 6/26/14)

- **What is Health Portal?**
  - Health Portal offers patients personalized and secure online access to portions of their medical records. It enables you to securely view information about your health. With Health Portal, you can:
    - Request appointments for Rehab Services and Radiology
    - Pre-register for scheduled appointments
    - View lab results, radiology reports, discharge instructions, patient health summary, and visit history
    - View allergies, conditions, immunizations, and medications
    - View detailed bills and outstanding balances
- **Is there a fee to use Morrow County Hospital’s Health Portal?**
  - No. Health Portal is a free service.
- **How old must I be to enroll in the Health Portal?**
  - To register as a user, you must be at least eighteen (18) years old.
- **How do I sign up?**
  - During registration at the hospital, you’ll be asked if you would like to sign up for Health Portal. If you choose to sign up, you’ll just need to provide an email address where we can send your invitation to join Health Portal.
- **How do I accept my invitation to sign up?**
  - If you choose to sign up for the Health Portal, you will receive a “Welcome” email. After you click on the link provided in the email, you’ll be asked to confirm your identity. Simply enter your Login ID and One Time Password to access the enrollment screen. You’ll be asked to create a new Login ID and Password and to select and answer several security questions.
- **I don’t have an e-mail address to enroll in the Health Portal. How can I get a free e-mail address?**
  - There are many online providers that offer free email services. These include Microsoft Hotmail, Yahoo!, and Google G-mail. Users may go to one of these websites to create an e-mail address to be used to enroll in the Health Portal.
  - Your Internet provider such as Redbird.net or Time Warner Road Runner may also offer email addresses.

- **How can I learn what my Medical Record Number is?**
  - Each patient at Morrow County Hospital has a unique medical record number. To learn how to obtain your medical record number, please contact the hospital at (419) 946.5015 and ask to be connected to the Health Information Management department.
- **I entered my name, date of birth, medical record number, and e-mail address but I still cannot enroll in the Health Portal. What should I do?**
  - For help in enrolling in the Health Portal, please contact the hospital at (419) 946.5015 and ask to be connected to the Health Information Management department.
- **I forgot my password. What should I do?**
  - Click the “Forgot Password?” link on the sign-in page to reset your password online. You can also call (419) 946.5015 and ask to be connected to the Health Information Management department.
- **I was logged out of the Health Portal. What happened?**
  - To protect your privacy and the security of your information, you will be automatically logged out of the Health Portal if your keyboard remains idle for 10 minutes. We recommend that you log out of your Health Portal session if you need to leave your computer for even a short period of time.
- **When can I see my test results in Health Portal?**
  - Your test results will be viewable in the portal immediately after being entered into your health record. Test results of a very sensitive nature, like pregnancy, HIV, STD, drug and alcohol, and pathology, are not released on the Health Portal.
- **Can I view my “MCH Health Awareness” Blood Profile results on the Health Portal?**
  - No, “MCH Health Awareness” Blood Profile results cannot be displayed or accessed on the Health Portal. To obtain a copy of your lab results, please contact Public Relations at (419) 949.3088.
- **If some of my information on Health Portal is not correct, what should I do?**
  - If the information in your health record is not correct, please contact the hospital at (419) 946-5015 and ask to be connected to the Health Information Management department.
- **Can I enter my own personal health information in the Health Portal?**
  - The Health Portal does not allow users to enter personal health information from other providers. Users can, however, update their demographic information (address, phone number, email address, next of kin, and person to notify). This information must be verified by a hospital staff member before it is updated on the Health Portal.
- **Can I view a family member’s health record in Health Portal?**
  - Yes, users can be designated as a Proxy user of another patient’s health record. To become a Proxy user, please contact the hospital at (419) 946.5015 and ask to be connected to the Health Information Management department.
- **Can my spouse and I share one Health Portal account?**
  - For your privacy, you and your spouse must maintain separate accounts in the Health Portal.

- **Can I pay my hospital bills on the Health Portal?**
  - Currently, the Health Portal cannot accept payment for hospital bills. To make a payment, please visit [www.morrowcountyhospital.com](http://www.morrowcountyhospital.com).
- **I used the “Contact Us” e-mail link on the Health Portal. How long should I wait for someone to respond?**
  - Reasonable efforts will be made to respond to email inquiries within one (1) business day, but no later than three (3) business days, after receipt. Response time may be longer if the Health Portal service is interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control.
- **Is the Health Portal connected to any physician office patient portals?**
  - No. The Health Portal and the patient portal systems used by some doctors are separate and distinct systems that do not talk to one another. Morrow County Hospital’s Health Portal can only assist you with health information related to your care at Morrow County Hospital.
- **How can I view my health records from a visit to my MCH Primary Care provider?**
  - Health records from a visit to one of our MCH Primary Care offices are stored in a separate electronic medical record. MCH Primary Care records will be available beginning in the summer of 2014 on a separate health portal called FollowMyHealth. Please continue checking at [www.morrowcountyhospital.com](http://www.morrowcountyhospital.com) to learn when this portal will be available.
- **Is the Health Portal secure?**
  - The Health Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading information or attachments. Secure information is designed to be read only by someone who knows the correct password or pass-phrase to log in to the Health Portal site
- **What is your Privacy Policy?**
  - The Health Portal is owned and operated by Morrow County Hospital and Meditech. It is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records. All email addresses will be kept confidential and will not be shared with other parties, unless necessary to carry out Health Portal operations (e.g., perform system upgrades to the Health Portal) or as required by law.
  - Please read our Notice of Privacy Practices for information on how protected health information is handled in our facility. The Notice of Privacy Practices can be viewed at [www.morrowcountyhospital.com](http://www.morrowcountyhospital.com).
  - If you have any concerns, please call (419) 946.5015 and ask to be connected to the Health Information Management department.
- **Why do I need to go to the hospital with my ID to get my medical record number or to have my information verified or changed?**
  - Patient information is protected by law. In order to safeguard your records, it is necessary for the hospital to verify the identity of people requesting information or to process requests for changes to be made. Requests for medical record numbers and changes to information cannot be accepted via the telephone as the hospital cannot verify with whom we are speaking.

- **Will my proxy be able to get copies of my medical records by coming to the hospital?**
  - No, the “Authorization for Proxy Access to Health Portal” is only good for the Health Portal. Please contact the hospital – (419) 946.5015 – and ask for the Health Information Management department for more information.
  
- **Can my spouse or significant other use the same email address as me?**
  - No, the Health Portal will not allow email address to be used in more than one account. Every account must have a unique email address.