



PATIENT PORTALS: Your Doorway to Better Health

What is a patient portal?

More and more hospitals and clinics are using an electronic health record (EHR) system. Many of these systems have a patient portal. A patient portal is web-based and is **a safe way to connect with your health care provider**. When you log into the portal with your private username and password, you can get information from your health records.

Why should I use a patient portal?

- Get **quick access** any time to your personal health information.
- Review your health information and make sure it is right.
- It is an **easy** and **convenient** way to make an appointment or send your doctor a message.

How do I get started?

Patient portals differ, so the best way to get information is from your hospital or clinic. But here are some other ways you can get information about patient portals:

- 1. Search online.** Find your hospital or clinic's website and look for a patient portal button. It might be named something like MyHealth or MyChart. Click the button and look for a way to register as a new user. There is probably a link to do so. Follow the instructions to get registered. Your hospital or clinic might give you a PIN to use for your first visit to your patient portal.
- 2. Call the medical records or health information services department** at your hospital or clinic. Someone there can email you information. They might need your email address or other information to help you set up your account.
- 3. Ask your doctor** for information at your next visit.

What else do I need to know?

If you visit different health care providers, each hospital or clinic may use its own EHR system. If so, you may need to log into separate patient portals on different websites. Visit each patient portal to make sure the information each provider has about you is the same.

Common Parts of Patient Portals



Secure access with a username and password you set up to protect your private health information



Information you may see in the portal include:

- Lab results
- Medicine list
- Allergy list
- Health summary information
- General information (your address, insurance, etc.)
- Appointments



Features you may use:

- Send secure messages to your doctor
- Ask to update missing or wrong information
- Schedule, confirm, cancel or reschedule an appointment
- Ask for a referral or a medication refill
- Print or save a copy of your health summary or a summary of your last visit
- Pay your bill