

# Heywood Healthcare

## Patient Portal Policy and Procedures

Heywood Healthcare's Patient Portal offers its established patients secure, electronic access to portions of their medical record. As a reminder, all patients must agree to the Terms and Conditions in order to use the patient portal.

### I. General Policies and Procedures

***DO NOT use the Patient Portal to communicate an emergency or an urgent issue! Emergencies should be directed to either an Emergency Room or to 911!***

#### **Proper Subject Matter for the Patient Portal:**

- Lab results, selected consult reports, appointment reminders or requests
- Updates to your demographic information. Please be sure that all information you enter is true, accurate, complete, and updated whenever there is a change.

#### **The Patient Portal offers the following functions:**

- View lab results that have been sent to you.
- View and print "Health Summary" document.
- View and submit updates to your health information.
- View a subset of your personal health information (allergies, medications, current problems, reschedule or cancel appointments.)
- Update your demographic information (i.e. address, phone numbers, etc...)

***Note: Communication via the Patient Portal may be included in your permanent medical record.***

#### **Privacy:**

- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or as required by law.
- Please view the Notice of Privacy Practices for more information on how private health information is handled in our facility.
- If you have any concerns, please contact the Medical Records Department at 978-630-6242.

#### **Response Time:**

- After agreeing to the Patient Portal Terms and Conditions, a "Welcome" email will be sent to you. This will provide a link to the Portal login screen. If you have not received an email from us within three (3) working days, please contact the Heywood Healthcare Help Desk at 978-630-6211

#### **Medical Advice and Information Disclaimer**

The Patient Portal may, from time to time, include information posted by Heywood Healthcare in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Heywood Healthcare. Information within the Patient Portal is intended to be used for medical diagnosis or treatment. The information posted by Heywood Healthcare on the Patient Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your physician with any questions you may have regarding a medical condition and you should never disregard medical advice or delay in seeking it because of something you may have read on the Patient Portal.

## II. Patient Portal Guidelines and Security

### How our Secure Patient Portal Works

The Patient 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 Patient Portal site.

### Availability of the Patient Portal

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as possible.

### How to Participate in our Patient Portal:

1. Request access from Heywood Healthcare (see "Patient Portal Self Enrollment Instructions" section of this document). To register you must be at least eighteen (18) years of age, know your Medical Record Number **and have an email address that was previously provided to our Patient Registration department or Medical Records department.**
2. Review the Patient Portal User Agreement and electronically submit it by clicking Accept.
  - **Note: If enrolling electronically by selecting "Accept" you are indicating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptance.**
3. If enrolling in person, please sign and return the Agreement.
4. After the Patient Portal User Agreement is completed or accepted, you can expect to see a "Welcome" email. This email will instruct you on how to complete enrollment and create a login and password.
5. If the Medical Records Department completes your enrollment for you, once logged into the Portal, you should go to "Preferences" on the bottom of the page to change your password to something only you will know. This is essential to ensure your information remains secure and private.
6. After the above is completed, you may proceed to use the Patient Portal.

### Available Functionality on the Patient Portal:

**Homepage:** Allows you to view specific components of your medical record. Here you can also make suggestions on how we can improve our site.

**Health Record:** You may view selected information entered into your electronic health record (e.g. allergies, lab results, radiology reports, medication lists, and visit history, etc...). These are available for your review, to check for accuracy and to optionally print for other physicians or for your own records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 978-630-6242.

**Medications:** Allows you to view your current and past medications entered by your physician or other clinical staff.

**Appointments:** Allows you to view and request appointments. Some appointments may also be canceled via the portal.

**Profile:** Contains your demographic information, insurance information and personal contacts. You may also view and request changes to your information.

**Protecting Your Private Health Information and Risks:**

The Patient Portal is designed to prevent unauthorized parties from being able to access or read information while in transmission by using encryption. Other security measures protected information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate, which is viewable from your browser's task bar. (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching: "When to trust a website.")

Keeping messages secure depends on two additional factors: (a) the secure message must reach the correct email address, and (b) the authorized individual must be able to get access to it. Only you can make sure these two factors are present. You can do this by:

- Providing your correct email address
- Inform us of any changes to your email address
- Keep track of who has access to your Patient Portal account, so that only you or someone you have authorized can view your information.
- Protect your Patient Portal login information from anyone whom you do not want to access your Patient Portal account
- Notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

We will not answer questions or send protected health information by regular email.

## **Patient Portal Self Enrollment Instructions:**

Your email address must be given during the registration process in the Admitting Office; your Medical Record number is needed to enroll.

Log into [www.heywood.org](http://www.heywood.org) and select the Patient Information Portal (PIP) to get the following Enrollment Request Screen:

The image shows a web browser window displaying the 'Enrollment Request' form for Heywood Healthcare. The form is titled 'Enrollment Request' and is set against a blue background with the hospital's logo at the top. The form fields are as follows: Last Name (Smith), First Name (John), Date of Birth (Month: 02, Day: 02, Year: 1950), Medical Record Number (000089), Confirm Medical Record Number (000089), Email Address (john.smith@yahoo.com), and Confirm Email Address (john.smith@yahoo.com). A red oval highlights the 'Submit Enrollment Request' button at the bottom of the form.

Enter: **Last name** (hit the tab key) **First name**

**Date of Birth** - enter your date of birth

**Medical Record Number** (from the card given to you by Patient Registration) - enter your Medical Record number, then re enter it in the CONFIRM box.

**Email Address** - enter your Email Address, then re enter in the CONFIRM BOX

Select the **Submit Enrollment Request** button

**LOG OUT** – to close enrollment window.

You will receive an email (at the email address specified above) with your **temporary UserID** and **Password**.

From your temporary password **EMAIL** - **Copy** and **Paste** the **UserID** and **Password** to the LOGIN screen. Select **OK**

Log into the PORTAL with your temporary USERID and PASSWORD from your email. It will then ask you to change your temporary Login to your OWN UserID and Password in the PORTAL access screen. You now have access to your HOSPITAL Medical History. Click on the link to login with your new ID and password.

**FORGOT YOUR ID/PASSWORD**

If you have forgotten your **USERID**– Contact the Hospital @ 978-630-6211.

If you have forgotten your **PASSWORD** select the appropriate link. Which will also be sent to the Hospitals Help Desk.

Enter your new **user ID** and your **email address**, then click on **SUBMIT** button.

The Login ID field must consist of:

- Minimum of 8 characters
- At least one uppercase letter
- At least two numbers

You will then get a **PASSWORD RESET SUCCESSFUL** notification:

**Thank you. You will receive an email shortly with instructions to reset your user identification.**

You'll then receive a **CHANGE LOG ON USER ID AND PASSWORD** screen. It will then ask you to change your temporary to your OWN UserID and Password. You now can log into your HOSPITAL Medical History.