

Presence Mercy Medical Center: Patient Portal Frequently Asked Questions

New patient health portal

Q: What is the name of the new patient health portal?

A: MyRecord

Q: What is the URL for MyRecord?

A: The URL is www.presencehealth.org/mercy-portal.

Q: How will the patient health portal work?

A: MyRecord is a new online tool that allows you or a person you authorize to access your health record online – easily and securely. MyRecord will display medical information from emergency department (ED) and inpatient visits to Presence Mercy Medical Center, as well as services received at your Presence Health outpatient facility. Once you enroll, portions of your electronic health record (EHR) can be viewed via a secure web link.

Q: What information will be available?

A: You will have access **after leaving** the medical center to lab results, radiology reports, preventative health information, allergies and conditions, and medications. You will be able to view, download and print personal information from the EHR.

Q: Will any test results be excluded from MyRecord?

A: Certain sensitive test results may not be posted in MyRecord. We encourage you to talk with your physician about any testing that was ordered.

Q: Can family members access the portal?

A: Yes, if you complete the appropriate proxy authorization, a family member or friend can log in to see your medical information in MyRecord.

Q: Why is it important to enroll in MyRecord?

A: MyRecord is a tool we've created to make it easy for you to know the facts about your health care, stay up-to-date and be better equipped to lead healthy lives. You can access information around the clock at your convenience – from home, out-of-town or a physician office. You can give a family member or friend proxy access to your health information so they're informed.

Q: Is there a charge?

A: The service is free.

Q: How many portals are available?

A: Two portals – MyRecord and MyChart – are available to you.

- **MyRecord** displays medical information from ED and inpatient visits to Presence Mercy Medical Center, as well as services received at your Presence Health outpatient facility. A patient will not be able to contact his or her provider through the portal.
- **MyChart** connects you to information from your clinic visits with a Presence Medical Group (PMG) physician, such as your health summary, medication list and test results as released by your PMG physician. [Click here](#) for an online search to learn if your physician is with PMG. Or, contact your provider to see if he or she is affiliated with MyChart. A patient will be able to contact his or her provider through this portal.

Q. Why can't I see all of my health information in the portal?

A. The portal displays portions of your electronic health record that contain recent and relevant health information according to your visits since March 2014 to one of the six Presence Health hospitals or medical centers – including:

- Presence Covenant Medical Center
- Presence Mercy Medical Center
- Presence Saint Joseph Hospital
- Presence Saint Joseph Medical Center
- Presence St. Mary's Hospital
- Presence United Samaritans Medical Center

If you need a copy of your complete medical history, contact the Health Information Management (HIM) Department at your hospital or medical center.

Q: Does each Presence Health hospital have its own patient portal?

A: Yes, each Presence Health hospital and medical center listed above has its own patient portal. To enroll in MyRecord, please select the facility in which you received services and visit the hospital's website.

Q: What if I initially sign up for MyRecord at one of the six Presence Health hospitals listed – and visit a second Presence Health hospital from the list for inpatient care – will I have to sign up for MyRecord at the second hospital as well?

A: Yes. If a patient visits a second Presence Health facility from the list, treatment and care data from the second location will not update information in the initial MyRecord portal. We realize that our patients may visit more than one of our facilities and it can be confusing to have multiple patient portals. We are working on developing solutions that will help consolidate our electronic health record technology.

Q: Is my medical information secure on MyRecord?

A: Yes, MyRecord features a secure web link. Portal passwords are encrypted and URLs are re-written so they cannot be copied and pasted. The only individuals who can access MyRecord are you and an authorized family member or friend. In addition, there is a timeout feature that protects your information if you leave MyRecord open on a computer.

Enrolling in MyRecord

Q: How does a patient enroll in MyRecord?

A: We are encouraging patients to self-enroll using instructions provided to them during their most recent visit. HIM Department staff members can enroll users who request proxy access to family member's records and other special situations.

Q: Where is the HIM Department located?

A: The HIM Department is located off the main medical center lobby. Upon arriving at the medical center, follow the signs or ask for directions at the information or reception desk.

Q: What information do I need to enroll?

A: To enroll, you will need to provide:

- Your name
- Date of birth
- Medical record number (from your patient instruction form)
- Email address on file with registration at Presence Mercy Medical Center

Q: How quickly will I have access to MyRecord after enrolling?

A: Access to MyRecord is immediate and easy. Once you enroll, an email confirmation with temporary user ID and password will be sent to you. The next step is to create a permanent user ID and password.

Q: What if I have a question or have problems enrolling, who do I contact?

A: If you have difficulty, please call 630-914-2765 and leave a detailed message on voice mail or email myrecordsupport@presencehealth.org. If you are enrolled and have an account set up, respond via the "Contact Us" button on the portal that is monitored by Presence Health staff, who will respond to questions within 72 hours. Please contact your physician if you have clinical questions.

Q: How can patients under age 18 set up an account for MyRecord?

A: Most patients under age 18 cannot enroll. For exceptions, contact the medical center's HIM office.

Q: When entering an email address during MyRecord enrollment, how important is the use of capital letters?

A: Capitalization does not matter when you enter an email address for MyRecord enrollment.

Q: Do you have information about MyRecord available in another language?

A: Presence Mercy Medical Center will have literature available in Spanish in late May.

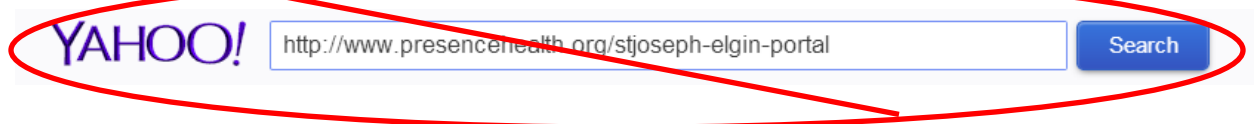
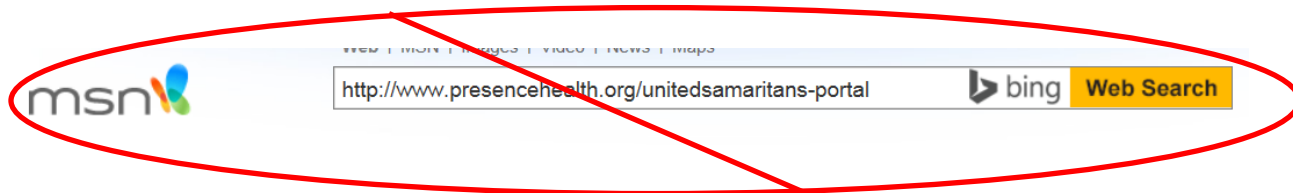
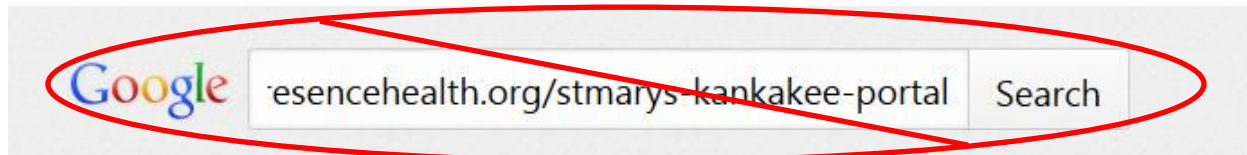
Q: What is the best way to enter the URL for MyRecord in a search engine?

A: Please follow this guidance.

Do copy the URL into the browser address bar.



Don't copy the URL into the search field.



MyRecord Features

Q: Can I use MyRecord to renew medications?

A: No, not for the hospital setting. You will need to contact your doctor's office to renew or change medications.

Q: Can I make an appointment on MyRecord?

A: No, you can only view upcoming appointments at this time. In the near future, you will be able to request an appointment.

Q: Can I view bills on the portal?

A: Yes, details of your patient bill will be viewable in the portal in the near future.

Q: Can I print information from the portal?

A: Yes, anything you can see in the portal is printable.

Q: How will I be notified that new information is on MyRecord?

A: You will receive an email notifying you that you have new information on the patient portal.

Q: When I enroll, how far back will I see my reports/results? How long will results be available on MyRecord?

A: Results will include activity 30 days prior to MyRecord going live on April 1. Results will appear on the portal as long as the portal is active.

Q: How soon will results be posted to the portal?

A: Information will be posted 24 hours after resulted.

Q: Can I email a link (to others) that includes information from a specific MyRecord page?

A: No, the system does not allow you to forward a link.

Q: Is the health portal compatible with most browsers?

A: MyRecord is compatible with most web browsers and has been tested with Safari, Chrome, Internet Explorer and Firefox.

Q: Is there an Internet Explorer version minimum requirement needed for the health portal?

A: Internet Explorer 7 and above with web version 8 is needed to use MyRecord.

Q: Is MyRecord available in a mobile app?

A: MyRecord is **not** available in a mobile app at this time.