

## HMC PATIENT PORTAL INFORMATION SHEET

**What information do I need to initially Enroll into my patient portal?** You will need your Medical Record Number, your name, birth date, social security number, and the email address that the hospital has on file.

**What features can I access via my HMC Patient Portal?**

- Request and view appointments
- Review your medications and allergies
- Request an update of personal information such as phone number or address
- Review your discharge summary
- Review Laboratory and Microbiology results

**Why can't I use a shared email account when setting up a new account?** The Holyoke Medical Center Patient Portal requires that each patient account be tied to a unique email address in order to protect against a person, other than the account holder, from receiving account information like usernames and passwords. This measure is geared to protect your privacy.

**Is my patient portal secure? Who can see my patient portal?** The patient portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports. Secure messages and information can be read only by someone who knows the correct password or pass-phrase to log into the portal site. Your patient portal may be accessed by any users that you have authorized with proxy access.

**What should I do if I forget my password?** From the HMC Patient Portal login screen, there is a 'Forgot Password' link. By selecting this link and identifying the email address that is on file for you, a one-time user/password will be emailed to you. You may then log-on with this one time user/password and will then be prompted to update this user name/password and determine a security question and response for your user.

**What should I do if I have other technical problems with my HMC Patient Portal?** By selecting, 'Contact Us' on the portal homepage you will find an email address where you can contact the hospital with your questions.

**What are the userid and password requirements?** The HMC Patient Portal **USERID** must be a minimum of 4 characters, and a maximum of 15 characters. The HMC Patient Portal **PASSWORD** must be a minimum of 8 characters, a maximum of 15 characters, and must contain at least 1 numeric character.

**Is my username case sensitive?** No, your username (logon id) for the HMC Patient Portal is not case sensitive, however, passwords are case sensitive.

**What if I forget my Portal user id?** To confirm your HMC Health Portal User ID, you need to come to the Medical Records Department at Holyoke Medical Center. We are open from Mon-Fri from 8:00am-4:30pm. You will be required to present a photo id. The Portal user id (logon id) will not be given out over the phone.

**How do I log out?** Click the 'Logout' link at the top right side of the page. The 'Login' screen will appear verifying that you logged out successfully. You may then exit from the Patient Portal page.

**As a parent or guardian how will I be able to see my child's patient portal?** You will be able to apply for proxy access to your child's portal at our Medical Records Department at the hospital in person. By having proxy access to your child's portal you will be able to view their complete portal until the child reaches the age your state states proxy access should be severed.

**Can I request a new appointment via the Patient Portal?** Yes, within the 'Appointments' area of the patient portal you will be able to access the 'Request new appointment' button and follow steps to select a new appointment from the Departments that display. This request will send a message to our organization's scheduling department who will need to book the appointment.

**How do I view my upcoming appointments and instructions?** Within the 'Appointments' area of your patient portal you will be able to select an appointment and view any instructions.

**Is my health information updated real time?** Upon each successful log into your patient portal it is updated real time with the most up to date information from your medical record.