

HMC Patient Portal Enrollment Guide



Holyoke Medical Center

A Member of Valley Health Systems

Name: _____

Medical Record #: _____

www.holyokehealth.com

575 Beech Street, Holyoke, Massachusetts 01040

The HMC Patient Portal will allow you to:



Review Your Hospital Results



Update Personal Information
at the Hospital



View and Request Hospital
Appointments



Review Your Medications and
Allergies

Welcome,

Thank you for choosing to join the HMC Patient Portal!

The portal can be accessed by going to the web address:

www.holyokehealth.com

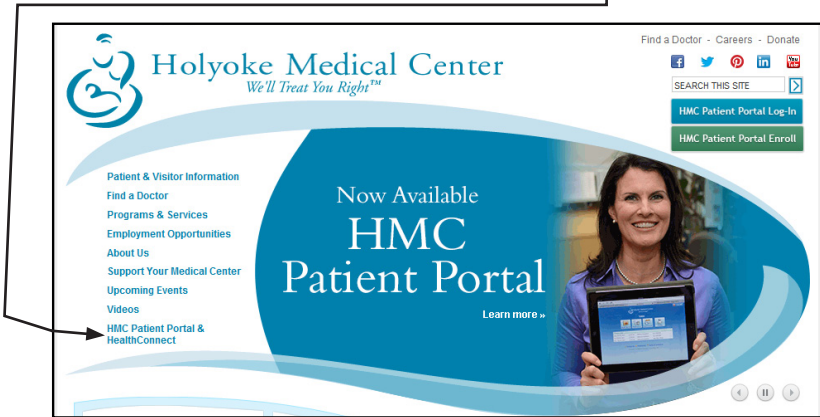
The following information is required to access the HMC Patient Portal:

- Your HMC Medical Record number
- Your personal home email address*
- Name
- Gender
- Date of birth
- Social Security Number

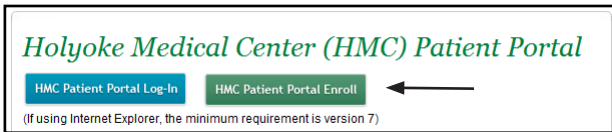
Please note: In order to enroll in the HMC Patient Portal, we need to have your email address on file in your electronic medical record. The email address needs to be specific for one person (yourself) in order for your Portal enrollment to be successful. You can update your email address in person with our Registration staff when you are registering for a hospital visit. Otherwise, you will 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.

How to Log-in Your First Time

1. Open your preferred web browser and enter the web address **www.holyokehealth.com** in the address bar. Click on HMC Patient Portal & HealthConnect on the left side.



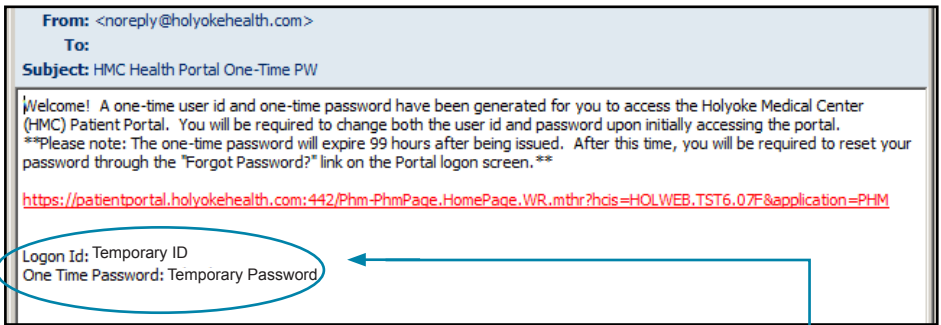
2. Click on the green HMC Patient Portal Enroll Button.



3. Complete all of the information on the enrollment form.

Holyoke Medical Center <i>We'll Treat You Right™</i>	
HMC Patient Portal	
Enrollment Request	
Last Name	First Name
<input type="text"/>	<input type="text"/>
Date of Birth	Gender
Month <input type="text"/> Day <input type="text"/> Year <input type="text"/>	<input type="text"/>
Social Security Number	Confirm Social Security Number
Last 4 digits <input type="text"/>	Last 4 digits <input type="text"/>
Medical Record Number	Confirm Medical Record Number
<input type="text"/>	<input type="text"/>
Email Address	Confirm Email Address
<input type="text"/>	<input type="text"/>
<input type="button" value="Submit Enrollment Request"/>	

4. Check your personal email for the temporary username and password information and click on the link provided.



5. Enter the Logon ID and Password from your email.

Logon Id: [Forgot Logon Id?](#)

Password: [Forgot Password?](#)

6. Complete all of the information on the Health Portal Screen. **Take note of your new Username and Password and put it in a secure location.** Submit the Form. Log Off of the Portal.

Health Portal Log Off

Please select a new Log On User Id and Password. Also define a Security Question to activate your user.

Change Log On User Id and Password

User Id must be a minimum of 4 characters, a maximum of 15 characters, and must contain at least 0 numeric character(s).
Password must be a minimum of 8 characters, a maximum of 15 characters, and must contain at least 1 numeric character(s).

New Log On User Id:

One Time Use Password:

New Password:

Confirm New Password:

Security Question:

Security Question Answer:

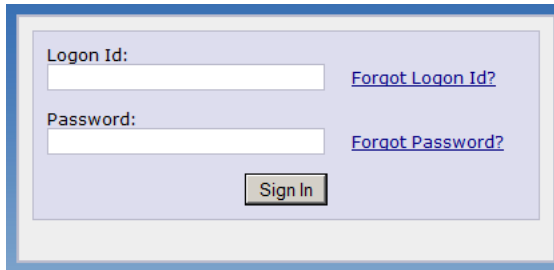
7. Return to the HMC Patient Portal by clicking on the "here" of the Logged Out page.

Logged Out

You have signed out of the system.

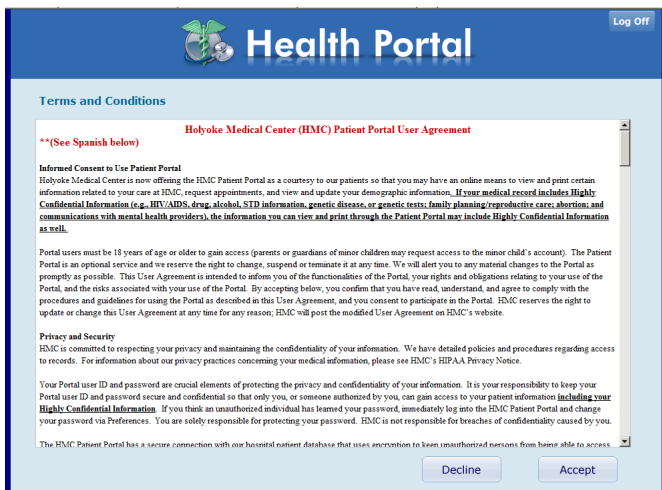
Click [here](#) to sign on again.

8. Enter your new Logon ID and Password.



A screenshot of a login form with a light blue background. It features two input fields: "Logon Id:" and "Password:". To the right of each field is a blue link: "Forgot Logon Id?" and "Forgot Password?". Below the fields is a "Sign In" button with a white background and a blue border.

9. Accept the Terms and Conditions of the HMC Patient Portal. (If you decline the Terms & Conditions, you will be logged out of the HMC Patient Portal.)



A screenshot of the "Terms and Conditions" page for the HMC Patient Portal. The page has a blue header with the "Health Portal" logo and a "Log Off" button. The main content area is white with a blue border. It contains the following text:

Terms and Conditions

Holyoke Medical Center (HMC) Patient Portal User Agreement

**** (See Spanish below)**

Informed Consent to Use Patient Portal
Holyoke Medical Center is now offering the HMC Patient Portal as a courtesy to our patients so that you may have an online means to view and print certain information related to your care at HMC, request appointments, and view and update your demographic information. If your medical record includes Highly Confidential Information (e.g., HIV/AIDS, drug, alcohol, STD information, genetic disease, or genetic tests; family planning/reproductive care; abortion; and communications with mental health providers), the information you can view and print through the Patient Portal may include Highly Confidential Information as well.

Portal users must be 18 years of age or older to gain access (parents or guardians of minor children may request access to the minor child's account). The Patient Portal is an optional service and we reserve the right to change, suspend or terminate it at any time. We will alert you to any material changes to the Portal as promptly as possible. This User Agreement is intended to inform you of the functionalities of the Portal, your rights and obligations relating to your use of the Portal, and the risks associated with your use of the Portal. By accepting below, you confirm that you have read, understand, and agree to comply with the procedures and guidelines for using the Portal as described in this User Agreement, and you consent to participate in the Portal. HMC reserves the right to update or change this User Agreement at any time for any reason; HMC will post the modified User Agreement on HMC's website.

Privacy and Security
HMC is committed to respecting your privacy and maintaining the confidentiality of your information. We have detailed policies and procedures regarding access to records. For information about our privacy practices concerning your medical information, please see HMC's HIPAA Privacy Notice.

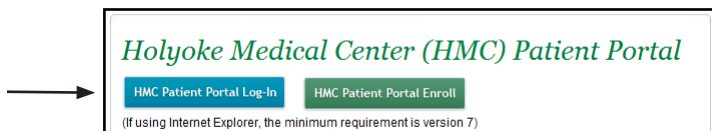
Your Portal user ID and password are crucial elements of protecting the privacy and confidentiality of your information. It is your responsibility to keep your Portal user ID and password secure and confidential so that only you, or someone authorized by you, can gain access to your patient information including your Highly Confidential Information. If you think an unauthorized individual has learned your password, immediately log into the HMC Patient Portal and change your password via Preferences. You are solely responsible for protecting your password. HMC is not responsible for breaches of confidentiality caused by you.

The HMC Patient Portal has a secure connection with our hospital's patient database that uses encryption to keep unauthorized persons from being able to access

At the bottom of the page are two buttons: "Decline" and "Accept".

10. View your HMC Patient Portal information and Log Off when you are complete.

11. To access the HMC Patient Portal again, return to the HMC Patient Portal & HealthConnect section of www.holyokehealth.com and click on the blue Log-In button.



Frequently Asked Questions:

What should I do if I forget my password?

From the HMC Patient Portal Log-In 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 logon 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 User ID and Password requirements?

The HMC Patient Portal USER ID 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 'Log Off' link at the top right side of the page. The 'Logon' 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, in person, for proxy access to your child's portal at our Medical Records Department at the hospital. 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 indicates proxy access should be severed.



Holyoke Medical Center

We'll Treat You Right[®]

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