

## Capabilities

The following capabilities are available on the Patient Portal:

- Message some providers
- View upcoming appointments
- Access your health summary, medical history, and visit history
- View current conditions and allergies
- View procedure and lab results
- View your medications, including guidelines, side effects, and precautions
- Complete pre-appointment questionnaires requested by your doctor
- Read summary reports of your office visits and procedures



Messages



Appointments



Results



Medications



Questionnaires



Health Summary



Reports



Letters



Visit History



Allergies



Current Conditions



Medical History

**SCAN THIS CODE  
TO ACCESS THE  
PORTAL & GET  
YOUR RESULTS  
WHEN READY.**



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[HolyokeHealth.com](https://www.HolyokeHealth.com)

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# Patient Portal



**Access your medical record  
ANYTIME, ANYWHERE**



## Enrollment is Easy!

### Enroll Today

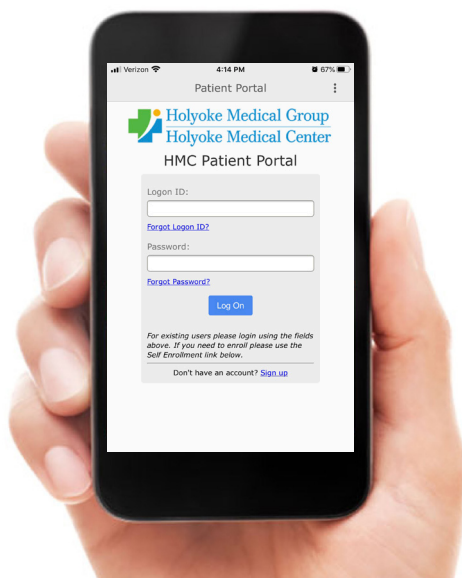
If you are not yet enrolled in the Holyoke Medical Center & Holyoke Medical Group Patient Portal, you will receive an enrollment email invitation following your visit to any HMC/HMG care setting. You may also self-enroll in the Patient Portal by visiting our website:

[www.holyokehealth.com/portal](http://www.holyokehealth.com/portal)

The following information is required to access the Patient Portal:

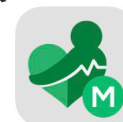
- Your HMC Medical Record number
- Your personal home email address\*
- Name
- Date of birth

\*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 Patient Portal enrollment to be successful. You can update your email address in person with our Registration staff when you are registering for a hospital or office visit. Otherwise, you will need to visit the Health Information Management Department at Holyoke Medical Center. We are open Monday-Friday from 7:30 a.m. to 4:30 p.m. You will be required to present a photo ID.



### Get the App for Your Mobile Device, It's Free & Secure!

The HMC Patient Portal App is powered by MEDITECH MHealth\*, the Health and Wellness App available in the App Store and Google Play.



MHealth

**Use MHealth to access your hospital medical record.** Your username and password is all you need to obtain access to your record or those of your minor children. And with their consent, you can even manage the accounts of your spouse or aging parents.

### How to Access the Mobile App

1. Search MEDITECH MHealth in the App Store or Google Play
2. Download the App
3. Search for Holyoke Medical Center
4. Enter your login/password

### \*Additional Health Information Access via APIs

You can import your health information into 3rd party apps or websites that support FHIR APIs such as Apple Health and MyLinks.com. You may be able to access information such as your medications, allergies, lab results and more depending on the app or website. Holyoke Medical Center must first approve these 3rd party apps or websites, if you are trying to import your information to an app or website that has not been approved yet, please call the Information Technology helpdesk at 413-534-2500 x5294, M-F 8:00 AM - 5:00 PM.

## Frequently Asked Questions

### What should I do if I forget my password?

From the 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 password will be emailed to you. You may then login with this one-time password and will be prompted to update this password and determine a security question and response for your account.

### What should I do if I have other technical problems with my Patient Portal?

By selecting, 'Contact Us' on the portal homepage you will be able to submit your questions.

### What are the User ID and Password requirements?

The 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 Patient Portal User ID, you need to come to the Health Information Management Department at Holyoke Medical Center. We are open Monday-Friday from 7:30 a.m. – 4:30 p.m. 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 obtain my medical record number?

Please call the Health Information Management Department at 413-534-2528. You will be asked to correctly answer a few questions to obtain your medical record number.

### 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.