



Providence HEALTHeChart Patient Portal Frequently Asked Questions

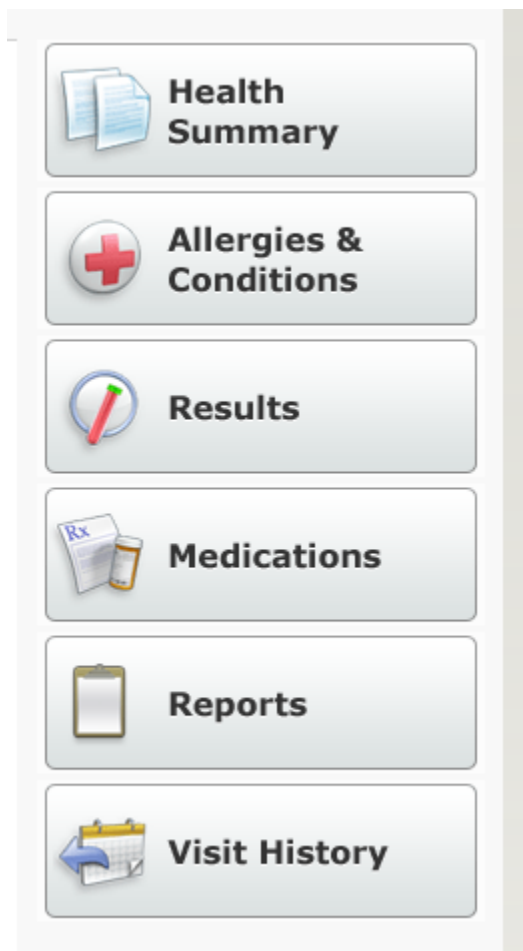
- Q. Who is eligible to enroll in the Patient Portal?
- A. *Patients and proxies (authorized users) must be at least 18 years old.*
- Q. Can I get my spouse or authorized representative access to the portal?
- A. *Yes, anyone at least 18 years of age can complete a Proxy Consent Form to obtain access.*
- Q. Is the Patient Portal the same portal I use at my doctor's office?
- A. *No, HEALTHeChart is specific to Providence Hospitals.*
- Q. What information is available in the Patient Portal?
- A. *Patient Portal will show select portions of your health information: demographics, results, reports, medications, conditions, allergies, hospital visit histories, and upcoming appointments. If you would like a copy of your full medical record please contact providence Hospital's Release of Information Department.*
- Q. Will I be notified when new information is available in the Patient Portal?
- A. *Yes, you will receive a "New portal activity" email alert when new health information, results, and reports are available, or when activity on your current bill has been posted.*
- Q. What do I do if I forget my password?
- A. *Click the "Forgot Password" link on the sign in page, and enter your login ID and email address. You will be prompted to answer the security question and change your password.*
- Q. How can I change my password?
- A. *Click "Preferences" located at the bottom of the home page. Then click the "Change Password" icon.*
- Q. What do I do if I forget my user ID?
- A. *Email MyHEALTHeChart@ProvidenceHospitals.com
Please allow 48 business hours for us to respond your request.*
- Q. How can I change my address or phone number?
- A. *Select "Profile" and click on the "Update Profile" icon. Make desired changes and submit.*
- Q. I don't understand my results, can you help me?
- A. *Please contact your primary care provider or specialist at their physician practice for any questions concerning your medical information.*

HEALTHeChart Navigation Tips

From the home page:



Health Record will provide you with the following options:



Health summary: A Health Summary Document to print for your providers

Allergies & Conditions: A list of your allergies and documented medical problems

Results: Laboratory test results

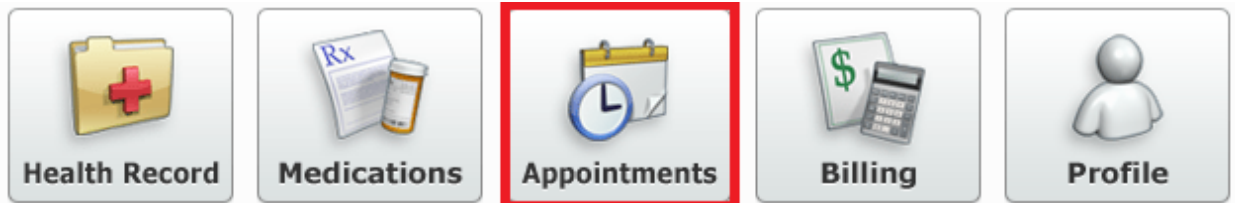
Medications: Your home medication list as updated upon your last hospital visit.

Reports: X-ray or other imaging reports. Please print for your provider as needed.

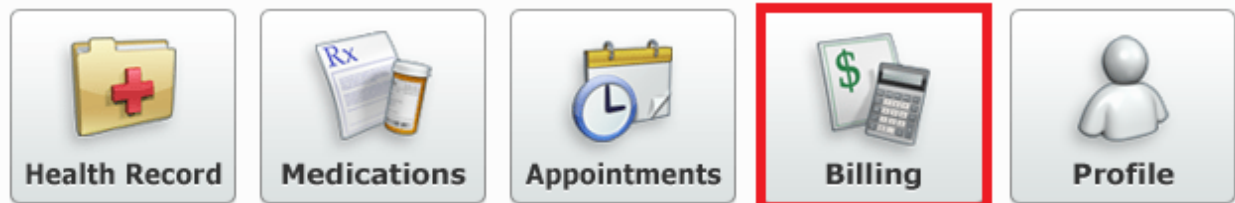
Visit History: Your visit history. Discharge instructions/forms will be found here *if applicable*.



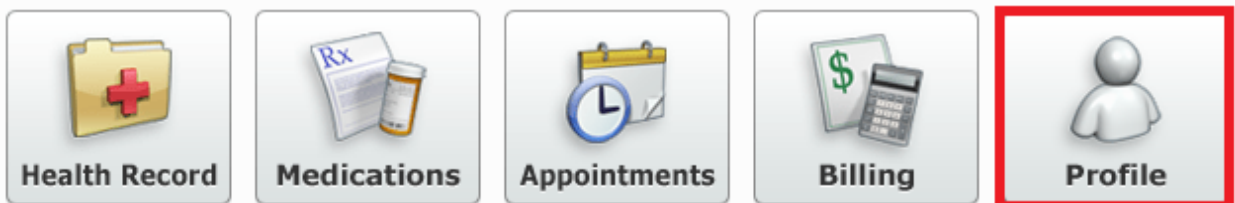
Medications will provide the list of medications you take at home as of your last hospital discharge.



Appointments allow you to VIEW your upcoming appointments.



Billing allows you to view your bills. Click on the account/date of service to view balance detail.



Profile allows you to view and request edits of your demographic information.