OHC Patient Portal Frequently Asked Questions

What is the OHC Patient Portal?
- o The OHC portal offers patients personalized and secure on-line access to portions of their medical record information. This would include Emergency Room, Outpatient and Hospital visits, along with test results that were done on the hospital premise. You are able to view, print and/or transmit this information.

How do I sign up?
- You must provide your current email address to our registration staff during your visit.
- You may then self enroll on our OHC website by using the portal instructions and your medical record number (which was provided at the time of discharge from the hospital or the emergency department)
- Select the Portal Log-on option for "New User"
  - o Be sure to use all capital letters when typing your name
  - o The medical record number includes an 'M' followed by (9) nine numbers, example; M000123456 (Do NOT use the letter "O" in place of the number "0")
  - o Once the initial access information is completed, you will receive an email from "no-reply" with a link to the portal in which you will answer security questions and create your own log-on and password. Please write these down, for future access
  - o Next time you access the Portal, please log-on as "already a user"

Who do I contact if I have further questions?
- Call our Health Information Mgmt (HIM) department at 361-2027, weekdays, between 9am-4pm
- If I send a message to portal-info@oneidahealthcare.org, when can I expect a reply?
  - o A reply should be received within 3-5 days. If not, please call; 361-2027

How to navigate the Portal for my health information
- On the home screen, click on the "**HEALTH RECORD**" at the top of the screen
- You will see a list of your allergies, medications and brief list of conditions.
- For more extensive information, click on **"Health Summary"** on the right side of the screen
  - o This is a complete summary of data from your most recent visit
- Click on other boxes to the right to view a subset of information, such as;
  - o Allergies and conditions
  - o Results (lab results)
    - ▪ The most current result from your last lab test will be viewable on the first page. To see historical results of that same test, click on the actual name of the test to view more.
  - o Reports (radiology reports)
  - o Medications (these are your current medications from the last visit)
  - o Visit History

Other questions about what I can view
- When can I see my test results?
  - o Your lab results are available in approximately 36-48 hours
- When can I see my radiology reports?
  - o The final radiology report is available approximately 7 days after the test is completed.
- Why are certain test results not available?
  - o Your provider has determined what can be shared on the portal. Some tests are considered sensitive in nature and are not released to the portal
- How many years of information are viewable?
  - o You will find information from August 2012 to present
- If some of my health information is not correct, what should I do?
  - o Medical information (current medications, diagnosis, etc) can be changed or updated the next time you are an Inpatient or ED patient at the hospital.   Please inform the triage nurse or physician.

My family's medical record

- Can I view my child's health information?
    - You may view a child's information if the child is under the age of 13 and if you have completed the Child Proxy authorization during registration or during the hospital visit.
- Can I view a family member's health information?
    - You may view a family member's information if you and the patient have completed the Adult Proxy authorization form during registration or during the hospital visit.
- Can my spouse and I share one OHC Patient Portal account?
    - NO, each person has a unique medical record number, thus a separate portal access. This is in accordance with the HIPAA requirements and NYS laws.
    - However, if you share the same email address, it is still possible to have separate portal access.

NOTE: If you need to complete a Portal Proxy Authorization form, please contact the HIM department.(see above)

After I enrolled

- I forgot my password or log-on ID, what should I do?
    - Click on "forgot password or forgot log-on ID" located on the log-on screen. The information will be reset within 48-72 hours and you will receive a new email.

I don't understand what this information means?

- If you are unclear about any of the specific health information you are viewing, i.e., a test result, a condition, etc., it is recommended that you speak to your Primary Care Physician or your Surgeon. Please contact them directly.

I would like to view the Physician's notes, but don't see them

- The Health Summary is a cumulation of information that has been documented by the staff at the hospital, including your physician. Actual copies of the medical record are not available in the Portal
    - If you would like to request a copy of your medical record, please contact the HIM dept.