Oneida Health Patient Portal Frequently Asked Questions

What is the Oneida Health Patient Portal and what is available?
- o The OH portal offers personalized and secure on-line access to portions of your medical records created on the premises of Oneida Health, including all lab draw stations and imaging centers. You will see your upcoming and previous appointments and you can also pay your bill.

How do I sign up? (For all patients 12 yrs old and up)
- You must have provided your current email address to our registration staff during your visit. If not, the sign up process will be unsuccessful. You will be directed to send an email or call the HIM dept.
- You may then self-enroll on our website (www.oneidahealth.org) or the MEDITECH MHealth app on any android or IPhone and by following the portal instructions.
    - o Enter your name and date of birth to get started.
    - o Once the initial access information is completed, you will receive an email from "no-reply@ oneidahealthcare.org".
        - ▪ Click on the link in the email which will direct you to the portal log-on screen.
        - ▪ You will be asked to enter your own user ID and password. The user ID can be up to 12 characters, no special instructions. The password must be between 6-99 characters and include at least 1 number. Please write these down for future reference.

- **Can I view my child's or family member's** health information?
    - o **For children ages Newborn to 12yrs old;** the parent must have an active Portal account and the child can be added to that parent account. **Contact the HIM department** to obtain the proxy form or to verbally provide the necessary information so we can confirm the relationship.
        - • When a minor reaches the age of 12, the parent's access to the child's portal will automatically be deactivated
    - o **For minors' age 12 to 17yrs old;** According to NYS Public Health Law, we must protect the health information of minors in this age group and it is up to the child to authorize access to a parent or legal guardian. This pertains to both access to the Portal or access to obtain copies of a child's medical records.
        - • To obtain copies of medical records, please call the HIM dept and we will provide you with the necessary authorization form.
        - • To access via the Portal, the minor must first set up their own Portal access. Refer to 'How do I sign up?' above and then allow access to the parent or guardian if they so choose.
            - • **Refer to;** 'Can I share my portal with others?' below
    - o **For patients 18yrs or older (including; spouse, parent, etc):** Portal access is not available unless the family member allows it bycompleting the Proxy Authorization form. Please contact the HIMdepartment to obtain the form.
        - • If the patient already has set up their portal, then they can share access if desired.
            - • **Refer to;** 'Can I share my portal with others?' below

After I set up my Portal
- **Can I share my portal with others**?
    - o Yes, there is an option to allow someone else to view your portal by clicking on "shared access" within your profile. You will be asked to include that person's email address and an invitation will be sent for that person to accept. The instructions are self-explanatory. The access can also be removed at your discretion at any time.
- I forgot my password or log-on ID, what should I do?
    - o Click on "forgot password or forgot log-on ID" located on the log-on screen. The information will be reset immediately and you will receive a new email with instructions and a link that will direct you back to the Portal log-on home page to reset the information.

Other questions you may have
- How many years of information is 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.
    - o Other noted corrections can be submitted to the HIM department for follow-up by completing the "Challenge to Accuracy" form. Contact the HIM dept.
- If I send a message to portal-info@oneidahealthcare.org, when can I expect a reply?
    - o A reply should be received within 48-72 hours. If not, please call the HIM dept.

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