

## Frequently Asked Questions

### ✚ What is MyHealth@Morrishospital and what information can I see?

You can access their health record through a secure portal on the hospital website. The convenient, 24-hour access, self-service option allows patients to view their personal health information from anywhere that has an internet connection. You can see information from your medical record such as laboratory and radiology test results, medications, allergies, immunizations, medical history, current health issues and due dates for preventive care. You may also print a Health Summary for your records.

\* Information in the patient portal includes lab results since January 1<sup>st</sup>, 2013 and diagnostic reports from the last 24 months of date of service.

### ✚ How do I see my test results?

- Your test results and reports are both available by clicking on the Health Record button on the portal home page. Once you click on the Health Record button you will be taken to the Health Record page where you will see a button on the right labeled **Results** where you will have access to your Laboratory Results and a button labeled **Reports** where you will have access to general radiology reports. Laboratory results are available **immediately after** it is resulted and radiology reports are available **96 hours after** it is resulted.

\* Information in the patient portal includes lab results since January 1<sup>st</sup>, 2013 and diagnostic reports from the last 24 months of date of service.

### ✚ Can I also see a record of my visits to any of the Morris Hospital Healthcare Centers through My Health@Morris Hospital?

- My Health@Morris Hospital does **not** include records for visits to the Morris Hospital Healthcare Centers, Cardiovascular Specialists of Morris Hospital, Obstetrics & Gynecology Specialists, or Allergy Specialists. Those can be found through a separate patient portal. Please contact the physician office that you use for instructions.

### ✚ What if I need help?

- Please notify the Health Information Management department at 815-705-1393 or at [myhealthmedicalrecords@morrishospital.org](mailto:myhealthmedicalrecords@morrishospital.org). The department is available Monday through Friday, 7 am – 4:30 pm.

### ✚ Is there a fee to use MyHealth@MorrisHospital?

- No! MyHealth@MorrisHospital is a **free** service offered to our patients.

### ✚ How is MyHealth@MorrisHospital secure?

- We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal IDs and passwords. MyHealth@MorrisHospital uses the latest encryption technology.

### + Can I also see my family members' health records?

- They can if you give them consent to do so. This is called Proxy Access. For more information please contact the Health Information Management department at 815-705-1393.

### + Can children have a portal account?

- Patient portal accounts are only available for patients ages 18 and older.

### + Can I pay my hospital bill through the portal?

- Yes! If you have a bill then you can make payments through the billing tab on the main page.

### + Some of my information is wrong. How do I correct this?

- If you notice an error in your personal information, such as address and phone number, please send us a change request through the portal. The change request can be found by clicking Profile, and then Update Profile.
- If you see information in your *medical* history that is incorrect, please notify the Health Information Management department at 815-705-1393.

### + My Primary Care Provider is incorrect. How do I update this information?

- We regret that we are unable to update the Primary Care Provider listed. This information is updated each time you have a test or hospitalization based on who has ordered the testing or admitted you as a patient.

### + How do I communicate my medical concerns?

- My Health @ Morris Hospital is not used to communicate medical concerns to your doctor.  
**IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR YOUR PHYSICIAN'S OFFICE IMMEDIATELY.**

### + I don't understand what my results mean.

- My Health @ Morris Hospital is not used to communicate medical concerns to your doctor.  
**IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR YOUR PHYSICIAN'S OFFICE IMMEDIATELY.**

### + Can I request medication refills or send a message to my physician through the portal?

- At this time, the Morris Hospital patient portal does *not* include medication refill requests or messaging between patients and providers.

### + I checked the portal for my test results and they aren't posted yet. When can I view them?

- Laboratory results are available *immediately after* they are result and radiology reports are available *96 hours after* they are result. \* Information in the patient portal includes lab results since January 1<sup>st</sup>, 2013 and diagnostic reports from the last 24 months of date of service.

### ✚ How do I get the complete set of my medical records?

- You can obtain your medical records by contacting the Health Information Management department at 815-705-7728.

### ✚ I don't have an email address, how do I get one?

- There are many free email services available to use. Any email service is compatible with MyHealth@MorrisHospital. If you are looking to create a free email account, some of the more established email providers are:
  - Gmail from Google (<http://mail.google.com> )
  - Outlook.com from Microsoft (<http://www.outlook.com> )
  - Yahoo! Mail from Yahoo (<http://login.yahoo.com> )

### ✚ How can I add or update my email address in MyHealth@MorrisHospital?

- To add or change the email address that MyHealth@MorrisHospital uses for sending activity, password reset, or other communications, please contact the Health Information Management department at 815-705-1393.

### ✚ How is MyHealth@MorrisHospital secure?

- We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal IDs and passwords. MyHealth@MorrisHospital uses the latest encryption technology.

### ✚ What if I need more information than is available through MyHealth@MorrisHospital?

- If you need additional information than what is available through MyHealth@MorrisHospital, please contact the Health Information Management department at 815-705-7728.

### ✚ How can I signup?

- If you know your Medical Record Number and you have provided your email address when you last registered, you can go to <http://www.MyHealth.MorrisHospital.org> and click on the Enroll button.

If you ***do not know*** your Medical Record Number or if your email is not on file then you must:

Fill out a [Patient Portal Request for access](#) Form and return to the Health Information Management department. Once the form has been received and processed, you should receive an email and/or phone call detailing next steps. Processing normally takes 48 business hours upon receipt of request.

### ✚ I went through the steps to create an account, but I did not receive my log in information.

- Check the junk or spam email folders. It is possible the initial email went to one of these folders depending on the security settings in your email account. If you still do not see the email with the log in information, please notify us through [myhealthmedicalrecords@morrishospital.org](mailto:myhealthmedicalrecords@morrishospital.org)