

Frequently Asked Questions

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

You can access your 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, pathology, radiology, medical reports, medications, allergies, immunizations, medical history, current health issues and due dates for preventive care. Patients are able to send a message to their Morris Hospital Healthcare Center provider through the portal and request medication refills. You may also print your records from your patient portal at no cost.

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 see a button on the right labeled **Results** to access to your Laboratory Results (Laboratory results are available **immediately after** they are resultted) and a button labeled **Reports** where you will have access to Radiology reports, (Radiology reports are available **immediately** after the provider has finalized the report) history and physical, consultation, discharge summary, operative report, pathology, and progress notes.

* Information in the patient portal includes results and reports 2020

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 **will** include records for visits on or after April 1st 2023 to the Healthcare Centers, Cardiovascular Specialists, Obstetrics & Gynecology Specialists, Orthopedics and Sports Medicine, Neurology Specialists, and Allergy Specialists. Activity related to office visits that occur in the healthcare centers starting April 1st 2023 will include office appointments and visit summaries.

What if I need help?

- Please notify the Health Information Management department at 815-705-1393 or at myhealthmedicalrecords@morrishospital.org.
- The department is available Monday through Friday, 7:30 am – 4:00pm.

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?
 - Yes, you can have proxy access to Your family's medical records. See our website for more information and forms for Child Proxy 0-12 years old, Minor Proxy 12-17 years old, and Adult Proxy 18 years and older. If you have question you can contact Health Information Management department at 815-705-1393.

- ✚ 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.
 - You can pay your bill through MyHealth@MorrisHospital. (Bills for physician office visits that occurred prior to April 1, 2023, cannot be paid through the patient portal.) Please note that you must have an established patient portal account to pay your hospital bill through the portal. Visit www.morrishospital.org/patientportal for information on setting up your patient portal account.

- ✚ 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 select Update Profile to request corrections. Please allow 72 hours for information to be corrected.
 - If you see information in your *medical* history that is incorrect, please notify the Health Information Management department at 815-705-1393 or access our webpage to complete an amendment document. <https://www.morrishospital.org/resources/forms/#medical-records-forms>

- ✚ 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 can be used to communicate questions regarding your results to your doctor.

- ✚ Can I request medication refills or send a message to my physician through the portal?
 - Yes the Morris Hospital patient portal does include medication refill requests or messaging between patients and Healthcare Center 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 resultd and all other reports are available ***immediately after*** the provider has finalized the report.

- ✚ 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 Monday through Friday 8:00am to 4:00pm.

- ✚ How can I update my email address in MyHealth@MorrisHospital?
 - To 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 or email at myhealthmedicalrecords@morrishospital.org Monday through Friday 7:30 am to 4:00pm.

- ✚ 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 Monday through Friday 8am to 4pm.

- ✚ How can I signup?
 - Patients enrolled in the Physician Office (Healow) Portal who are **not** enrolled in My Health@Morris Hospital will want to set up a portal account. Beginning April 1, there will be 2 ways for Healthcare Center patients to enroll in My Health@Morris Hospital:
 - After scheduling an appointment for a physician office visit or registering for a test or visit with Morris Hospital, patients with a current email address on file with Morris Hospital will receive an email inviting them to enroll in the portal. The enrollment process is very easy and will no longer require entering the patient's medical record number.
 - Patients can request an invitation to enroll in the portal by sending an email with their full name and date of birth to HCCPatientPortal@morrishospital.org. After the request is processed, the patient will receive an email with the information needed to enroll in the portal.

- ✚ For patients not enrolled in either portal, beginning **April 1, 2023**, there will be 2 ways to set up a My Health@Morris Hospital portal account:
 - After scheduling an appointment for a physician office visit or registering for a test or visit with Morris Hospital, patients with a current email address on file with Morris Hospital will receive an email inviting them to enroll in My Health@Morris Hospital.

 - Patients who wish to enroll sooner can request an invitation to enroll in the portal by emailing myhealthmedicalrecords@morrishospital.org with their full name and date of birth or by calling Medical Records at 815-705-1393 Monday-Friday between 7:30 a.m.-4:00 p.m.

- ✚ If your email is not on file you may:
 - 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.
 - Call 815-705-1393 Monday through Friday 7am to 4pm
 - Email us at myhealthmedicalrecords@morrishospital.org

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