

## PATIENT PORTAL FAQ SHEET

*Answers to frequently asked questions about Medical Records and the Patient Portal*

**Question:** Which of my medical records are available through the Patient Portal?

**Answer:** The Portal includes clinical information from your KVH Electronic Medical Record for In-patient or Observation hospital visits. This clinical information may include medical history, medications list, allergies, immunizations, test results, and discharge instructions.

**Question:** Can I access my account from both work and home?

**Answer:** Yes, you can access your account from any computer browser, tablet or smartphone that has internet access and that supports secure communications. No extra software is necessary.

**Question:** Can my family or friends access my information found on the Portal?

**Answer:** Yes, but only after you have given permission.

**Question:** How do I register for an account?

**Answer:** You will receive an email invitation to create your Patient Portal account. Click on the link provided in the email, then complete the new registration screens to create a User ID and Password. For details on the Registration process, see the **Patient Portal Instruction Sheet**.

**Question:** What if I don't have an email address?

**Answer:** If you don't have email, you will be able to register for your account during your discharge process.

**Question:** Will I receive emails after each admission to the hospital?

**Answer:** No. After each admission to the hospital a new "Summary of Care" document will automatically post to your Patient Portal account. You may access the document any time after you are discharged. Once the initial email has been sent, you will not receive new emails with each visit.

**Question:** Is my personal health information safe?

**Answer:** Yes. The Patient Portal is a secure site. Passwords are encrypted and a timeout feature protects your information if the Portal page is left open. You and your authorized representatives are the only ones who can access your Portal account.

**Question:** How do I view my Clinical Information?

**Answer:** Clinical Information is a collection of all your visits allowing you to view medical services for any given visit date. Click on "View Clinical Information" to view a chronological list of your hospital visits. From the list you can select a specific visit and view the "Summary of Care" document for that visit.

**Question:** What if I have questions about my medical records?

**Answer:** Please contact your KVH Medical Provider regarding any questions about specific test results or clinical information. For questions about your Medical Records you can visit the Medical Records Office at Klickitat Valley Health, or call 509.773.4022, ext 6250.

**Question:** Who should I contact if I have trouble logging in or accessing the Patient Portal?

**Answer:** Please call 509.773.4022, ext 6250.