Grafton City Hospital
PATIENT PORTAL

Thank you for choosing **Grafton City Hospital** as your provider of medical services. Our Goal is to provide you with excellent care and hospitality. In compliance with the federal government's Meaningful Use Initiative, all hospitals will soon be required to provide patients (and/or a patient-authorized user) access to their patient record electronically. Having this electronic access through your personal, secured email will allow you as the patient the ability to review your medical record during your stay here at our facility. This access provides you with information, including but not limited to, medical procedures completed, medical history, medications taken, allergies, existing or developing medical conditions, etc. You can also download your confidential medical record to your own private computer for your personal records, as well as electronically share your record with another medical professional of your choice if there is a need.

Upon your discharge from our hospital, the email address you shared with us during the registration process, will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record.
If you have any questions or concerns regarding this new initiative you can call us at **304-265-0400** and/or contact the Centers for Medicare and Medicaid Services website: http://cms.gov, and search "Meaningful Use."

Thanks again for choosing Grafton City Hospital
& we hope you have a pleasant stay with us.

Patient Portal Access
Frequently Asked Questions

What is the Patient Portal?

The Grafton City Hospital Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR).

The clinical data on the Patient Portal includes:

• Test results

• Medications

• Allergies

• Immunizations

• Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the Grafton City Hospital Patient Portal **after** you have completed the initial setup process, you can log in at: https://www.mymedicalencounters.com. Remember, use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection.

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this brochure. Once you have entered your information and have been prompted to create a username and password, you will only need your

username and password to sign into your Patient Portal account in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given them permission. As a patient of Grafton City Hospital, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the HCCH Patient Portal?

If you have trouble logging in or accessing Grafton City Hospital's Patient Portal, contact the main registration department at 304-265-0400 Monday through Friday from 8am - 4:30pm CST.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each new visit.

What if I have questions about my medical records?

If you have questions about your medical records, or feel that an error has been made, please contact Grafton City Hospital's Medical Records Department at **304-265-7005**.

Accessing your account

To access your account or additional accounts at a later time, please visit: https://www.mymedicalencounters.com/.

The Grafton City Hospital Patient Portal relates to services provided at Grafton City Hospital ONLY and will not include health information from any other health care facilities that you may have utilize for health services.

How to Register for Grafton City Hospital's Patient
Portal: A Step-by-Step Process

Step 1

You will receive an email invitation to create your patient portal account. Click on the link provided in the email to start the registration process.

Step 2

Enter first name, last name and date of birth. The Profile # and email will pull from the link provided in the email. Next create a user ID and password. Select the checkbox verifying the information is correct and then hit REGISTER.

Step 3

Select three security questions and provide answers. These are needed in case your password is forgotten.

Step 4

Select on the Main Menu button.

Step 5

View Clinical Information.

Step 6

Select the applicable patient account to view (if you are an authorized representative for more than one account, you will see all of them listed here).

Step 7
Select applicable account. All accounts for your visits to Grafton City Hospital will be listed here.

Step 8
Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.

Step 9
To view another account, select "Clinical Information."