

## *mySpeare* Patient Portal Information Sheet

**What information do I need to initially enroll in *mySpeare* Patient Portal?** You will need your Medical Record Number, your name, birth date, and the email address that the hospital has on file. Once Patient Access has confirmed your unique email address, you will be sent an email with a one-time logon and password to set up your access.

**A note of recommendation:** Once you receive that one time logon and password, it is recommended you sign in the first time from a desktop computer instead of a phone or tablet. After you have completed your portal set-up using a phone or tablet should not be a problem, but several users have reported connection problems with the initial logon when using those devices.

### **What features can I access via *mySpeare* Patient Portal?**

- View Laboratory test results
- View Radiology (x-ray) test results
- View a complete list of your medications and allergies
- View and request updates to your demographic information
- Review your visit history at Speare, including Inpatient and Hospital Outpatient services
- Request Appointments for:
  - General X-Rays,
  - EKG,
  - Mammograms and
  - Bone Density.

• Have proxy access \* – as a parent and/or health care giver with authorized consent – to manage the health records of those individuals for whom you provide care. \* Proper Identification and a completed Proxy Authorization Form must be presented in person to Health Information Management (Medical Records)

### **Why can't I use a shared email account when setting up a new account?** The *mySpeare* Patient Portal requires

that each patient account be tied to a unique email address in order to protect against a person, other than the account holder, from receiving account information like usernames and passwords. This measure is geared to protect your privacy.

**Is my patient portal secure? Who can see my patient portal?** The *mySpeare* Patient Portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports. Secure messages and information can be read only by someone who knows the correct password or pass-phrase to log into the portal site. Your patient portal may be accessed by any users that you have authorized with proxy access.

**What should I do if I forget my password?** From the *mySpeare* Patient Portal login screen, there is a 'Forgot Password' link. By selecting this link and identifying the email address that is on file for you, a one-time user/password will be emailed to you. You may then log on with this one time user/password and will then be prompted to update this user name/password and determine a security question and response for your user.

**What should I do if I have other technical problems with *mySpeare* Patient Portal?** By selecting, 'Contact Us' on the portal homepage you will find an email address where you can contact the hospital with your questions.

**What are the Logon and password requirements?** The *mySpeare Patient Portal* LOGON must be a minimum of 6 characters, and a maximum of 12 characters with at least one numeric character. The *mySpeare Patient Portal* PASSWORD must be a minimum of 6 characters, a maximum of 12 characters, and must contain at least 1 numeric character.

**Is my username case sensitive?** No, your username (logon id) for the *mySpeare Patient Portal* is not case sensitive; however, passwords are case sensitive.

**What if I forget my Portal user id?** To confirm your *mySpeare Patient Portal* User ID, you need to come to the Health Information Management (Medical Records) at Speare Memorial Hospital. We are open from Mon-Fri from 8:00am-4:30pm. You will be required to present a photo id. The Portal user id (logon id) will not be given out over the phone.

**How do I log out?** Click the 'Logout' link at the top right side of the page. The 'Login' screen will appear verifying that you logged out successfully. You may then exit from the *mySpeare Patient Portal* page.

**As a parent or guardian how will I be able to see my child's patient portal?** You will be able to apply for proxy access to your child's portal at our Health Information Management (Medical Records) at the hospital in person. By having proxy access to your child's portal you will be able to view their complete portal until the child reaches the age your state states proxy access should be severed.

**Can I request a new appointment via the Patient Portal?** Yes, within the 'Appointments' area of the patient portal you will be able to access the 'Request new appointment' button and follow steps to select a new appointment from the Departments that display. This request will send a message to our organization's scheduling department who will need to book the appointment. As of 6/9/14 the only Department accepting appointment requests through the Portal is Radiology.

**How do I view my upcoming appointments and instructions?** Within the 'Appointments' area of your patient portal you will be able to select an appointment and view any instructions.

**Is my health information updated real time?** Upon each successful log into your patient portal it is updated real time with the most up to date information from your medical record.

**A note about Medications:** Your list of medications under the Medications tab is based on the medications you were taking or prescribed as of your last visit to Speare (i.e. day surgery, inpatient or Emergency Room). It does not reflect any changes to Medications, either new or discontinued, since leaving the hospital. It will not be changed or updated until your next hospital visit. Medical Records cannot make changes to your Medication list.