



## TAYLORVILLE MEMORIAL HOSPITAL

### PATIENT PORTAL

Thank you for choosing Taylorville Memorial Hospital as your medical services provider. 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.

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, call 217-707-5570 and/or visit the Centers for Medicare and Medicaid Services website: <http://cms.gov>, and search "Meaningful Use."

#### **Patient Portal Notice**

Memorial Health (MH) prohibits engaging in any practices that constitute Information Blocking of Electronic Health Information (EHI). MH intends to provide access, exchange, and use of EHI without interference, subject to the requirements and exceptions contained in applicable state and federal laws and regulations.

All EHI we are currently technically able to provide via the patient portal is available in the portal. If you would like EHI not in this portal, please contact the affiliate Release of Information team as noted below. They will be able to provide the EHI in an alternate manner once the appropriate disclosures are completed.

Please be aware that communications sent through the patient portal are not monitored. If you have questions about your medical care, contact your physician directly. For medical emergencies, please dial 911. For technical questions regarding access or use of the patient portal, please contact the applicable affiliate Health Information Department as follows:

- DMH            217-876-2500
- JMH            217-245-9541 ext 3285
- LMH            217-605-5570
- SMH            217-788-3531
- TMH            217-707-5570

## A Patient's Guide to Using MyCareCorner (MyCareCorner.net)

Welcome to MyCareCorner, your personal portal to your health record. We created this simple, yet comprehensive guide to help you navigate through your new portal.

While you may see some differences compared to what you are used to, your new portal offers an enhanced experience and ability to effectively manage your health with your provider.

### Getting Started

Your healthcare provider (hospital or clinic) will provide you with an email (if you provided an email address) or a printed copy of instructions for accessing the MyCareCorner website.

### Using the Email

1. From the email, click the link in the email. The MyCareCorner page is launched.
2. Click **Continue**. The Invitation Code screen is displayed. When launching directly from the email, your customized invitation code is automatically displayed in the boxes.
3. Click **Submit**. The Create Your MyCareCorner Account page is displayed.
4. If you already have an account created, enter your **Email** and **Password** and click **Sign In**. You may skip to step 10. Otherwise, click **Create Account** and proceed with step 5.
5. Enter your information in the fields provided: First Name, Last Name, Relationship, Sex, and Date of Birth.
6. In the Create Account fields, enter an email address and password using the fields provided: Email, Password, Confirm Password.
7. Enter the characters you see in the field provided.
8. Check the **I agree to the Terms and Conditions** box.
9. Click **Create Account**. A verification question may be displayed. If so, answer the question and click Submit. The Information Transfer page is displayed.
10. In the **Select the record that MyPortal will be able to access** field, use the drop-down list to select the record (or person's name) whose information is being transferred to MyCareCorner (see note below). **IMPORTANT:** If you do not see the correct person's name, click the **Add record** button to add the person to the drop-down list so that it can be selected. [To add a record, click **Add record**. In the Create New Record screen, enter the First Name, Last Name, Relationship, Sex, and Date of Birth of the patient record you wish to add. Enter the characters and click **Create**. The new record is now an option in the drop-down list.]



*It is important to note that multiple patients can be set up under one account (or email address/password combination) so that spouses and/or children can be accessed from a single account holder.*

11. Click **Allow**. The Access Approved screen is displayed. Click **Home** to go to the MyCareCorner patient portal home page. As the home page is displayed, a **Your Data is Loading** message is displayed. Once the message disappears, refresh your browser to ensure the health record data is displayed. If an **Error Occurred while getting your data**. **Please talk to customer service** message is displayed, contact your healthcare provider/facility.

## Using the Printed Instructions

1. From your internet browser, enter the URL from the printed invitation into the browser window. The Welcome page is displayed.
2. Click **Continue**. The Invitation Code screen is displayed.
3. Enter the invitation code from your printed instructions.
4. Click **Submit**. The Create Your MyCareCorner Account page is displayed.
5. The remaining steps are the same as in the *Using the Email* section. See steps 4-11 above to complete the process.

## Accessing Areas of Your Health Record

MyCareCorner provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. Or, you can use the menu on the left to navigate to the other areas of your record.

Click:	To:	Click:	To:
<b>Allergies</b>	View, edit, delete, and add allergies in your personal health record.	<b>Encounters</b>	View basic information about the medical visits/encounters recorded in your Consolidated Clinical Document (CCDA) record, edit or delete previous visits, and add new visits.
<b>Appointments</b>	View your upcoming and past appointments and add new appointments.	<b>Height</b>	View and enter height values in a graph format.
<b>Blood Glucose</b>	View and enter values for blood glucose and HgA1c levels.	<b>Immunizations</b>	Manage the immunization data in your personal health record.
<b>Blood Oxygen</b>	View historical blood oxygen values in a graph format and add new entries.	<b>Procedures</b>	View the procedures included in your personal health record, edit or delete previous procedures, and add new procedures that have been performed.
<b>Concern</b>	View and manage a list of health concerns, including start and end dates.	<b>Reminders</b>	Keep a list of reminders for appointments or other tasks.
<b>Conditions</b>	View a list of medical problems in your record and add, delete, or edit problems to mark inactive (i.e., indicate that you no longer have the condition).	<b>Vital Signs</b>	View and modify the blood pressure values and other vital signs recorded in your personal health record.
<b>Documents</b>	View, manage, and download documents to your record. You can also view your health data audit log.	<b>Weight</b>	View and enter weight values in a graph or list.
<b>Lab Results</b>	View lab results that have been uploaded to your personal health record.	<b>Medications</b>	View the medications listed in your personal health record, edit or delete existing medications, and add new medications you are taking.
<b>Messages</b>	View and send messages to and from your providers.		

## Viewing and Managing Your Health Information

Information in your health record can either come from the hospital information system or you can add it manually. If information comes from the HIS, you will not be able to edit it. However, you are able to edit or delete the information you enter manually. If you add information manually, it is important to note that your providers nor their staff are able to view your personal portal record - if you have information that your provider should know, please call the provider's office to notify them.

After clicking a link on the home screen, use these methods to work with the corresponding area of your personal health record:

- Click a row within the list (e.g., a specific appointment within the list of appointments) to view more details about that entry. The details appear in a pop-up or flyover window on the right side of the screen.
- From the flyover window, click **Delete** to delete the entry or **Edit** to edit it. To close the flyover window, click the "X" in the upper-right corner of the window.
- To add a new entry (e.g., a new allergy from the Allergies screen, or a new appointment or reminder from the Appointments screen), click the plus sign (+) in the lower-right corner of the screen. Enter the appropriate information and click **Save**. Be sure to complete all required fields (those marked with a red asterisk).
- If the list can be filtered to view the data differently (e.g., to view immunizations, medications, or procedures for a specific date range, or to view only upcoming appointments or only past appointments), a **Show Filter Options** button appears above the list of items. Click this button to apply a filter.
- To sort the data in a list differently, click the column heading you want to sort by. Click the same heading again to reverse the sort.

**IMPORTANT REMINDER!** You cannot edit information that is displayed from the hospital information system. And, your providers are not able to see your portal record. If you have information that your providers need to know, please send a message or call your provider's office to notify them.

## Viewing and Editing Your Profile

To view and update your profile information, click the circle with your initials on it (in the upper-right corner of the screen) and select **My Profile**. Enter any missing information and/or edit the existing information. If you want to upload a picture to use in place of your initials to access your profile, click **Choose File**. When finished updating your profile, click **Save**.

## Sending and Receiving Messages

You can see messages on the Home screen in the Messages widget. Or, use the **Messages** menu option to view the messages full screen and send messages to your care providers.

- The list defaults to messages you have received in your Inbox. Click the **Sent** button to display sent messages. Toggle back to received messages by clicking the **Inbox** button.
- To view, delete, or reply to a message, click the row for that message. The message and corresponding options appear in the message detail window.
- To send a new message, click the plus button (lower right corner). Click the **To** field to select a recipient from your list of authorized providers. Or, you can type an email address in the **To** field. Type a subject and the message text, and add any attachments, if necessary. (You can select attachments from the files stored in the Documents section of My Care Corner or upload files from your computer.)

## Notification Settings

You have the ability to receive customized notifications when new messages, files, or data elements have been added to your health record. To view and/or set up your notifications, click the **Notification Settings** option. From the Notification Center, click the red add button to create a new notification.

## Need More Help?

When using the patient portal, you can click the **Need Help?** Button located in the upper right corner of the screen to access online application help.