



# Frequently Asked Questions

## General Questions

### **What is MyHealth?**

MyHealth is a website you can use to securely view your health information from our hospital system online. MyHealth is available 24/7 and can be accessed from any computer with an internet connection. It can help you answer questions like What are my lab results? Which doctor treated me during my stay? And many more!

### **Who is eligible for MyHealth?**

If you are 18 years of age or older and have been a patient in our hospital, you are eligible to enroll in MyHealth. If you are under the age of 12 years you can enroll with the help of a parent or guardian.

### **Is MyHealth secure?**

Yes. MyHealth is a secure website. We have put numerous checkpoints in place to ensure that you are the only one who can view your health information in MyHealth. For example, you are required to setup a username and password before you can log in. In addition, all your health information is encrypted; which means you are the only one who can view it. Finally, MyHealth does not cache web pages; which means that no health information is getting saved on your computer.

### **Is there a fee to use MyHealth?**

No. MyHealth is complimentary. It is a service provided from our hospital system, to you, our valued patient.

### **How do I log into MyHealth?**

To log into MyHealth, click the "Login Now" button on the MyHealth web page. It will take you to the MyHealth Login page where you will need to enter your username and password. If you have any issues, please email the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org).

### **Can I look at my children's records in MyHealth?**

Yes, if your child is under the age of 12 you have the ability to obtain a proxy enabled account to access their health record. If you are interested in obtaining your child's health information, please contact our hospital's Health Information Management department (HIM).

### **Can I look at my parent's medical records in MyHealth?**

Yes, you have the ability to obtain a proxy enabled account to view their health record. If you are interested in obtaining access the health record of a parent or other person you represent, please contact our hospital's Health Information Management department.

**Can I deactivate my MyHealth account?**

Yes. You can deactivate your MyHealth account. To do so, please fill out the MyHealth Account Deactivation Form.

**Enrolling in MyHealth****How do I enroll in MyHealth?**

In order to enroll in MyHealth, we have to verify your identity and have your email address or a mobile phone on record.

Shortly after registering your hospital visit, you will be able to register using our self-registration tool available on our login page or through your local hospital website. You can click the link labeled: "Click here for patient signup." You have to enter identifying information so we can match you to your patient health record. Then you have to verify your identity by verifying the mobile number or email you gave us during your hospital registration. Next you would verify your Date of Birth, and then select a password and username.

At select locations, we offer the ability for you to enroll in MyHealth while you are at the hospital. This is done through the help of a hospital staff member. A staff member will verify your identity and walk you through the enrollment process. You will receive your username, password, and gain access to your health record on the spot. There are no additional steps needed.

If you have not previously registered for MyHealth through one of the methods above by the time you leave the hospital you should receive an email explaining the MyHealth portal and giving you another opportunity to enjoy the benefits of MyHealth.

If you have any questions, please contact the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org).

**How do I choose my personal MyHealth password?**

During enrollment through any of the methods outlined above, you will be required to set up a unique password to log into MyHealth. You will need to select a password that has at least 6 characters, at least 1 capital letter and at least 1 number.

If you have included an email address you can have the ability to reset your password at a later time through the reset password feature located on the login page.

**How does the password reset question and answer work?**

While setting up your MyHealth account, you will be prompted to setup three (3) questions with answers that only you should know. If you forget your password, you will be asked to answer these questions before resetting your password.

**What if I forget my password?**

If you forgot your password, please click on the "forgot password" link on the MyHealth log in screen. If you have trouble looking up your password, please contact the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org).

**What if I forget my MyHealth username?**

If you forgot your username, please contact the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org). They will respond to your email within two (2) business days and they will provide you with your username. Please make sure to check your personal email for their response.

## Support

### **What do I do if I am having a technical issue with MyHealth?**

If you are having a technical issue with MyHealth, you can either submit a description of the issue through the "Provide Technical Feedback" button in MyHealth or email the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org). Either way, the MyHealth Support Team will respond to you within two (2) business days.

### **What if I have a question about the health information I am seeing in MyHealth?**

If you have a question about your health information in MyHealth, please contact your primary care provider. They will be able to help explain what you are seeing in MyHealth.

### **What if I need to update the information I am seeing in MyHealth?**

If you want to make changes to the information you are seeing in MyHealth, you will need to contact your hospital's Health Information Management office.

### **Where do I direct questions related to billing, insurance and scheduling appointments?**

MyHealth does not currently support any billing, insurance and scheduling functionality. For questions related to these items, please contact your hospital or health care provider directly.

### **I received a phone call, asking for my MyHealth Username and password. What do I do?**

Our team will never contact you for your username and password. If you received a phone call from anyone asking for your MyHealth username and password, please contact the MyHealth Support team immediately at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org).

### **I emailed the MyHealth Support Team 4 days ago. I still have not heard anything back. What is going on?**

Please check your junk email folder for response from the MyHealth Support team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org). If their response is not in your junk folder, please send a second email to the MyHealth Support Team at [MyHealth@trinity-health.org](mailto:MyHealth@trinity-health.org).

## Medical Information in MyHealth

### **What medical information is available in MyHealth?**

You can view your lab results, medical history from your past stays at our hospital system, information about your nurses, doctors and healthcare providers, and educational information about your medical conditions. Currently, only health information from 2011 to the present is viewable in MyHealth.

### **Why am I not able to see my health information from other hospital systems?**

At this point in time, you can only view your health information from our hospital system in MyHealth.

### **Where can I get educational information in regards to my medical diagnosis or lab/test result (s)?**

You can find educational information on a diagnosis or a result under the My Health Tools tab in the portal. This information is provided by MedlinePlus, which is published by the U.S. National Library of Medicine (NLM).

## Lab Results

**When will my lab results be available in MyHealth?**

If your lab test was completed during your stay at our hospital, it will be available in MyHealth within 24 hours after they are finalized. Pathology results will appear in the patient portal 14 days after the results are in completed (or equivalent) status.

**Where can I view my lab results in MyHealth?**

There are two places in MyHealth where you can view your lab results. You can view a summary of your lab results on the Summary Tab. For more detailed information about your lab results, click on the Labs Tab.

**Lab Reference Tools**

There are also other public links available for educational information on your test results. Please refer to:

- Mybiopsy.org - <http://www.cap.org/apps/docs/reference/myBiopsy/index2.html>
- Labtestsonline.org - <http://labtestsonline.org/understanding>

**Why am I not seeing a lab result in MyHealth?**

There are several reasons why you may not be seeing a lab result in MyHealth:

- If your lab test was completed less than 24 hours ago, it may not appear in MyHealth yet. Within, but up to 24 hours the lab result should be viewable.
- Pathology results will appear in the patient portal 14 days after the results are in completed (or equivalent) status.
- If your lab test was completed at Quest or LabCorps, it will not appear in MyHealth. MyHealth will only display lab test completed by our affiliated labs.
- Test results related to behavioral health are not available in MyHealth. Please contact your healthcare provider for information on these lab results.

**What should I do if I have questions or concerns about a test result?**

If you have any questions or concerns about your test result, please contact your health care provider who requested the test be completed. If you do not know who the health care provider is that requested the lab test, please complete the following steps:

- Log into MyHealth
- Click on the "Labs" tab
- Locate the lab result that you are interested in learning more about. The name of the health care provider should be in the "Ordering Provider Name" field.
- Once you have identified the health care provider who ordered your test, please call our hospital system to be connected to them.

**I am seeing an "L" or "H" next to my lab result. What does it mean?**

If you see an "L" next to your lab result, this means your result is below the range of normal. If you see an "H," this means your result is above the range of normal. For more information about what this means, please contact your health care provider.

**My Personal Information****If some of my health information in MyHealth is not correct, what should I do?**

If you are seeing incorrect health information, please contact your hospital's HIM department.

**How can I update my telephone number, address or email address in MyHealth?**

To update any information in MyHealth, please contact your hospital's HIM department.

**I'm looking for my medical information from 2010 but I'm not seeing it. Where is it?**

Currently, MyHealth only displays health information from 2011 through today. This means you will only see health information from 2011 and beyond. If you are looking for medical information from 2010, it will not appear in MyHealth. If you need this information, please contact your hospital's HIM department.

## Computer Requirements

Minimally, to access MyHealth, you will need:

- A computer with an internet connection
- An internet browser (Internet Explorer 8+, latest versions of Firefox, Google Chrome or Safari)
- Please note when using Internet Explorer you can view MyHealth using Internet Explorer versions 9 and above, but for optimal experience, we recommend using version 11 and above

**I do not have an email address. How do I get one?**

You must have an email address to enroll in MyHealth. To setup an email address, please visit any of the following websites (not associated with MyHealth or our Health Care Facility):

- mail.yahoo.com
- mail.google.com
- www.outlook.com

## Export or Print My Health Information

**How do I print pages in the portal?**

Most pages from MyHealth can be printed by using your browsers print function. This can usually be accessed by going to the file menu or pressing CTRL+P. Follow the dialog box to select your printer and other functions to print a copy of your health record.

**When I try to print directly from my browser, I only get a partial page.**

While most pages work with your browsers print function, some pages may not be formatted correctly. Don't worry we have print functions built in to format these pages correctly. The dashboard has a print icon below each section to allow you to print the summary information for quick access to your health information.

The labs section also has a print function at the bottom of the page. This will allow you to filter or search for any number of labs and allow you to print those labs. You may also download your entire health record in an easy to read text format.

**How can I export a copy of my health care record for another provider or myself?**

Your health record can be exported using the "Download My Health Information" tab. MyHealth Provides two formats for your data. The first is the CCD (continuity of care document) format. CCD was designed to allow patients to share their health information electronically, with an outside health care system or provider.

The CCD is a summary of essential health and medical care information from your health record. This document can be from multiple sources and may not have been reviewed by your doctor or clinician. The second format is a plain text file. Both of these files may be downloaded to your computer for your personal use. The text format is human readable and can easily be printed using notepad, word or any other document viewing program.

**How can I print or share my information in PDF or XPS from?**

PDF and XPS formats can help keep your files format when you share with other people or print them. If you desire to print a page to PDF or XPS format you will want to follows these steps after using your browsers print function.

- In the Print dialog box, select Microsoft XPS Document Writer or Print to PDF. If your browser does not have these functions you will want to visit Microsoft.com or find a PDF print add-on/extension through your browser.
- Print the document or file.
- When prompted, enter a file name and browse to the location where you want to save the .xps or PDF file.