

PATIENT PORTAL ACCESS PROCESS

How Our Secure Patient Portal Works

The patient portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log in to the patient portal site.

How to Participate in Our Patient Portal

At Noyes Health we strive to provide acute care that is patient and family oriented. Noyes Health's patient portal promises to be an incredible new tool that will give you a total new experience. It will grant you and any designee increased access to your health information, such as viewing most outpatient test results, medications from the most recent inpatient visit, chronic medical conditions, and demographic information. In addition, you will be able to request updates to your demographic information.

Availability of the Patient Portal

Access to this secure patient portal is an optional service and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.

How to Enroll in the Patient Portal

1. Request access from Noyes Health. To register, you must be at least fourteen (14) years old.
2. Review the Patient Portal User Agreement and electronically submit the Agreement by clicking "Accept".
Note: If enrolling electronically by selecting "Accept", you are indicating that you have read and fully understand the User Agreement, therefore, creating an electronic signature of acceptance.
3. If enrolling in person, please bring a photo ID. You will be asked for other identifying information, i.e. name, address, e-mail. Noyes staff will enter your information in our system after which you will receive a "Welcome" e-mail ("No Reply-ePortal@noyes-hospital.org". This e-mail will provide instructions on how to complete enrollment, create a login and password.
4. If enrolled by Noyes Health staff while you are still an inpatient, once logged into the portal, you should go to "Preferences" on the bottom of the page to change your password to something only you will know. This is essential to ensure your information remains secure and private.
5. The patient portal is checked during hours of operation, 8:00 a.m. to 4:30 p.m. Monday through Friday. You are encouraged to use the patient portal at any time; however, messages submitted after hours are held for us until we return the next business day.
6. If e-mail is not accessible for any reason, please contact Medical Records directly at 585-335-4227.

Available Components of the Patient Portal

- **Homepage:** Allows you to view the following components of your medical record. You will also see new activity indicated here (red-dot). You can also set your preferences and also make suggestions on how we can improve our site by utilizing the "Preferences" and "Contact Us" option at the bottom of the homepage.
- **Health Record:** Allows you to view information entered into core parts of your electronic health record (e.g., allergies, medications, current problems, visit history, lab results, diagnostic imaging reports, etc.). These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 585-335-4227. *Note: If this portion is not complete, we still have the information. Certain documents will not be available for viewing via the patient portal.
- **Medications:** Allows you to view your current and past medications entered by your physician or clinical staff.
- **Profile:** Contains your demographic information, insurance and personal contacts. Allows you to view and request changes to your information.
- **Appointments:** Allows you to view upcoming appointments.
- **Billing:** Allows you to view account information including outstanding balances.

Patient Portal Access Process

1. My Noyes HEALTH can be accessed from the hospital's website at the following address;
<https://www.noyes-health.org>

Once there, select the My Noyes HEALTH [REGISTER] button to launch the My Noyes HEALTH portal to initially enroll.



Note: The My Noyes HEALTH portal is compatible with most web browsers however; if utilizing Internet Explorer, it must be version 8 or above.

2. Next, you will be presented with the Enrollment Request screen as follows:

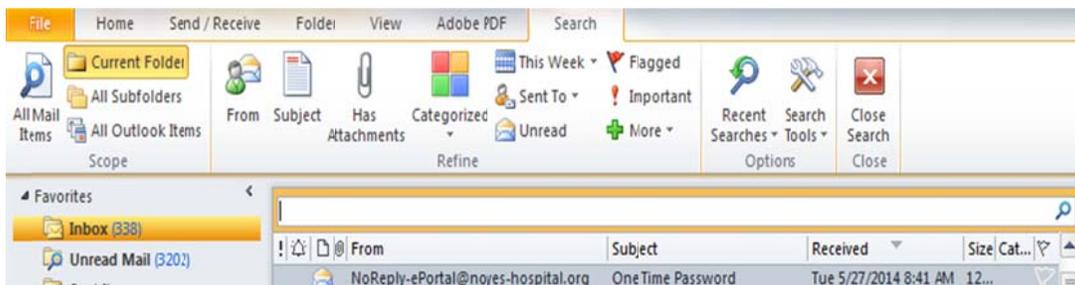
| Enrollment Request | | |
|---|--|-----------------------------------|
| Last Name | First Name | |
| <input type="text" value="Mouse"/> | <input type="text" value="Mickey"/> | |
| Date of Birth | | |
| Month | Day | Year |
| <input type="text" value="06"/> | <input type="text" value="07"/> | <input type="text" value="1951"/> |
| Medical Record Number | Confirm Medical Record Number | |
| <input type="text" value="M12345"/> | <input type="text" value="M12345"/> | |
| Email Address | Confirm Email Address | |
| <input type="text" value="mmouse@disney.com"/> | <input type="text" value="mmouse@disney.com"/> | |
| <input type="button" value="Submit Enrollment Request!"/> | | |

The criteria for self-enrollment are:

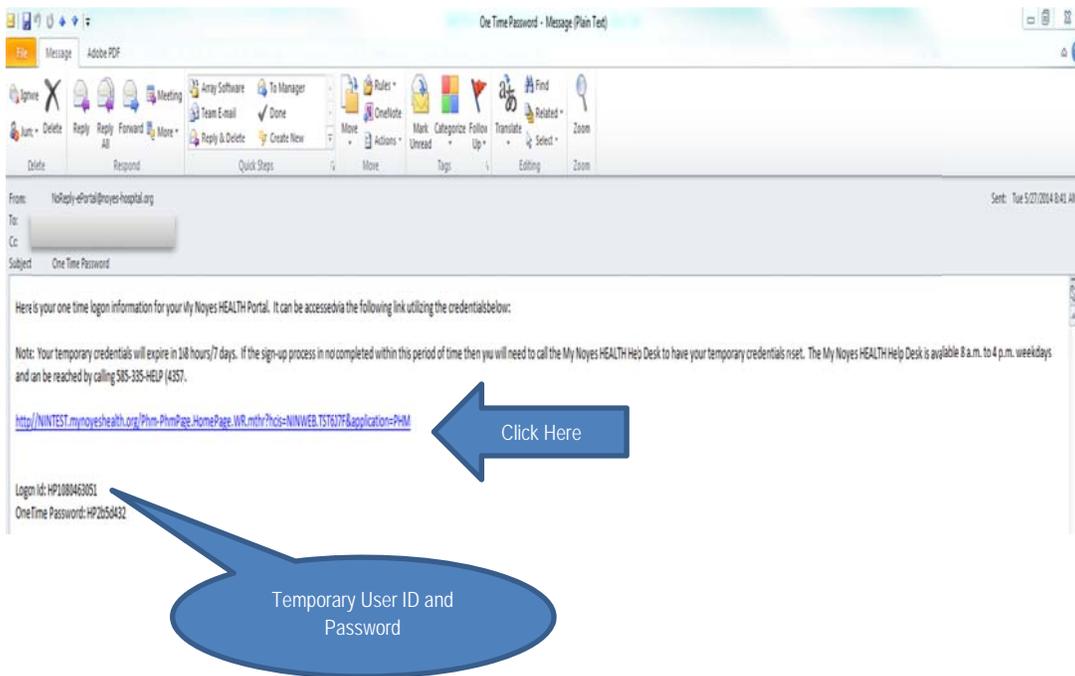
- The enrollee must be a patient defined in the Noyes HEALTH Hospital Computer Information System (HCIS) database
- A current eMail address must be on file in the Noyes HEALTH HCIS prior to self-enrollment
- Proxy users cannot use self-enrollment ((See the Most Frequently Asked Questions (FAQs) on the Noyes HEALTH website for additional information on proxy users))

Note: All fields are required. Your medical record number can be found in your discharge instructions (if you recently had an in-patient stay) or on the postcard provided to you when you registered for your last out-patient visit. Please also note that your Medical Record Number must be entered in the following format; M12345. You must EXCLUDE any leading zeroes [M000012345] otherwise, failure to do so will result in an unsuccessful enrollment. The eMail address that you define here must MATCH that which is recorded in the Noyes HEALTH HCIS. If you are unsure about either, contact the Noyes Health Medical Records Department directly at 585-335-4227.

3. Next, access the eMail account that you associated to your My Noyes HEALTH portal account and look for a message sent by; NoReply-ePortal@noyes-hospital.org and then open it. If you don't receive one in your Inbox then check to see if it is in your SPAM/Junk folder.



4. In the message, you will find a link to complete the set-up and activation of your account. Simply select (left-mouse click) on the web address line to launch to the corresponding link automatically.



Once done, you should then be presented with the following screen:



My Noyes HEALTH

Logon Id: [Forgot Logon Id?](#)

Password: [Forgot Password?](#)

- Next, select and copy the logon Id from the eMail message sent to you and then paste it into the corresponding Logon Id: field on the My Noyes HEALTH screen (shown in screen above).
- Next, select and copy your One Time Password from the eMail message sent and paste it into the corresponding Password field on the My Noyes HEALTH screen and then select the **[Sign in]** button.

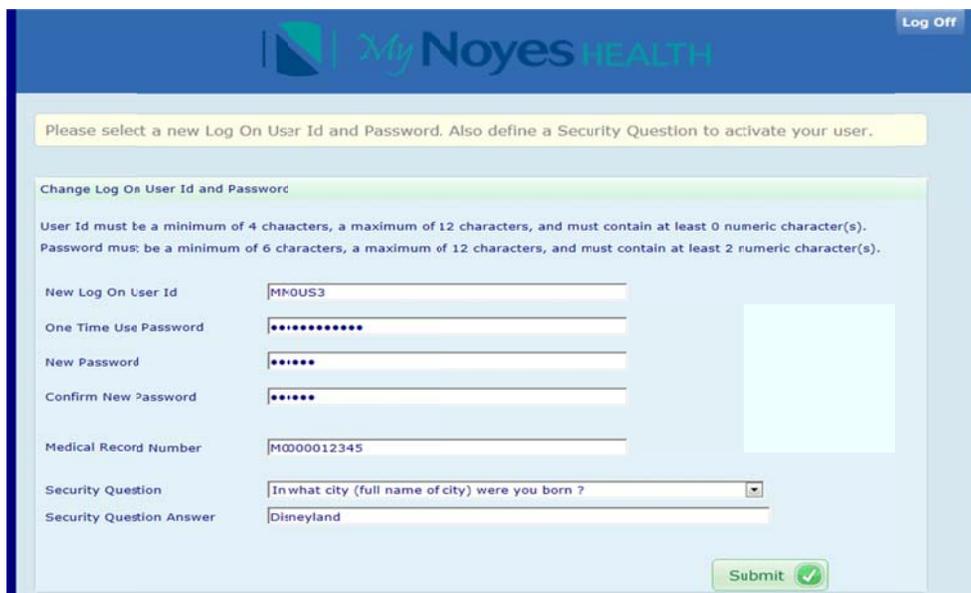


My Noyes HEALTH

Logon Id: [Forgot Logon Id?](#)

Password: [Forgot Password?](#)

You will then be presented with the following screen:



My Noyes HEALTH Log Off

Please select a new Log On User Id and Password. Also define a Security Question to activate your user.

Change Log On User Id and Password

User Id must be a minimum of 4 characters, a maximum of 12 characters, and must contain at least 0 numeric character(s).
Password must be a minimum of 6 characters, a maximum of 12 characters, and must contain at least 2 numeric character(s).

New Log On User Id

One Time Use Password

New Password

Confirm New Password

Medical Record Number

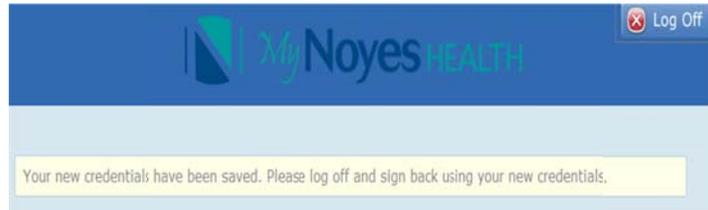
Security Question

Security Question Answer

Note: When entering your Medical Record Number here you must INCLUDE the leading zeroes [M000012345] or it will result in a registration failure.

- Next, complete the questionnaire (shown in screen above) utilizing information that you can easily re-call in the future. Once done, file the corresponding information by selecting the [Submit] button to save it.

You will then be presented with the following screen:



- Next, select the [Log Off] button in the upper right-hand corner of the screen.

You will then be presented with the following screen:

Logged Out

You have signed out of the system.
Click [here](#) to sign on again.

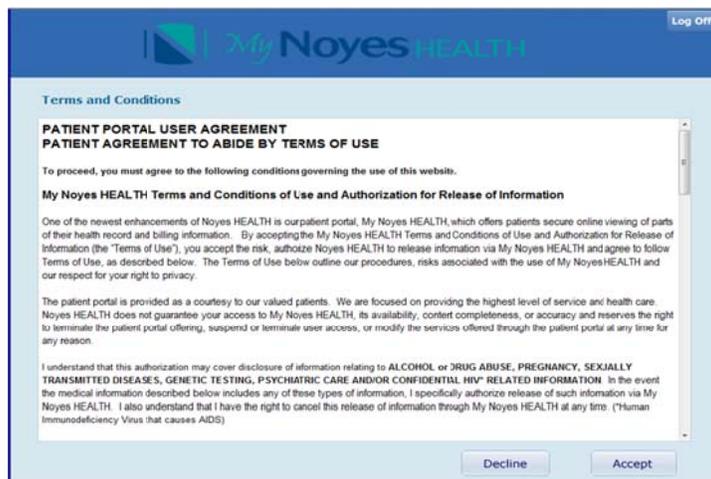
- Next, select "[here](#)" (shown in screen above).

You will then be presented with the following screen:



- Next, enter your Logon ID and Password, which you previously defined in step #9, and then select the [Sign In] button.

You will then be presented with the Terms and Conditions Page:



11. You must select the **[Accept]** button to access and use the My Noyes HEALTH portal.

Once done, you will be presented with your own My Noyes HEALTH portal home page:



12. From here you can navigate through the various site options by simply selecting the corresponding button.

13. Once you have finished viewing your information, **ALWAYS** securely log off the portal site by selecting the **[Log Off]** button located in the upper right-hand corner of the screen.

You should then be presented with the following screen, confirming you have logged out successfully:

Logged Out

You have signed out of the system.

Click [here](#) to sign on again.

Communication with Noyes Health

- Use the patient portal for electronic requests to update your demographic information or to notify Noyes Health of any discrepancies found in your chart.
- Be sure that all information that you enter is true, accurate, complete and updated whenever there is a change.
- Be concise when typing a message.
- If you need technical assistance, the My Noyes HEALTH Help Desk is available 8 a.m. to 4 p.m. weekdays at 585-335-HELP (4357), you can also submit a question to the portal@noyes-hospital.org

Protecting Your Private Health Information and Risks

This method of communication and viewing information through the patient portal is designed to prevent unauthorized parties from being able to access or read messages while they are in transmission by using encryption. Other security measures protect information maintained within the patient portal site. The website for the patient portal has a trusted site certificate, which is viewable from your browser's task bar (You can learn more about trusted sites by going to <http://windows.microsoft.com> and searching "When to trust a website").

Keeping messages secure depends on two additional factors: a) the secure message must reach the correct e-mail address and b) the authorized individual must be able to get access to it. Only you can make sure these two factors are present. We need you to make sure that we have your correct eMail address and that we are informed if it ever changes. You also need to keep track of who has access to your patient portal account, so that only you or someone you have authorized can see messages received or other information in your patient portal. You should protect your patient portal login information from anyone whom you do not want to access your patient portal account. You should notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

We will not answer questions or send protected health information by regular e-mail. Even with these security measures, we cannot guarantee the confidentiality, security or integrity of patient portal information. To the fullest extent allowed by law, you agree to not hold Noyes Health, its physician practices, its physicians, providers or any of its staff liable for network infractions beyond our control.

Are their ways in which I can further protect my Personal Health Information (PHI)?

You too should be careful with your Personal Information, and there are steps you should take to prevent unauthorized access to or disclosure of the information in your Service Account. For instance:

- Never share your username and password information with anybody;
- Do not identify public computers as being private when logging into the Services;
- Immediately change your password if you believe any unauthorized access to your Service Account has occurred;
- Always log out of your Service Account when you've completed the actions for which you logged in, and never leave a computer on which you've logged into your Service Account unattended while it is in an active session;
- Store any printouts you generate or media onto which you save your Personal Information only in secure locations;
- Install appropriate security products, such as firewalls, anti-virus and anti-spyware software, and wireless network security products on the computers from which you access your Service Account;
- Routinely check your computer for spyware and malware.