

MOUNT DESERT ISLAND HOSPITAL

PATIENT PORTAL

Thank you for choosing Mount Desert Island Hospital (MDIH) as your provider of healthcare services. Our Goal is to provide you with excellent care and service. MDIH is now providing patients (and, if desired, a designated personal representative) electronic access to their health record using the MDIH Patient Portal. Having electronic access through your personal email will provide you the ability to review parts of your health record from your stay at MDIH. This access provides you with information, including but not limited to, medical history, medical procedures completed, medications taken during your hospital stay, allergies, and medical conditions. You can save this information to your personal computer for your records, as well as electronically share your record with another medical professional of your choice if there is a need.

Upon your discharge from the hospital, if you shared an email with us, you will receive an auto-generated email message from our Health Information System. This email will direct you to step-by-step instructions on how to access your available health information. If you have any questions or concerns about this you can call the MDIH Health Information Management Department at 207-801-5097, Monday-Friday 0730-1600 EST.

The MDIH Patient Portal relates to services that have been provided at Mount Desert Island Hospital ONLY.

The primary risk with any online information is that personal health information may be disclosed to others. Your health information remains protected, (encrypted) at MDIH, but once displayed on your personal screen, it is then your responsibility to protect or share as you chose. As noted in the Consent for Patient Portal Participation, "The privacy protection of the information I may download to my computer, print, and/or share with others is no longer under MDIH control and becomes my own responsibility to protect."

Please read our NOTICE OF PRIVACY PRACTICES available at www.mdihospital.org for information on how private health information is handled at MDIH.

How to Register for Your MDI Hospital Patient Portal

Step 1

You will receive an email invitation to create your patient portal account. The email will be sent from donotreply@mdihospital.org. The subject line will display "**MOUNT DESERT ISLAND HOSPITAL-Patient Portal New User**". Click on the link provided in the email to start the registration process.

Step 2

- Enter first name, last name and date of birth.
- Next create a user ID and password.
- Select the **checkbox** on the ***upper right hand side of your screen*** to verify the information is correct. Then hit REGISTER.

Step 3

Select and answer ALL three security questions. These are needed in case your password is forgotten. Click Submit.

Step 4

Select Main Menu button.

Step 5

Select View Clinical Information.

Step 6

Select the applicable patient hospital account to view.

Step 7

Select Summary of Care. Your visits to MDIH will be listed here. Click on the visit link in the Summary of Care column to view the document.

Step 8

Your patient summary information will now display.

Step 9

To view another account, select "Clinical Information."

Patient Portal Access

Frequently Asked Questions

How can I minimize my risks to my personal health information?

- Take care to properly log off the Patient Portal.
- Take care not to share your portal ID or password with anyone.
- View private information in a private setting and be aware of your surroundings.
- Do not use a password that can be easily guessed.
- Be aware that if you chose to download to your computer it is no longer encrypted by MDIH.

What is the Patient Portal?

The MDIH Patient Portal is an online electronic health document management tool that includes a view of clinical data from your Electronic Health Record (EHR).

The clinical data on the Patient Portal includes:

- Test results - Although these tests results have been made available to you they need to be interpreted by your medical provider as they apply to your care.
- Medications administered during your hospitalization. Please do not use this as your Home Medication List. Follow your Discharge Medication List that was reviewed with you, by your RN, at time of discharge from the hospital.
- Allergies
- Immunizations
- Other Health information as available. All health information may not be immediately available at time of discharge.

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

After you have completed the initial setup process, you can log in to your portal via the MDIH website at: www.mdihospital.org, once there:

- Hover over "Patient Portal"
- Select "Hospital Portal"
- Sign In with the user ID and password that you have created

What if I change my mind and want to sign up for the Portal after Discharge?

If you did not provide an email address at time of admission, throughout your stay or at discharge from MDIH, please contact MDIH Health Information Department at 207-801-5097, Monday-Friday from 0730-1600 EST.

Do I need special equipment?

No. All you need is access to a computer, a personal email account that matches the one provided during hospital stay and an internet connection. If your email account changes please contact the MDIH Health Information Department at 207-801-5097 Monday-Friday 0730-1600.

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this document. 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 in the future.

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

No, not unless you make a decision to share it with them.

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

If you have trouble logging in or accessing your Patient Portal, contact the MDIH Health Information Management Department at 207-801-5097, Monday through Friday from 0730-1600 EST.

Will I receive emails after each admission to the hospital?

No. Once you have provided us your personal e-mail address, a new Summary of Care document will post to your patient portal after each discharge. You may access your new Summary of Care after you are discharged from the hospital.

What if I have questions about my medical records?

If you have questions about your medical records, please contact MDIH's Health Information Management Department at 207-801-5097, Monday-Friday from 0730-1600 EST.