

# 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 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."***

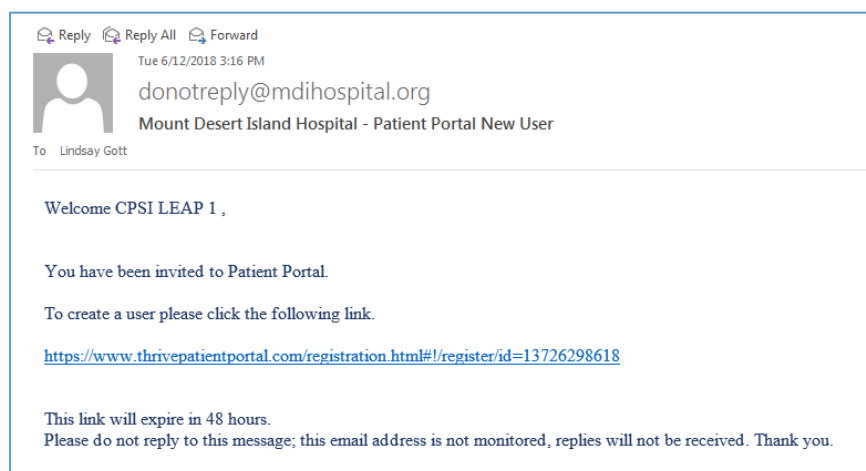
***Please read our NOTICE OF PRIVACY PRACTICES available at [www.mdihospital.org](http://www.mdihospital.org) for information on how private health information is handled at MDIH.***

# How to Register for Your MDI Hospital Patient Portal

## STEP 1:

You will receive an email invitation to create your portal account. The email will be sent from [donotreply@mdihospital.org](mailto: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.

Please note that the link is not compatible with Internet Explorer. Copy and paste the link into Firefox or Chrome.



## STEP 2:

Enter the following information:

- Date of birth
- Username - this is something you create
- Password
- Select the **checkbox** at the bottom of the screen to verify the information is correct.
- Click, REGISTER


A screenshot of the 'Registration' form. The title is 'Registration'. The section is 'User Information'. It says 'Please enter the following information' and '\* Indicates a required field'. Fields include 'Profile Number' (115016), 'Date of Birth' (1/1/1967), 'Email Address', and '+1 Phone Number'. There are fields for 'Username\*' (CPSILEAP1), 'Password\*', and 'Confirm Password\*'. To the right, it says 'Passwords should match the following criteria' with a list: 'Must be at least 8 characters', 'Must contain one uppercase letter', 'Must contain one lowercase letter', 'Must contain one number', and 'Must contain special character'. At the bottom, there is a checkbox 'I verify that the information I have entered above is correct and my own personal information.' and a red 'REGISTER' button.

### STEP 3:

Choose an Avatar. The Avatar will appear as your Portal picture. This confirms that you are the logged in patient. Then click, SUBMIT.

**Choose Avatar**

Please select an avatar

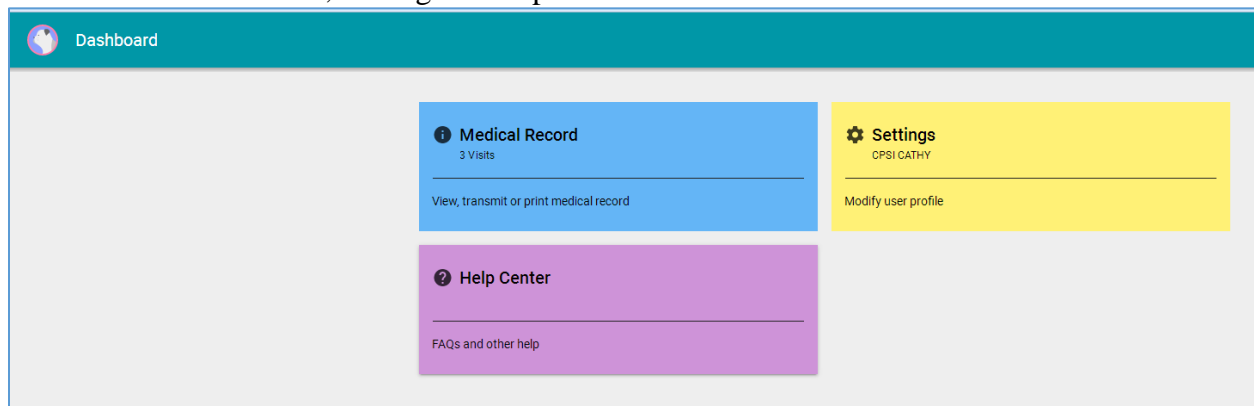


**SUBMIT**

### STEP 4:

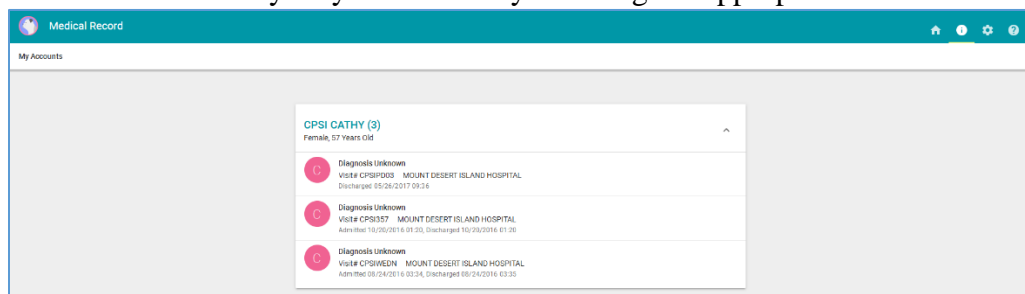
Select and answer ALL three security questions. These are needed in case your password is forgotten. Then click, SUBMIT.

**PORTAL DASHBOARD:** From the Portal Dashboard, select the action you would like to take, such as Medical Records, Settings or Help Center.



**MEDICAL RECORD:** The Medical Record option will allow you to see your Patient Summary for any of your visits Mount Desert Island Hospital. All of the names that you are authorized to view will be listed, along with visits your are authorized to view. Select the visit that your would like to view.

The Patient Summary may be viewed by selecting the appropriate visit.



**DOWNLOAD SUMMARY OF CARE:** Once the Patient Summary is displayed on the screen, there is an option that will allow you to save a copy on your computer. Selecting **Transmit, download or print Summary of Care document** (or **Transmit, download or print Transfer/Referral of Care**) will begin the process.

The screenshot displays a medical record interface for a patient named Reed Grace Ellen. The interface is organized into several sections:

- Patient Information:** Reed Grace Ellen, Female, 33 years old at time of visit.
- Demographics:** Born Feb 9, 1983; 6600 WALL ST, MOBILE AL 36695; English; Not Hispanic or Latino; WHITE.
- Contact Information:** elie@email.com; (251) 639-8200.
- Admission/Discharge:** Admitted 05/19/2016 03:31, Discharged 05/19/2016 04:20; Emergency Room; STOMACH PAIN; Never chewed tobacco; Never smoker.
- Location:** EVIDENT COMMUNITY HOSPITAL, 2758 WALL ST, MOBILE AL 36695, (517) 437-4451.
- Discharge Summary:** You were admitted to Evident Community Hospital on 05/19/2016 15:31; You were discharged from Evident Community Hospital on 05/19/2016 16:20; Should you have any questions prior to discharge, please contact a member of your healthcare team. If you have left the hospital.
- Care Team (1):** Baxter James MD, 1234 Medical Drive Mobile AL 36608, (251) 510-9987, Attending Physician.

A red circle highlights the link "Transmit, download or print Summary of Care document" located below the patient information section.

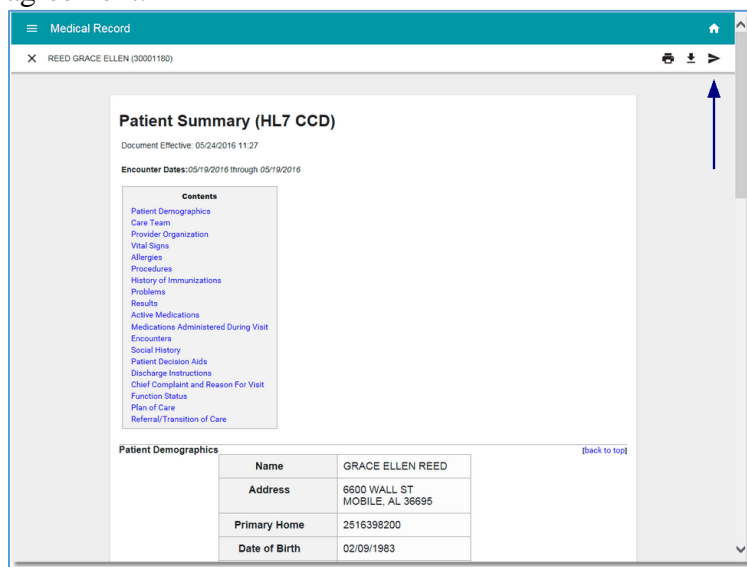
The Patient Summary will then display on the screen.



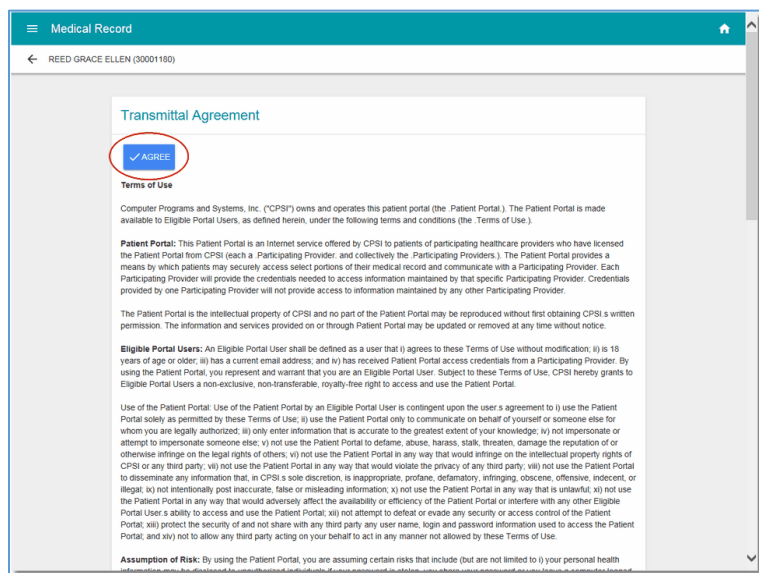
Select the **Download** icon at the top of the screen to save a copy of the Patient Summary. A box will display and ask if the document needs to be opened or saved.



Select the **Transmit** icon at the top of the screen. The transmission agreement will display to be read and **Agree** will need to be selected at the beginning or the end of the agreement.

A screenshot of a web application titled "Medical Record" showing a "Patient Summary (HL7 CCD)" for "REED GRACE ELLEN (30001180)". The summary includes a "Contents" list on the left and a "Patient Demographics" table on the right. A blue arrow points to the "Transmit" icon (a right-pointing arrow) in the top right corner of the page header.

Patient Demographics	
Name	GRACE ELLEN REED
Address	6600 WALL ST MOBILE, AL 36695
Primary Home	2516398200
Date of Birth	02/09/1983

A screenshot of a web application titled "Medical Record" showing a "Transmittal Agreement" for "REED GRACE ELLEN (30001180)". The agreement includes a "Terms of Use" section and a "Transmittal Agreement" section. A red circle highlights the "AGREE" button in the top left corner of the agreement section.

**Transmittal Agreement**

☒ **AGREE**

**Terms of Use**

Computer Programs and Systems, Inc. ("CPSI") owns and operates this patient portal (the "Patient Portal"). The Patient Portal is made available to Eligible Portal Users, as defined herein, under the following terms and conditions (the "Terms of Use").

**Patient Portal:** This Patient Portal is an Internet service offered by CPSI to patients of participating healthcare providers who have licensed the Patient Portal from CPSI (each a "Participating Provider," and collectively the "Participating Providers"). The Patient Portal provides a means by which patients may securely access select portions of their medical record and communicate with a Participating Provider. Each Participating Provider will provide the credentials needed to access information maintained by that specific Participating Provider. Credentials provided by one Participating Provider will not provide access to information maintained by any other Participating Provider.

The Patient Portal is the intellectual property of CPSI and no part of the Patient Portal may be reproduced without first obtaining CPSI's written permission. The information and services provided on or through Patient Portal may be updated or removed at any time without notice.

**Eligible Portal Users:** An Eligible Portal User shall be defined as a user that i) agrees to these Terms of Use without modification; ii) is 18 years of age or older; iii) has a current email address; and iv) has received Patient Portal access credentials from a Participating Provider. By using the Patient Portal, you represent and warrant that you are an Eligible Portal User. Subject to these Terms of Use, CPSI hereby grants to Eligible Portal Users a non-exclusive, non-transferable, royalty-free right to access and use the Patient Portal.

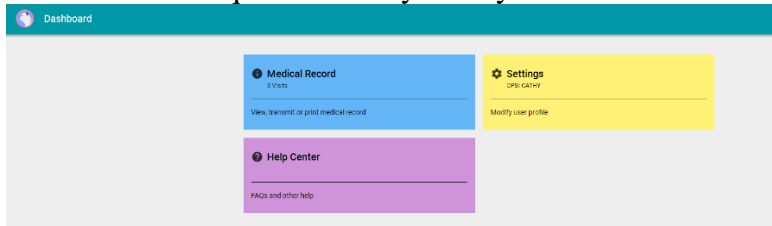
**Use of the Patient Portal:** Use of the Patient Portal by an Eligible Portal User is contingent upon the user's agreement to i) use the Patient Portal solely as permitted by these Terms of Use; ii) use the Patient Portal only to communicate on behalf of yourself or someone else for whom you are legally authorized; iii) only enter information that is accurate to the greatest extent of your knowledge; iv) not impersonate or attempt to impersonate someone else; v) not use the Patient Portal to defame, abuse, harass, stalk, threaten, damage the reputation of or otherwise infringe on the legal rights of others; vi) not use the Patient Portal in any way that would infringe on the intellectual property rights of CPSI or any third party; vii) not use the Patient Portal in any way that would violate the privacy of any third party; viii) not use the Patient Portal to disseminate any information that, in CPSI's sole discretion, is inappropriate, profane, defamatory, infringing, obscene, offensive, indecent, or illegal; ix) not intentionally post inaccurate, false or misleading information; x) not use the Patient Portal in any way that is unlawful; xi) not use the Patient Portal in any way that would adversely affect the availability or efficiency of the Patient Portal or interfere with any other Eligible Portal User's ability to access and use the Patient Portal; xii) not attempt to defeat or evade any security or access control of the Patient Portal; xiii) protect the security of and not share with any third party any user name, login and password information used to access the Patient Portal; and xiv) not to allow any third party acting on your behalf to act in any manner not allowed by these Terms of Use.

**Assumption of Risk:** By using the Patient Portal, you are assuming certain risks that include (but are not limited to) i) your personal health

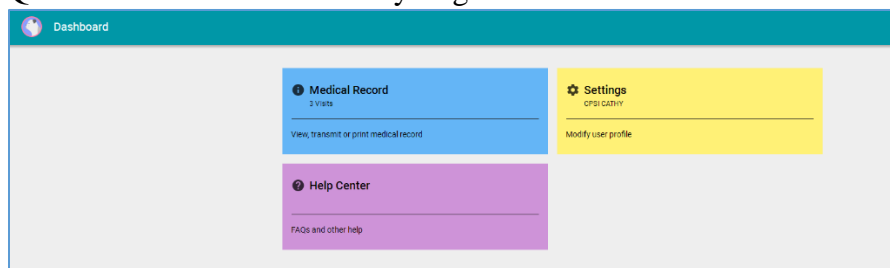
A direct message address will then need to be entered and confirmed. A subject and message may be entered as well but is not necessary. After all the information is entered, select **Transmit** to send the direct message with the Patient Summary attached.

The screenshot shows a web interface for sending a direct message. At the top, there's a teal header with a menu icon and the text 'Medical Record'. Below it, a breadcrumb trail shows '← REED GRACE ELLEN (30001180)'. The main content area is titled 'Transmit' and contains a form. The form has a checkbox labeled 'I agree to Terms of Use' with a timestamp 'as of Tue May 24 2016 11:31:19 GMT-0500 (Central Daylight Time)'. Below this are fields for 'To Address' (cpslin@hintest.hin.us), 'Confirm To Address' (cpslin@hintest.hin.us), and 'Subject' (Patient Summary). A 'Message' field contains the text: 'Dr. Jones, Here is a copy of my Patient Summary from my recent trip to the hospital. Thanks! Ellie Reed'. At the bottom of the form, there are two buttons: a blue button with a checkmark and the text 'TRANSMIT', and a grey button with a close icon and the text 'CANCEL'. The 'TRANSMIT' button is circled in red.

**HELP CENTER:** The Help Center will display Frequently Asked Questions. These will help answer common questions the you may have about different areas of the Portal.



**SETTINGS:** Settings will allow you to update/modify your Profile, Password, Security Questions and view an Activity Log.



## Profile:

### CPSI CATHY

Female, 57 Years Old

Email  
tmockus@mdihospital.org

Phone Number

Avatar



CANCEL

UPDATE

## Security:

### Password

Old Password

New Password

Confirm New Password

Passwords should match the following criteria:

- \* Must be at least 8 characters
- \* Must contain one uppercase letter
- \* Must contain one lowercase letter
- \* Must contain one number
- \* Must contain one special character

✓ UPDATE PASSWORD

### Security Questions

Please select/answer 3 security questions.

Security Question 1:

Please select one of the following security questions



Answer 1:

## Activity Log:

### Activity Log



Jul 3, 2017 12:34:40 PM	CPSI CATHY (CPSIP003) - Clinical Information viewed by CPSI CATHY
Jul 3, 2017 12:06:11 PM	192.159.150.18 login by CPSI CATHY
Jul 3, 2017 11:53:38 AM	192.159.150.18 login by CPSI CATHY
Jul 3, 2017 9:35:17 AM	CPSI CATHY (CPSI357) - Clinical Information viewed by CPSI CATHY
Jul 3, 2017 9:35:05 AM	192.159.150.18 login by CPSI CATHY
Jun 30, 2017 5:03:37 PM	CPSI CATHY (CPSIP003) - Clinical Information viewed by CPSI CATHY
Jun 30, 2017 5:03:33 PM	10.14.4.214 login by CPSI CATHY
Jun 30, 2017 3:27:52 PM	CPSI CATHY (CPSIP003) - Clinical Information viewed by CPSI CATHY
Jun 30, 2017 3:27:39 PM	192.159.150.18 login by CPSI CATHY
Jun 30, 2017 1:48:27 PM	10.14.4.214 login by CPSI CATHY

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# 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 test 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 Medical 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 is 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 setup process?**

*After* you have completed the initial setup process, you can log in to your portal via the MDIH website at: [www.mdihospital.org](http://www.mdihospital.org), once there:

- Hover over "Patients & Visitors"
- Select "Patient Portals"
- Click, "Hospital Patient 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 MIDH, please contact MDIH Health Information Department at 207-801-5097, Monday-Friday from 0730-1600 EST. Request for access must be made in person, or 2 identifiers must be provided/verified if request is by phone.



**Do I need special equipment?**

No. All you need is access to a computer, a personal email account that matches the one provided during the 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 EST. Request for access must be made in person, or 2 identifiers must be provided/verified if request is by phone.

**How do I setup an account?**

Step-by-step instructions on how to setup 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-Friday from 0730-1600.

**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.