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 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. 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.
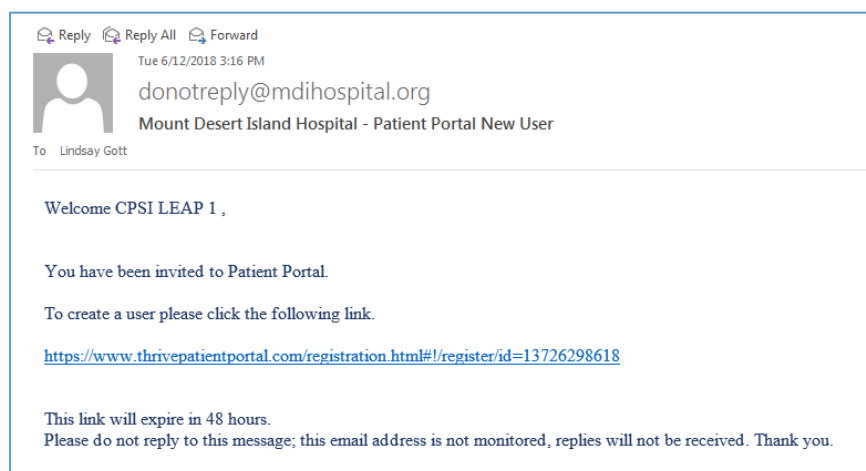
STEP 2:

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

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.
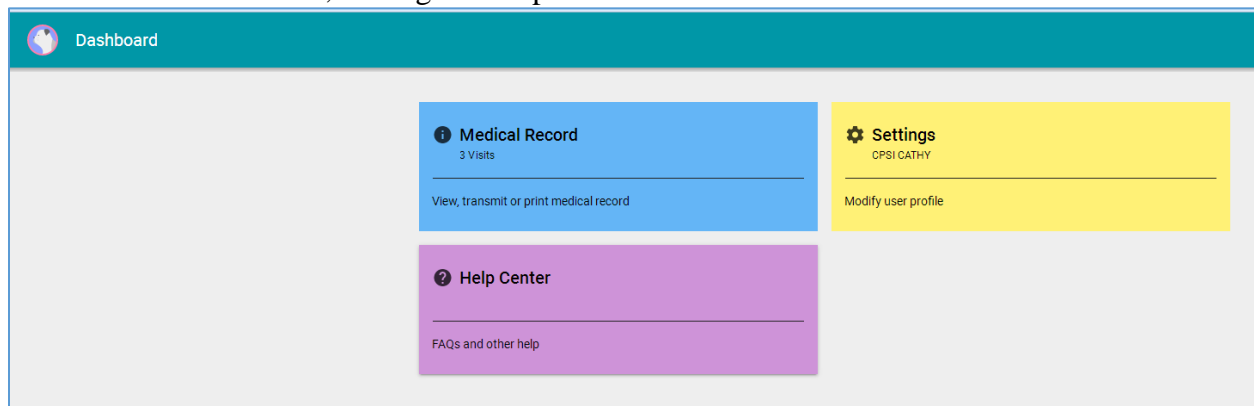

STEP 4:
Select and answer ALL three security questions. These are needed in case your password is forgotten. Then click, SUBMIT.

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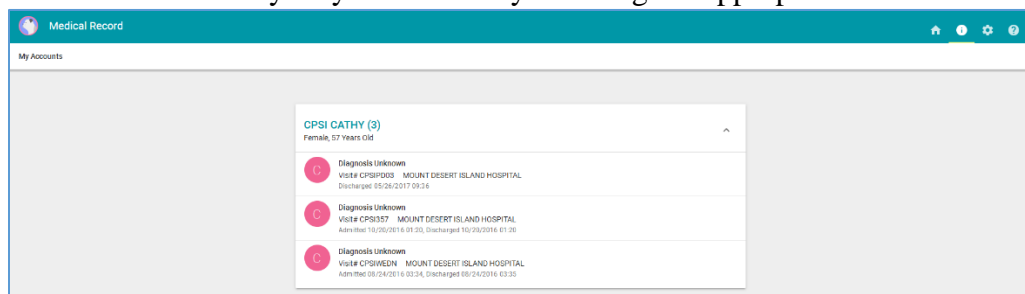
DOWNLOAD SUMMARY OF CARE: Once the Patient Summary is displayed on the screen, there is an option that will allow you to save a copy on your computer. Selecting **Transmit, download or print Summary of Care document** (or **Transmit, download or print Transfer/Referral of Care)** will begin the process.
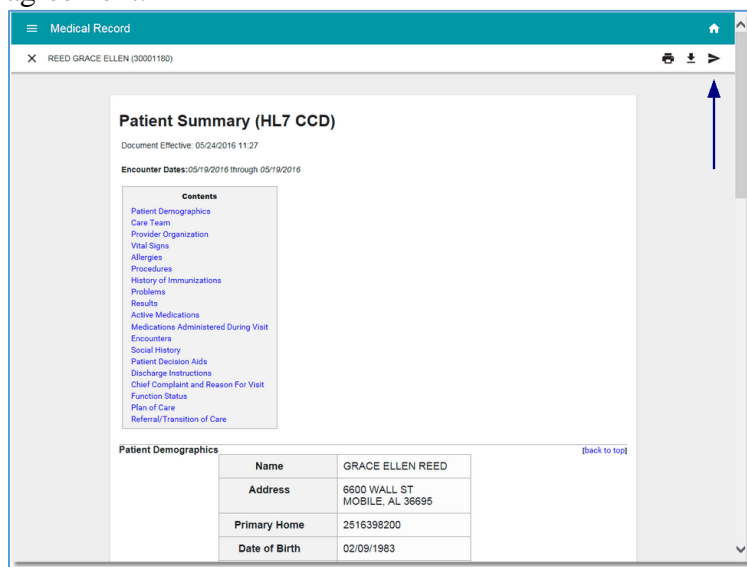
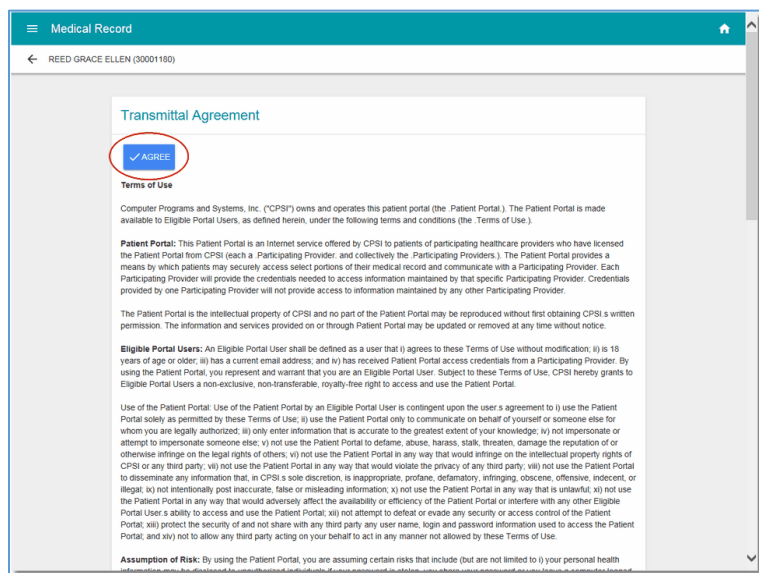The Patient Summary will then display on the screen.

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 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.

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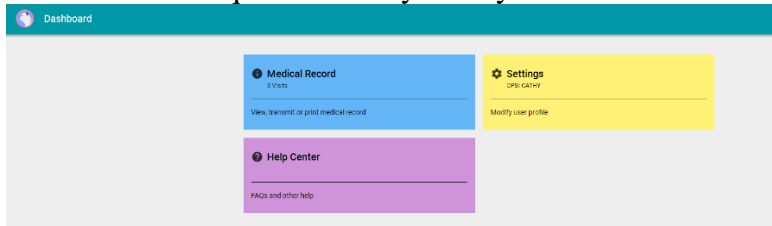
SETTINGS: Settings will allow you to update/modify your Profile, Password, Security Questions and view an Activity Log.
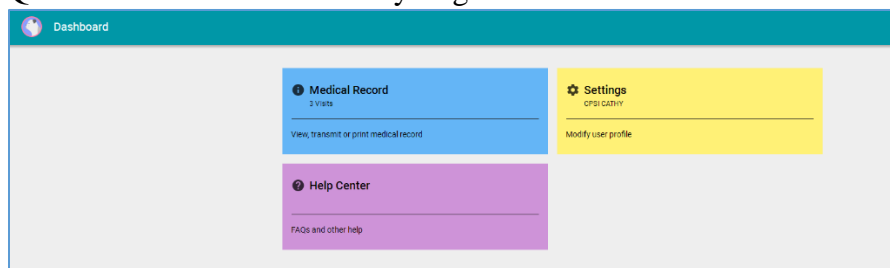
Profile:

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 (CPSIPD03) - 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 (CPSIPD03) - 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 (CPSIPD03) - 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, 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.