



Patient Portal Registration Guidelines

Self-Enrollment Option:

Step One: Please contact your Health Center or Hospital Registration Team to obtain your MRN (Medical Record Number).

Step Two: Use this link to access the MDIH Self Enrollment page: <https://mdih.iqhealth.com/self-enroll>

Self-Enrollment for Mount Desert Island Hospital Patient Portal

Self-enrollment is available for Mount Desert Island Hospital patients who are age 18 or older who don't currently have access to Mount Desert Island Hospital Patient Portal, which is an online portal where you can view your medical information and connect with your health care team. Complete the form below to start the self-enrollment process.

If you manage the health of a patient, talk to the patient's health care provider during the next visit to receive a personal invitation to Mount Desert Island Hospital Patient Portal. Self-enrollment is not currently available to caregivers or guardians.

* Indicates a required field.

* **First name**

* **Last name**

* **Date of birth**

Month Day Year

Select

Enter the year as 4 digits.

* **How would you like to verify your account?**

Personal identifier(s) Email address

MRN

* **Identity verification**

I'm not a robot



reCAPTCHA
Privacy - Terms

Next

Fill out all fields located above and highlighted with a red *. For Self-Enrollment please select Personal Identifier(s) to verify your account. This is where you will enter the MRN (medical record number) given to you by your MDI Hospital Registration Team member at either the Hospital or Health Center.

Patient Match Found

Congratulations, your patient information has been verified. The last step to connect with Mount Desert Island Hospital Patient Portal is to create your online account. To proceed, confirm that you are the patient and that you agree to the Terms of Use and Privacy Policy.

* All fields are required.

* **Identity verification**

I confirm that I am [REDACTED]

* **Terms of use**

I agree to the Mount Desert Island Hospital [Terms of Use](#) and [Privacy Policy](#).

English (United States) ▼

Please confirm your name, review the Terms of use and privacy policy. Click each box after reviewing and select **NEXT**.

On the bottom of the screen, there is a drop-down arrow to select Spanish as an option.

English (United States) ▼

Español (Estados Unidos)



I Already Have an Account

Sign into Mount Desert Island Hospital with your *Cerner Health* account.

Email address or username

Password



[Forgot Password?](#)



I Need an Account

Don't have a *Cerner Health* account?
Enter your email address to get started.

Email address

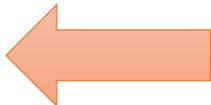
Sign Up

Secure health identity provided by:



Mount Desert Island Hospital uses *Cerner Health* to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the *Cerner Health* logo.

If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

- If you already have an account with MDI Hospital or another hospital organization that uses Cerner, please enter the email address and password associated with that account.
- If you forgot your password, please select the "Forgot Password?" hyperlink. 
- If you do not have an account, enter your email address, and select "Sign Up" to follow the prompts for completion.

If you select the option to create an account and the system locates an account with the email address you've entered, the below screen will appear:

English (United States) ▼



Do You Already Have an Account?

This email address is already associated with an account. If you share this email address with someone, check if the other person already created an account. If the email address is yours, you just need to sign in.

Email address or username

Password

 Sign In
[Forgot Password?](#)

Secure health identity provided by:



Mount Desert Island Hospital uses *Cerner Health* to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the *Cerner Health* logo.

If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.



Sign in if you already have an account. If you can't remember your password, use the *Forgot Password* option.

Don't have an account?

[Create an account.](#)

Enroll in the Portal at Hospital Registration or a Health Center:

The staff will take your email and enter it into the new system. This will prompt you to receive the below email to register:

Subject: Mount Desert Island Hospital invites you to join Mount Desert Island Hospital Patient Portal

Mount Desert Island Hospital is inviting you to join Mount Desert Island Hospital Patient Portal to connect with the medical information for ██████████

To get connected with Mount Desert Island Hospital, just follow these easy steps:

1. Access this link: [Accept Invitation to Mount Desert Island Hospital Patient Portal](#)
2. Follow the steps outlined on the page.
3. Don't forget to complete this process soon because this email invitation will expire after 90 days. We will send you a reminder before it expires. However, if you forget, just contact Mount Desert Island Hospital to receive a new email invitation.

After you're connected, visit <https://mdih.ighealth.com/> to continue interacting with Mount Desert Island Hospital.

Notes:

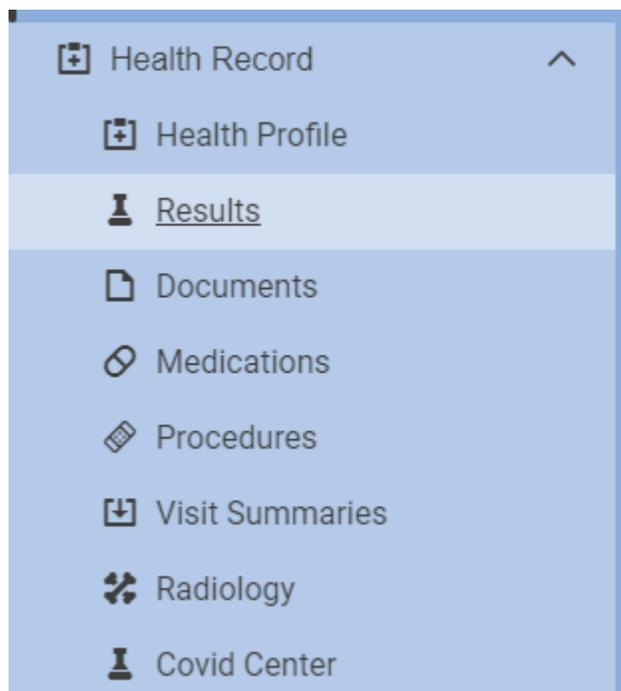
Protecting the privacy of health information is important to us, so we have made this process very secure. The email provided to you by Mount Desert Island Hospital should be kept confidential. If you need assistance getting connected, call 1-888-338-9741

*Remember the answer to the challenge question given at the time of registration to finish the set up process.

This is the home page or Dashboard for the MDIH Patient Portal:



Health Record options listed on the left side of the Patient Portal Dashboard or Screen:



Health Profile

Viewing health record for [REDACTED]

The information provided below is in the electronic medical record. If you believe any data is incorrect, please notify the office.

Current Medications

Your pharmacy may make changes, so be sure to ask your pharmacist for exact medication instructions.

[Refill](#) [Learn More](#)

No information recorded

Immunizations

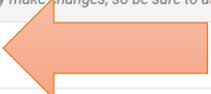
No immunizations recorded

Current Allergies

No allergies recorded

Health Issues

No issues recorded



Select **Refill** as shown above under Current Medications and follow the steps below:

Medication Refill

Viewing health record for [REDACTED]

Do not use messaging for urgent matters. Normal turn-around time is one business day.

* Indicates a required field.

Who do you want to send the refill request to? *

Select a recipient

Is your medication not listed? [Add medication](#)

*** How should we contact you if we have questions?**

By secure message

By phone (please provide number)

Additional comments

[Send](#) [Cancel](#)

Visit Summaries

Viewing health record for [Redacted]

The information provided below is in the electronic medical record. If you believe any data is incorrect, please notify the office.

Filter by date range

Start date

End date

Submit

Enter date in MM/DD/YYYY format.

Visit Care Summaries

Download and share a care summary that includes important current information as well as information about the care provided in that visit.

History	Visit Date: Aug 19, 2021	Download	Send
History	Visit Date: Dec 03, 2020	Download	Send
History	Visit Date: Oct 05, 2020	Download	Send
History	Visit Date: Sep 25, 2020	Download	Send
History	Visit Date: Dec 02, 2019	Download	Send
History	Visit Date: Sep 19, 2019	Download	Send
History	Visit Date: Jun 17, 2019	Download	Send
History	Visit Date: Feb 28, 2019	Download	Send
History	Visit Date: Jan 01, 1900	Download	Send

Covid Center

Print

Viewing health record for [Redacted]

COVID-19 Vaccine Verification

View Vaccine Verification

COVID-19 Immunizations

No information recorded

COVID-19 Laboratory Results

No information recorded

COVID-19 Reports

No information recorded

Messaging options, including send a message:

The screenshot shows the 'Inbox' page of the My MDIH Patient Portal. On the left is a navigation menu with options: Dashboard, Health Record, Messaging, **Inbox**, Sent, and Trash. The main content area is titled 'Inbox' and features a 'Send a message' button. Below the button, a message card states 'No messages received'. A tooltip on the right explains: 'The inbox contains updates or responses received from care providers.'

Appointments:

The screenshot shows the 'Appointments' page of the My MDIH Patient Portal. The navigation menu on the left includes: Dashboard, Health Record, Messaging, **Appointments**, View Upcoming Appointments, and Request Appointment. The main content area is titled 'Appointments' and has a 'Print' button in the top right. A notification bar indicates 'Appointment details are currently displayed in your local time zone.' Below this, a message card states 'No Appointments Scheduled'. A tooltip on the right says: 'Below is a list of your currently scheduled appointments.'

The screenshot shows the 'Request an Appointment' form. The title is 'Request an Appointment'. A tooltip on the right reads: 'Complete the information below to request an appointment. We'll review your request and respond within one business day. If this is an emergency, please call 911.'

The form includes the following fields and options:

- * Send request to:** A dropdown menu with the placeholder text 'Select a recipient'.
- * When would you like to visit?** Radio buttons for 'First available' and 'Select a date range'.
- Which day do you prefer?** Checkboxes for Sun, Mon, Tue, Wed, Thur, Fri, and Sat.
- What is your preferred time?** A text input field with the example 'Afternoon or 2:00pm'.
- * Why is this appointment needed?** A large text area for a detailed explanation.
- * If follow-up is needed regarding this appointment, how should we contact you?** Radio buttons for 'By secure message' and 'By phone (please provide number)'. Below is a text input field for a phone number with the example '(555) 555-5555'.

A 'Send request' button is located at the bottom of the form.

Pay Your Bill

Pay your bill for dates of service on or after March 7, 2022, by selecting Pay your bill located at the top of the Patient Portal Dashboard and the below screen will open:

Mount Desert Island Hospital Bill Pay

Quick Pay

Quick Pay provides convenient viewing and payment for all of your accounts at Mount Desert Island Hospital Bill Pay. To get started, enter the last name and date of birth of the person to whom the bill was sent, along with the access code provided on the bill, in the spaces below.

Last name of bill recipient

Date of birth of bill recipient

ex. mm/dd/yyyy

Access code

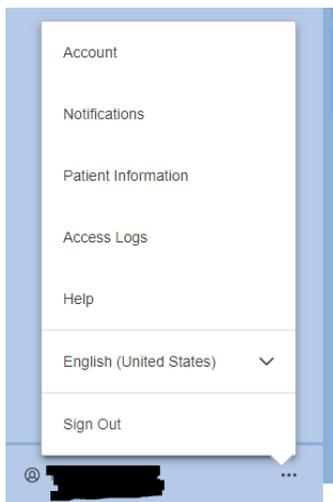
Where is my Access Code?

Where is my Access Code?

Your access code is on your billing statement.

See Accounts
Next Step

Account options and sign out:



In the bottom left of the screen select the three ... to sign out as well as update Account Information.

Authorized Representative Enrollment

The authorized representative will use the patient's birthdate and the answer to their own challenge question that was selected at the time of registration. The authorized rep will fill out their own information to create an account and will need to use a different email address from the patient. If the authorized rep already has their own portal account, they would click on "sign in" in the top right portion of the screen instead of creating a new account. Below is what the authorized representative will fill out when trying to gain access to the minor's patient portal:

Welcome to [REDACTED] Memorial Hospital

[REDACTED] Memorial Hospital is your online connection to [REDACTED] Memorial Hospital. Here you can see the health and visit information kept in our electronic health record. You can also access an expanding number of online health services.

Answer the Security Question

By verifying your information with [REDACTED] Memorial Hospital, you help us keep our medical record information secure.

Date of birth

Month	Day	Year
January <input type="checkbox"/>	1	2003

Enter the year as 4 digits.

Last four digits of your SSN

4567

The answer to this security verification question may have been provided when you were invited to join.

I agree to the [REDACTED] Memorial Hospital [Terms of Use](#) and [Privacy Policy](#).

English (United States) ▼

This is what the authorized rep will see once they sign in. This is because they did not have their own portal prior to being the authorized rep. They will not see any of their own health information in the port, only the minor they are representing will be shown.

Create an Account

All fields are required.

First name
mom

Last name
zztest

Email address
[REDACTED]@gmail.com

Re-enter email address
[REDACTED]@gmail.com

Date of birth
Month: January | Day: 1 | Year: 1980
Enter the year as 4 digits.

Gender
Female

Username
[REDACTED]

Password
[REDACTED]

Strong password

Re-enter password
[REDACTED]

Security question
What is the name of your favorite childhood friend?

Security answer
[REDACTED]

I agree to the Cerner Health [Terms of Use](#) and [Privacy Policy](#).

Secure health identity provided by:

 CernerHealth

Cerner Health uses a secure log in and password to access information about your health. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

*Authorized Rep now gaining access to their own Patient Portal will use their own birthdate and answer the challenge question that was given at the time of registration.

HealthLife App

There is an App for smart devices called HealthLife that you may use to connect you to your portal:



Apple devices:

<https://apps.apple.com/us/app/healthelife/id912509516>

Google Play:

https://play.google.com/store/apps/details?id=com.cerner.iris.play&hl=en_US&gl=US

Patient Portal Account Support

- To visit the new Patient Portal after you've enrolled, click here: <https://mdih.ighealth.com>
- Support for your My MDIH Patient Portal account is available 24/7 at 877-621-8014