



Accessing your online medical record

Hillsdale Hospital provides patients access to specific health information via an online medical record.

If you are admitted as an inpatient or observation patient at Hillsdale Hospital, once you are discharged you will be able to view the following information online:

- Allergies
- Immunizations
- Active and inactive medications
- Current and past health concerns
- Limited test results

Please note, you will be able to access information from hospital inpatient stays and limited same-day test and procedure results. Information from visits to the Emergency Department, Outpatient surgery, Infusion Center, Home Care, Radiology, Wound Clinic, Rehabilitation Services, Nutrition Education and Cardio-Pulmonary will not be available online.

Registering your account

These instructions will guide you through the registration process. It is important to follow these instructions in the order they are given.

Step 1: Confirmation Email

Check your email inbox or spam folder for the confirmation message to begin your registration process. The email will be sent from “donotreply@cpsi.com” and the subject line will state “HILLSDALE HOSPITAL - Patient Portal New User.” Open the email and click the link provided. You will be transferred to a webpage:

<https://www.mymedicalencounters.com>, where you will be asked to register as a new user.

Step 2: Registration

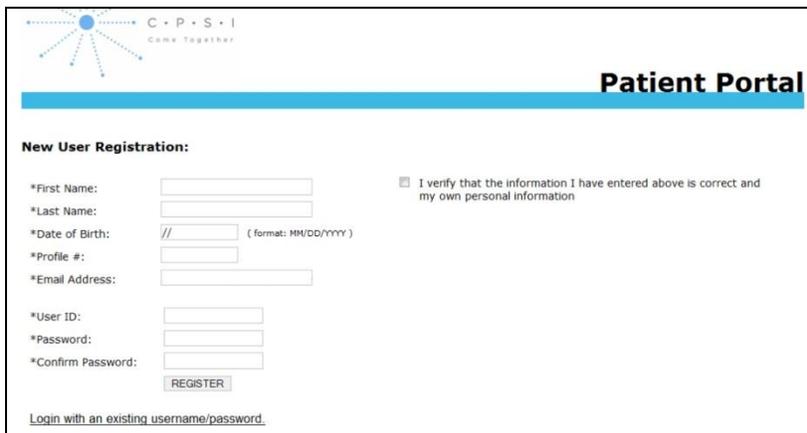
This website is secure. Hillsdale Hospital may not use or disclose protected health information in a manner inconsistent with its Notice of Privacy Practices.

You will be asked to enter your name, date of birth, unique user ID and password.

Very important:

Make sure you check the box at the right to verify that your information is correct.

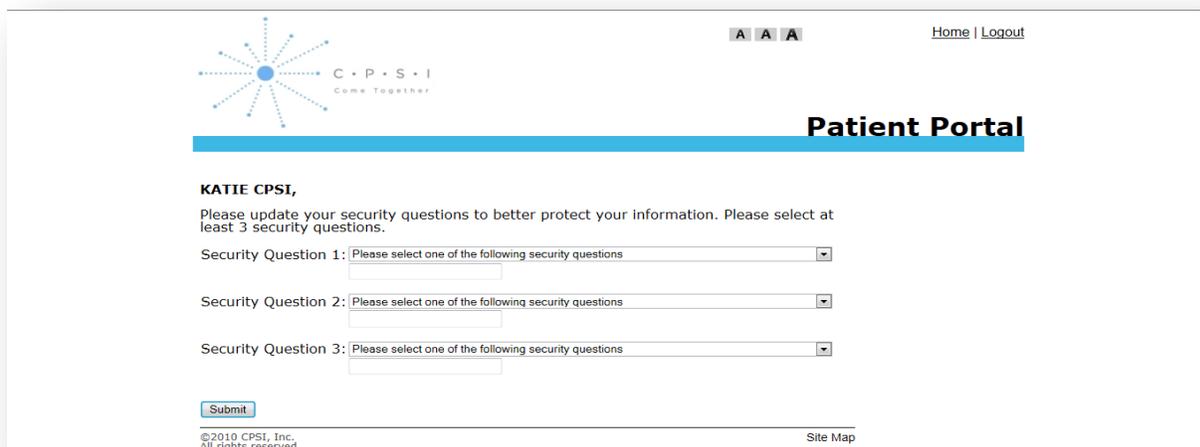
Then click the “register” button at the bottom of the screen.



The screenshot shows the 'Patient Portal' registration page. At the top left is the logo 'C · P · S · I Come Together'. The page title is 'Patient Portal'. Below the title is the section 'New User Registration:'. It contains several input fields: *First Name, *Last Name, *Date of Birth (with a format hint MM/DD/YYYY), *Profile #, *Email Address, *User ID, *Password, and *Confirm Password. To the right of the *Last Name field is a checkbox with the text 'I verify that the information I have entered above is correct and my own personal information'. Below the *Confirm Password field is a 'REGISTER' button. At the bottom left, there is a link: 'Login with an existing username/password.'

Step 3: Security Question

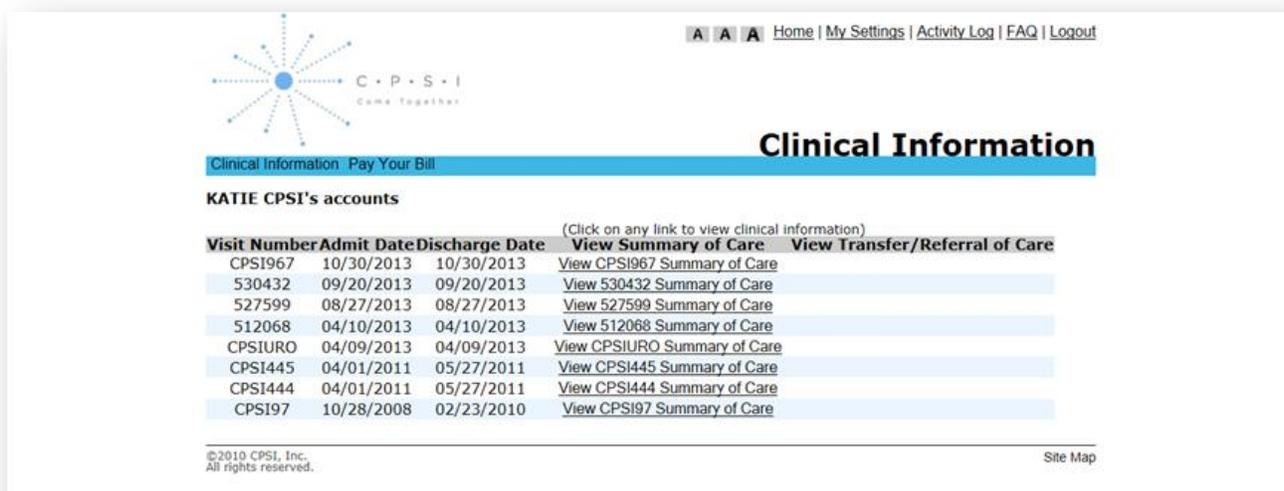
Choose three security questions, fill in the answers, and then click the “submit” button at the bottom of the screen.



The screenshot shows the 'Patient Portal' security question page. At the top left is the logo 'C · P · S · I Come Together'. At the top right are links for 'Home | Logout' and accessibility icons 'A A A'. The page title is 'Patient Portal'. Below the title, the user's name 'KATIE CPSI,' is displayed. Below the name is the instruction: 'Please update your security questions to better protect your information. Please select at least 3 security questions.' There are three dropdown menus for 'Security Question 1', 'Security Question 2', and 'Security Question 3', each with the text 'Please select one of the following security questions'. Below the dropdowns are three empty text input fields for answers. At the bottom left is a 'Submit' button. At the bottom left, there is a copyright notice: '©2010 CPST, Inc. All rights reserved.' At the bottom right is a link: 'Site Map'.

Step 4: Patient Record

From the patient list, click on the name of the patient you are authorized to view. The patient's visits will be listed chronologically. Next to each visit there is a link that shows the account number (A) and the title "Summary of Care" (B). Click on the link in the Summary of Care column to view the document.



The screenshot shows the CPSI Clinical Information portal. At the top left is the CPSI logo with the tagline "Come Together". At the top right are navigation links: Home, My Settings, Activity Log, FAQ, and Logout. Below the logo is a blue navigation bar with "Clinical Information" and "Pay Your Bill". The main heading is "Clinical Information". Below this is the section "KATIE CPSI's accounts". A note says "(Click on any link to view clinical information)". A table lists visits with columns for Visit Number, Admit Date, Discharge Date, View Summary of Care, and View Transfer/Referral of Care. The table contains 8 rows of visit data. At the bottom left is the copyright notice "©2010 CPSI, Inc. All rights reserved." and at the bottom right is a "Site Map" link.

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI967	10/30/2013	10/30/2013	View CPSI967 Summary of Care	
530432	09/20/2013	09/20/2013	View 530432 Summary of Care	
527599	08/27/2013	08/27/2013	View 527599 Summary of Care	
512068	04/10/2013	04/10/2013	View 512068 Summary of Care	
CPSIURO	04/09/2013	04/09/2013	View CPSIURO Summary of Care	
CPSI445	04/01/2011	05/27/2011	View CPSI445 Summary of Care	
CPSI444	04/01/2011	05/27/2011	View CPSI444 Summary of Care	
CPSI97	10/28/2008	02/23/2010	View CPSI97 Summary of Care	

Step 5: Logout

Please click Logout (top right side of screen) when you are finished reviewing the medical records. This ensures the connection is closed and there would be no chance for inappropriate access.

Questions?

For additional information and a list of frequently asked questions please visit www.HillsdaleHospital.com under the HEALTH INFO tab.

If you did not receive the confirmation email, please call 517-437-4451 and ask for a "portal reset" in order for another email to be sent to you.

If you are having difficulties with any of these steps and have not found an answer on the FAQ's page, please click the Contact US button on our website and fill out the online form so we can assist you further.

Disclaimer

No Medical Advice: The Patient Portal is not intended to provide medical or professional advice of any kind. Information and services available on the Patient Portal should not be used as a substitute for advice provided by your personal physician. Please see your physician for interpretation of the results. The Patient Portal is not intended to address urgent or emergency medical needs. IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CONTACT 911. DO NOT USE THE PATIENT PORTAL TO SEND ANY MESSAGES OR REQUESTS THAT REQUIRE IMMEDIATE OR URGENT ATTENTION.

FREQUENTLY ASKED QUESTIONS (FAQ)

Question: Can I access my accounts from both work and home?

Answer: Yes, you can access your accounts from any PC that has Internet access and a secure browser that supports secure communications.

Question: Can anyone see my Clinical Information?

Answer: You, anyone you provide your User ID and Password to, and anyone that you designate as your Authorized Representative will have access to your Clinical Information.

Question: Do I need extra software or hardware to use Clinical Information?

Answer: No, extra software is not necessary. You can access your Clinical Information from any PC that has internet access.

Question: How do I register for an account?

Answer: Access the web link from the email invitation. Complete the new registration screens to create a User ID and Password.

Question: How do I view the Summary of Care?

Answer: Click on the View Summary of Care or View Transfer/Referral of Care link in the visit.

Question: How does Clinical Information work?

Answer: Clinical Information is a collection of all your visits allowing you to view services and procedures for any given service date.

Question: What internet browsers are supported?

Answer: Internet Explorer, Mozilla Firefox, Google Chrome and Apple Safari.

Question: I cannot create a login, it tells me to verify my information.

Answer: Please be sure to click the box "I verify that the information I have entered is correct and my own personal information". Then click on the Register button.

Question: What should I do if I did not provide my email address while I was at the hospital?

Answer: Contact the hospital switchboard at (517) 437-4451 and provide them you email address so it can be added to your account.