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.
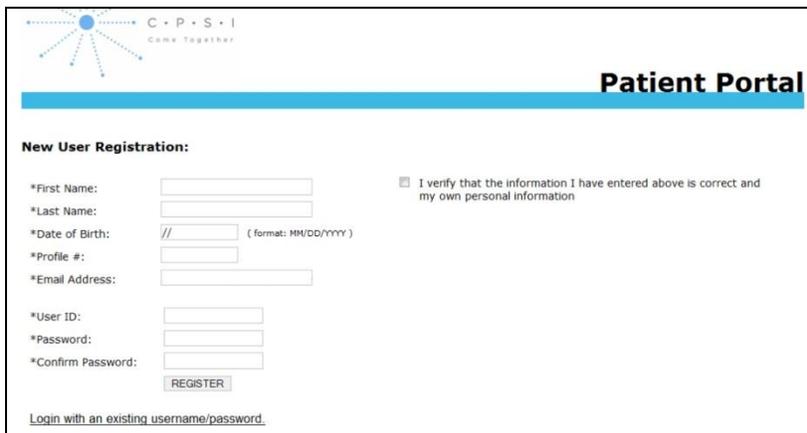
Step 2: Registration

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:

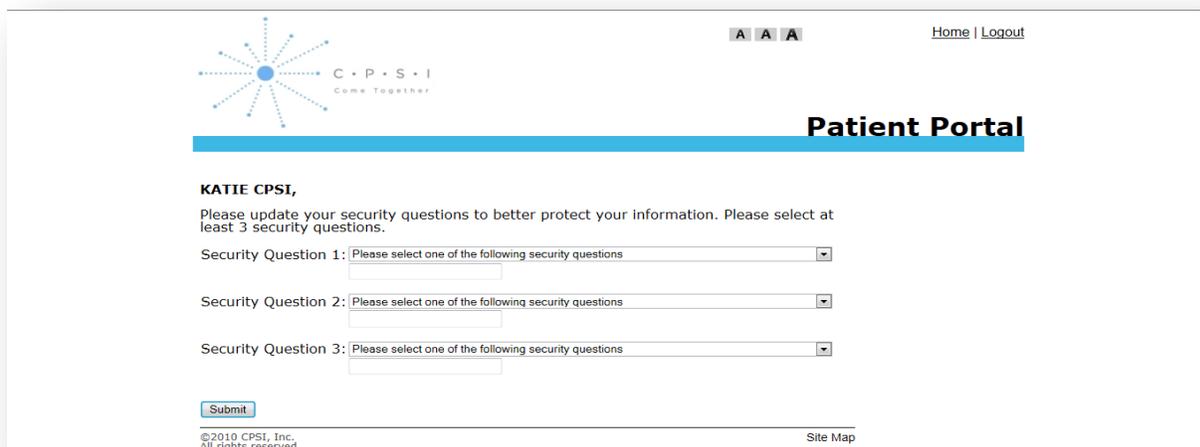**Make sure you check the box at the right to verify that your information is correct.**

Then click the "register" button at the bottom of the screen.

Step 3: Security Question

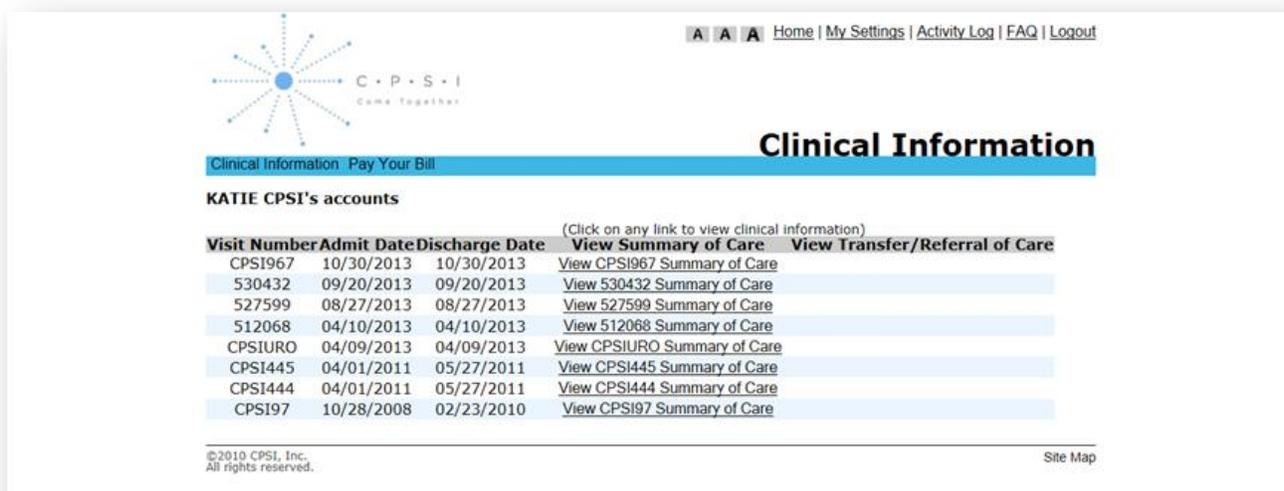Choose three security questions, fill in the answers, and then click the "submit" button at the bottom of the screen.

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.

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.