

Patient Portal Frequently Asked Questions

<p>What is a patient portal?</p>	<p>A patient portal is a secure online website that gives you convenient 24-hour access to your personal health information and medical records. It's known as your electronic health record or EHR. Use on any device with an Internet connection. Hegira Health's Patient portal is; www.mycehr.com</p>
<p>Why is it important to use a patient portal?</p>	<p>Accessing your personal medical records through a patient portal can help you be more actively involved in your own health care. Access to your family members' health information can help you take care of them more easily. Also, patient portals offer self-service options that can eliminate back-and-forth phone calls with your doctor or save you a trip to the doctor's office.</p>
<p>What can I do with a patient portal?</p>	<p>You will be able to securely view and print portions of your medical record. This includes recent therapy/doctor visits, vitals, medications, immunizations, allergies and most lab results, at any time and from any device with an Internet connection.</p> <p>Other features may include the following:</p> <ul style="list-style-type: none"> • Exchanging secure emails with your health care team • View and sign documents right inside the portal • View upcoming appointments • Updating your contact information • Downloading or completing forms <p>You may also be able to access these features on behalf of your children or other dependent family members.</p>
<p>How do I get access to a patient portal?</p>	<p>Your Hegira Health care providers can provide you with instructions to set up your account. There may be a couple of steps involved, including creating a secure password to make sure that only you have access to your health information. Once your account is set up, you'll be ready to conveniently access your health information and medical records.</p>
<p>What are some of the benefits of a patient portal?</p>	<p>Patients benefit from more efficient and effective communication with providers as well as better and timelier self-care.</p>
<p>What is a clinical summary?</p>	<p>The clinical summary gives you the most important information about what happened during your office visit. It will also give you helpful information about any steps that you may need to take for your health.</p>
<p>When will I get my clinical summary?</p>	<p>Your health care provider will give you a clinical summary at the end of your office visit.</p>
<p>Why do I need a clinical summary?</p>	<p>You can refer to your clinical summary if you forget any important information, such as the name of a new medication, when to make your next appointment or other instructions from your doctor.</p>
<p>Private and secure</p>	<p>A patient portal has privacy and security safeguards to protect your health information, such as encrypted password-protected logins and audit trails that track who accesses your information, changes made to your information, and when those changes are made.</p> <p>Although patient portals use safeguards, there are other safety guidelines you should follow when using the patient portal.</p> <p>Always remember to protect your username and password from others and make sure to log in from a personal or secure device.</p>
<p>Patient Account Locked</p>	<p>When you find your patient account locked, please contact your case holder who'll can reset your password and unlock your Portal account</p>
<p>Forgot Password</p>	<p>The CEHR Patient Portal comes with a self-services password reset option that'll email your reset password without any clinical intervention.</p>