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# ACCESSING YOUR ONLINE MEDICAL RECORD

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Glen Rose Medical Center provides patients access to specific health information via an online medical record.

If you are admitted as an inpatient or observation patient as Glen Rose Medical Center, 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, Home Care, Radiology, Rehabilitation Services, Nutrition Education and Cardio-Pulmonary will not be available online.

## 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.**

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# REGISTERING YOUR ACCOUNT

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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/junk 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 “Glen Rose Medical Center – Patient Portal New User”. Open the email and click the link provided. You will be transferred to a new webpage: <https://www.mymedicalencounters.com> where you will be asked to register as a new user.

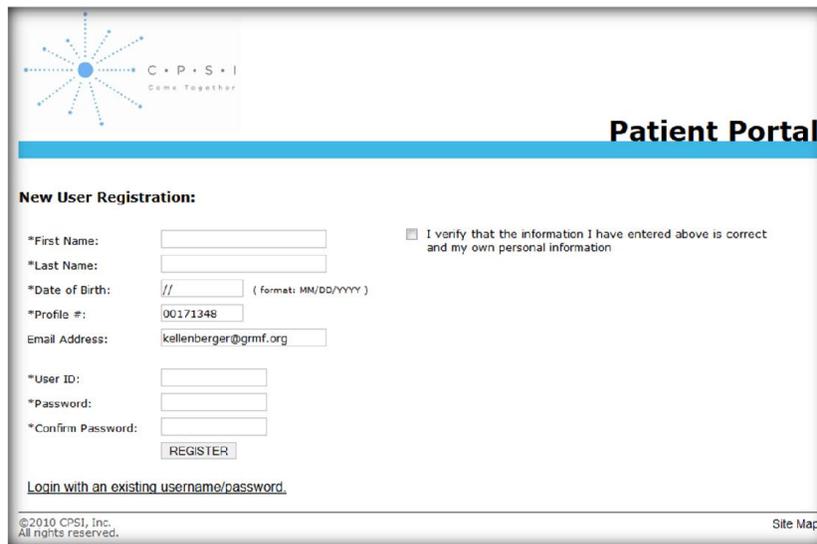
## *Step 2: Registration*

This website is secure. Glen Rose Medical Center 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. (See Figure 1)

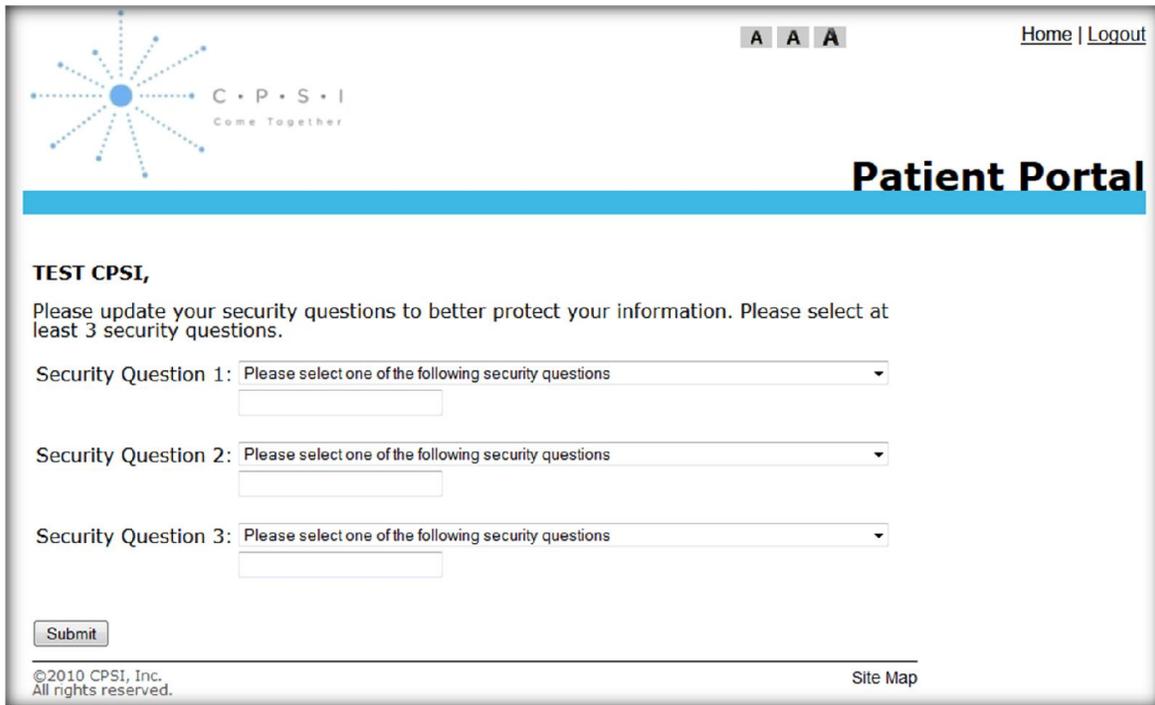


The screenshot shows the 'Patient Portal' registration page. At the top left is the CPSI logo with the tagline 'Come Together'. The page title is 'Patient Portal'. Below this is the 'New User Registration' section. It contains several input fields: 'First Name', 'Last Name', 'Date of Birth' (with a format hint 'MM/DD/YYYY'), 'Profile #' (pre-filled with '00171348'), 'Email Address' (pre-filled with 'kellenberger@grmf.org'), 'User ID', 'Password', and 'Confirm Password'. A checkbox is present with the text 'I verify that the information I have entered above is correct and my own personal information'. A 'REGISTER' button is located below the password fields. At the bottom left, there is a link: 'Login with an existing username/password.'. The footer contains the copyright notice '©2010 CPSI, Inc. All rights reserved.' and a 'Site Map' link.

Figure 1

### Step 3: Security Question

Choose three security questions, fill in the answers, and then click the “Submit” button at the bottom of the screen. (See Figure 2)



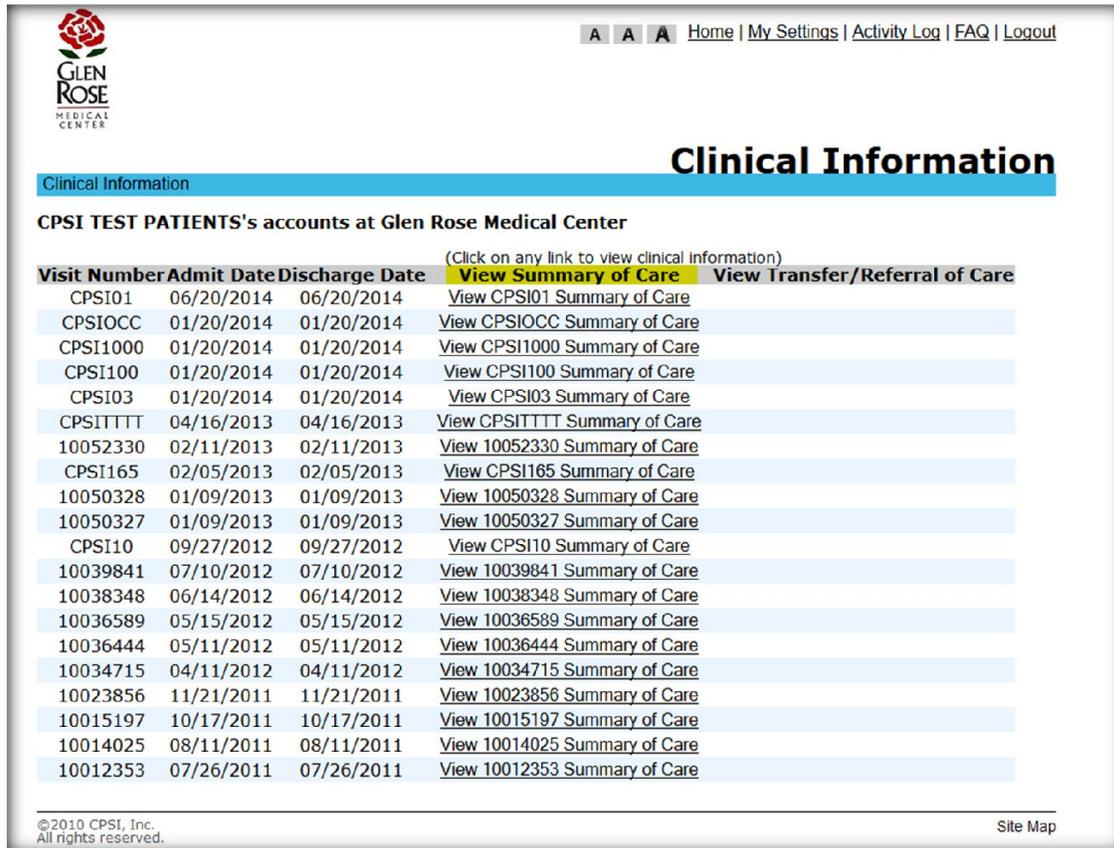
The screenshot shows the CPSI Patient Portal interface. At the top left is the CPSI logo with the tagline "Come Together". At the top right are accessibility icons (A A A) and links for "Home" and "Logout". A blue horizontal bar contains the text "Patient Portal". Below this, the heading "TEST CPSI," is followed by the instruction: "Please update your security questions to better protect your information. Please select at least 3 security questions." There are three rows, each for a security question. Each row consists of a dropdown menu with the text "Please select one of the following security questions" and an empty text input field below it. At the bottom left is a "Submit" button. At the bottom right is a "Site Map" link. In the bottom left corner, there is a copyright notice: "©2010 CPSI, Inc. All rights reserved."

Figure 2

(Continued on next page)

## 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 "Visit Number" and the title "View Summary of Care". Click on the link in the "View Summary of Care" column to view the document. (See Figure 3)



The screenshot shows the "Clinical Information" page for CPSI test patients at Glen Rose Medical Center. The page includes a navigation bar with links for Home, My Settings, Activity Log, FAQ, and Logout. The main content is a table listing patient visits with the following columns: Visit Number, Admit Date, Discharge Date, View Summary of Care, and View Transfer/Referral of Care. Each row represents a patient visit with corresponding dates and links to view the summary of care.

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI01	06/20/2014	06/20/2014	<a href="#">View CPSI01 Summary of Care</a>	
CPSIOCC	01/20/2014	01/20/2014	<a href="#">View CPSIOCC Summary of Care</a>	
CPSI1000	01/20/2014	01/20/2014	<a href="#">View CPSI1000 Summary of Care</a>	
CPSI100	01/20/2014	01/20/2014	<a href="#">View CPSI100 Summary of Care</a>	
CPSI03	01/20/2014	01/20/2014	<a href="#">View CPSI03 Summary of Care</a>	
CPSITTTT	04/16/2013	04/16/2013	<a href="#">View CPSITTTT Summary of Care</a>	
10052330	02/11/2013	02/11/2013	<a href="#">View 10052330 Summary of Care</a>	
CPSI165	02/05/2013	02/05/2013	<a href="#">View CPSI165 Summary of Care</a>	
10050328	01/09/2013	01/09/2013	<a href="#">View 10050328 Summary of Care</a>	
10050327	01/09/2013	01/09/2013	<a href="#">View 10050327 Summary of Care</a>	
CPSI10	09/27/2012	09/27/2012	<a href="#">View CPSI10 Summary of Care</a>	
10039841	07/10/2012	07/10/2012	<a href="#">View 10039841 Summary of Care</a>	
10038348	06/14/2012	06/14/2012	<a href="#">View 10038348 Summary of Care</a>	
10036589	05/15/2012	05/15/2012	<a href="#">View 10036589 Summary of Care</a>	
10036444	05/11/2012	05/11/2012	<a href="#">View 10036444 Summary of Care</a>	
10034715	04/11/2012	04/11/2012	<a href="#">View 10034715 Summary of Care</a>	
10023856	11/21/2011	11/21/2011	<a href="#">View 10023856 Summary of Care</a>	
10015197	10/17/2011	10/17/2011	<a href="#">View 10015197 Summary of Care</a>	
10014025	08/11/2011	08/11/2011	<a href="#">View 10014025 Summary of Care</a>	
10012353	07/26/2011	07/26/2011	<a href="#">View 10012353 Summary of Care</a>	

Figure 3

## 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?

If you did not receive the confirmation email, please call 254-897-2215, extension 341 and ask for a "portal reset" in order for another email to be sent to you.

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## FREQUENTLY ASKED QUESTIONS

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**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 browser that supports secure communications (i.e. Internet Explorer, Mozilla Firefox, Google Chrome or Safari).

**Question:** Can anyone see my clinical information?

**Answer:** Only you and anyone you designate as your Authorized Representative will have access to your clinical information. Please be aware that anyone you provide your username and password to will also be able to view your clinical information.

**Question:** Do I need extra software or hardware to use clinical information?

**Answer:** No. Extra software is not needed. You can access your information from any PC with a secure communications enabled browser (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, or Safari).

**Question:** How do I register for an account?

**Answer:** Access the web link from the email invitation sent to you at the email address that you provided during registration. Complete the new registration screens to create your 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 desired 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.