# **Enrollment is Easy**

Visit our Release of Information Office

The staff will assist you with enrolling in the portal

You will need to provide them with information about you—your Date of Birth and e-mail address

Access your e-mail for your onetime user name, password, and link to the Portal

Click on the link to access the Portal

Enter your one-time user name, password, and security question and click Log On

Enter your new user name and password

**Explore the Portal!** 

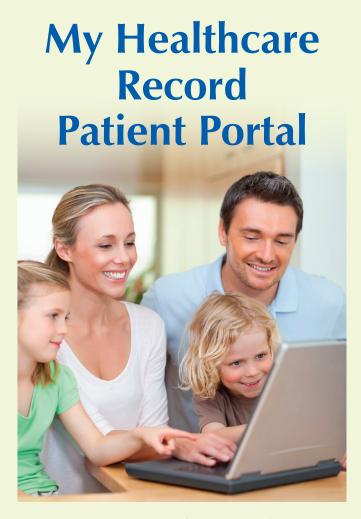


Contact Us: 410/398-4000, ext. 3999 roi@uhcc.com

Our mission is to provide safe, high-quality health & wellness services to the residents of Cecil County & neighboring communities.



106 Bow Street Elkton, Maryland 21921 410-398-4000 www.uhcc.com



Stay Informed
Stay in Touch
Stay in Good Health



# FAQs: You Have Questions, We Have Answers

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#### **Available at Your Convenience**

We understand that that your time is valuable. The Portal makes time-consuming tasks simple... a few clicks, and you're done.

• Access health information online, versus over the phone or in person

#### You Choose the When and Where

Access to the Portal is on your schedule, whether at home, on vacation, or at another medical office.

- Use the Portal from anywhere using a browser
- Manage information 24X7, without waiting

### **Keep the Most Important People in the Loop**

You can connect with your providers and keep your family informed at the same time.

• Give authorized family members access to your health information

The Patient Health Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.



## **Health Information**

Lab Results
Visit History
Discharge Instructions
Health Summary

# **Allergies and Medications**

Allergies and Conditions
Immunizations
Medications with Instructions

# Where does my health information in the Portal come from?

All of the information in the Portal comes from your Union Hospital Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

#### How do I log into the Portal?

To log into the Portal, visit the Patient Health Portal link on Union Hospital's website. Then, simply enter your user name and password (see enrollment information on the reverse side of this page).

### Can my family access my Portal?

Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and your family member(s).

### Is my information safe?

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

# What if I ever have technical problems with the Portal?

There is a Contact Us section on the homepage of the Portal that allows you to submit any questions you have regarding the Portal.