

Patient Portal Access

Frequently Asked Questions

What is Patient Portal?

The Houston County Community Hospital Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR).

The clinical data on the Patient Portal includes:

- Test Results
- Medications
- Allergies
- Immunizations
- Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the HCCH Patient Portal **after** you have completed the initial setup process, you can log in at <https://www.mymedicalencounters.com> or going to <http://houstoncountycommunityhospital.com/patient-portal.html>. Remember, use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection.

How do I set up an account?

Step-by-step instructions on how to set up an account are included online at <http://houstoncountycommunityhospital.com/patient-portal.html> or in the package provided. Once you have entered your information and have been

prompted to create a username and password, you will only need your username and password to sign into your Patient Portal account in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given them permission. As a patient of HCCH, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the HCCH Patient Portal?

If you have trouble logging in or accessing HCCH's Patient Portal, contact HCCH registration department at 931-289-4211 Monday thru Friday from 8am-4:30pm CST.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each new visit.

What if I have questions about my medical records?

If you have questions about your medical records, or feel that an error has been made, please contact HCCH's Nursing Station at 931-289-4211.

Accessing your account

To access your account or additional accounts at a later time, please visit:
<https://www.mymedicalencounters.com>.

The HCCH Patient Portal relates to services provided at Houston County Community Hospital ONLY and will not include health information from any other health care facilities that you may utilize for health services.