Enrollment Questions

What is My HEALTH INFO?

My HEALTH INFO offers secure on-line access to portions of your electronic medical record, where your health information is stored. It allows you to securely use the Internet to help manage and receive information about your health. With My HEALTH INFO, you can use the Internet to:

- View upcoming appointments
- View your health summary from the My HEALTH INFO electronic health record
- View test results
- View your balance
- Update demographic information (e.g., email address, home address, next of kin)

Is there a fee to use My HEALTH INFO?

There is no fee. My HEALTH INFO is a free service offered to our patients.

Who can enroll in My HEALTH INFO?

You must be 18 years or older to enroll in My HEALTH INFO.

How do I enroll?

During your next visit, receive an 'Enrollment Guide' form during the Registration process, go home and enroll on-line.

Is there anything I need to have in order to use My HEALTH INFO?

You need access to a computer connected to the Internet and an up-to-date browser. The browsers supported by My HEALTH INFO are:

- Google Chrome 7.0+ on Windows
- Internet Explorer 10 and higher, version 11 is recommended
- Mozilla Firefox 3.6+ on Windows
- Safari 5.0.2+ and newer on Mac/Windows

*If using IE 10 you will need to make the following change:
1. Open Internet Explorer 10 and then press the Alt key on your keyboard
2. On the Tools menu, click Compatibility View settings (This box should NOT be checked)

You will also need a personal email account. You will receive email notifications each time we add information to My HEALTH INFO.

I don't have a personal email account. How do I get one?

A number of different services offer free email accounts. Some of the more common ones are Google's Gmail, Yahoo and Hotmail. You can go to their websites, e.g., gmail.com, yahoo.com or hotmail.com and follow instructions for setting up an email account.

Your My HEALTH INFO Record

When will I see my test results in My HEALTH INFO?

Your lab test results are released to your My HEALTH INFO account 36 hours after test is finalized and Radiology reports are released 36 hours after report is reviewed and signed by radiologist.

Why are certain test results not shared electronically via My HEALTH INFO?

Some tests are very sensitive and access to these results is protected by federal law.

Sharing My HEALTH INFO

Can I view a family member's health record in My HEALTH INFO?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal My HEALTH INFO account, and then connect to information regarding their family member, who is 18 years or older.   Complete a My HEALTH INFO Proxy Consent Form and return it to the Health Information Management Department to request access to this convenient service.

Can I have access to my minor child's health record in My HEALTH INFO?

Yes, you may have access to your minor child, birth to 12th birthday. You may print the authorization form from the website (Forms link) or pick up a form from registration and return it to the Health Information Management Department to request access to this convenient service.

Can I share access to My HEALTH INFO record with someone?

Yes, as long as you are 18 or older and legally competent. To give another person access to your My HEALTH INFO record, acquire a My HEALTH INFO Proxy Access Form at your next visit from the Health Information Management Department.

Can my spouse and I share one My HEALTH INFO account?

Due to the sensitive nature of medical information, each adult must have an individual My HEALTH INFO account.

Getting help using My HEALTH INFO

I forgot my password. What should I do?

You may click the "Forgot Password" link on the sign-in page to reset your password online. Or you can contact us at 620-343-5941 to have your password reset.

Where can I update my personal information (e.g., email address, home address, next of kin)?

Log into My HEALTH INFO and from the Home Page select the Profile button and select Update Profile, click on Submit when complete.

Where can I update my email address or change my password?

Log into My HEALTH INFO and from the Home Page select the Preferences link at the bottom of the page. On the next window, select 'Update User Preferences' or 'Change Password.'

How do I view health records for my minor child or another person I have proxy access for?

Log into My HEALTH INFO and from the Home Page select the Change Person option in the top right corner. Then select the correct

person.

Who do I contact if I need help using My HEALTH INFO?

There is a 'Contact Us' button on the bottom of each page in the Portal, the message will be directed to whichever department is responsible for that specific content. Ex. Using the 'Contact Us' button from the Medical Record page will send a message to the Health Information Department. Or you may call 620-343-5941.

I did not receive email notifications from My HEALTH INFO. What should I do?

Please select Preferences then change email address and review the email associated with your My HEALTH INFO account.

Check your spam folder for communication from My HEALTH INFO. If you find it there, select the email and select Trust Sender so that future emails go to your inbox.

Privacy and security

How is My HEALTH INFO secure?

We take great care to keep your health information private and secure. Along with using the latest 128-bit SSL encryption technology, My HEALTH INFO passwords are encrypted and URLs are re-written so that they cannot be copied and pasted.

I was logged out of My HEALTH INFO. What happened?

We take precautions to protect your privacy and the security of your information. If your keyboard remains idle for 5 minutes or more, our system will automatically log you out of My HEALTH INFO. If you need to leave your computer for even a short period of time, we recommend you log out of My HEALTH INFO to keep your information secure.