

**Newman Regional Health**

**My HEALTH INFO**

**Enrollment Guide**



**NEWMAN**

REGIONAL HEALTH

[WWW.NEWMANRH.ORG](http://WWW.NEWMANRH.ORG)

Newman Regional Health My HEALTH INFO will allow you to:



## Review Your Hospital Results

(Lab Results are released 36 hours of test is complete and Radiology reports are released 72 hours after report is reviewed and signed by radiologist.)



## Update Your Demographic Information for the Hospital



## View Hospital Appointments



## Review Your Medications and Allergies

**Welcome,**

Thank you for choosing to join the Newman Regional Health (NRH) My HEALTH INFO patient portal.

The portal can be accessed by going to the web address:

[www.newmanrh.org](http://www.newmanrh.org)

The following information is required to enroll in My HEALTH INFO:

- Your NRH Medical Record number (entered exactly as provided) or SSN
- Your personal home email address
- Name
- Date of birth
- Social Security Number

\*Please note: In order to enroll in the Newman Regional Health My HEALTH INFO, **the name you enter must be what is currently on file in your electronic medical record and your email address must also be on file in your electronic medical record.** You can update your email address in person with our Registration staff when you are registering for a hospital visit. Otherwise, you will need to come to our Health Information Management Department at Newman Regional Health. We are open from Mon-Fri from 8:00am -4:30pm. You will be required to present a photo Id.\*

## How to Enroll and Log-in Your First Time

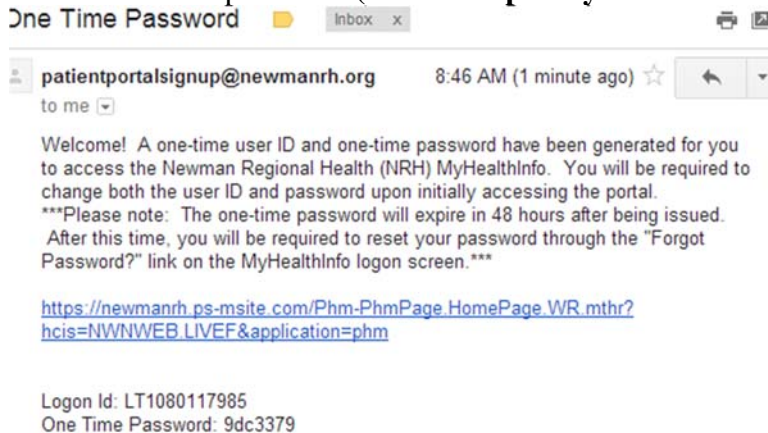
1. Open your preferred web browser and enter the web address [www.newmanrh.org](http://www.newmanrh.org) in the address bar. Click on 'MY HEALTH RECORDS' button on the home page.
2. Click on 'HOSPITAL' Button. Click on 'ENROLL HERE' button.
3. Complete all the information on the enrollment form. Medical Record Number must be entered as it appears on handout received during registration.



The screenshot shows the 'My HEALTH INFO' portal for Newman Regional Health. The main heading is 'Enrollment Request'. The form includes the following fields:

- Last Name: A text input field with a blue border.
- First Name: A text input field.
- Date of Birth: Three dropdown menus for Month, Day, and Year.
- Medical Record Number or Last 4 Digits of Social Security Number: A text input field.
- Email Address: A text input field.
- Confirm Email Address: A text input field.
- Submit: A button at the bottom of the form.

4. Check your personal email for the temporary username and password information and click on the link provided. **(These temporary credentials are only valid for 5 days.)**



Example email message

- Complete all of the information on the My HEALTH INFO screen. **Take note of your new Username and Password and put it in a secure location.** Submit the Form. Log off of the portal.

The screenshot shows the 'My HEALTH INFO' registration page. At the top right is a 'Log Off' button. A yellow message box states: 'Please select a new Log On User Id and Password. Also define 3 Security Questions to activate your user.' Below this is a form titled 'Change Log On User Id and Password'. It includes instructions: 'User Id must be a minimum of 8 characters, a maximum of 12 characters, and must contain at least 0 numeric character(s). Password must be a minimum of 8 characters, a maximum of 12 characters, and must contain at least 2 numeric character(s).' The form contains input fields for 'New Log On User Id', 'One Time Use Password', 'New Password', and 'Confirm New Password'. It also has two sets of 'Security Question' dropdown menus and corresponding 'Security Question Answer' text boxes. The first dropdown is set to 'What was your high school mascot?' and the second to 'What was your first pet's name?'.

- Return to the Newman Regional Health My HEALTH INFO Log-in window by clicking on the “**here**” link of the Logged out page.

## Logged Out

You have signed out of the system.

Click [here](#) to sign on again.

- Enter your new Logon ID and Password
- Accept the Terms and Conditions of the Newman Regional Health My HEALTH INFO portal. (if you decline the Terms and Conditions, you will be logged out of My HEALTH INFO)

The screenshot shows the 'My HEALTH INFO' Terms and Conditions dialog box. It features the Newman Regional Health logo and a 'Log C' button. The title is 'Terms and Conditions'. The main text reads: 'Patient Portal Terms of Use Policy and Procedures & Patient Agreement to Abide by Terms of Use'. It states that Newman Memorial County Hospital & Newman Regional Health offers secure viewing through the MyHealthInfo portal. A section titled 'I. Terms of Use - General Policies and Procedures' includes a bolded instruction: 'DO NOT use MyHealthInfo to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g. HIV, mental health, work-excuses, etc.)'. Below this is a 'Proper Subject Matter' list: 'Use MyHealthInfo for: lab results, imaging reports, appointments, billing information, etc.', 'Use MyHealthInfo to update your demographic information.', 'Be sure that all information that you enter is true, accurate, complete, and updated whenever there is a change.', and 'Be concise when typing a message.' At the bottom, it says 'MyHealthInfo Has (or Will Have) the Following Functions:' followed by 'Decline' and 'Accept' buttons.

9. View your information in My HEALTH INFO and Log Off when you are complete.
10. To access the Newman Regional Health My HEALTH INFO again, return to the My HEALTH RECORDS section of [www.newmanrh.org](http://www.newmanrh.org) and click on 'Hospital' button and then 'Log-In Here' button

### **Frequently Asked Questions:**

#### **What should I do if I forget my password?**

From the My HEALTH INFO Log-In screen, there is a 'Forgot Password' link. By selecting this link and identifying the email address that is on file for you, a one-time user/password will be emailed to you. You may then logon with this one-time user/password and will then be prompted to update this user name/password and determine a security question and response for your user.

#### **What should I do if I have other technical problems with My HEALTH INFO?**

By selecting, 'Contact Us' on the My HEALTH INFO homepage you can submit a question or call 620-343-5941 and select the option for portal technical support.

#### **What are the User ID and Password requirements?**

My HEALTH INFO Logon ID must be a minimum of 8 characters, and a maximum of 12 characters. The My HEALTH INFO Password must be a minimum of 8 characters, and a maximum of 12 characters with at least two numeric characters.

#### **Is my username case sensitive?**

No, your username (Logon ID) for My HEALTH INFO is not case sensitive; however, passwords are case sensitive.

#### **What if I forgot my Logon ID?**

To confirm your My HEALTH INFO Logon ID, you need to call the Health Information Management Department at Newman Regional Health, 620-343-5941.

#### **How do I log out?**

Click the 'Log Off' link at the top right side of the page. The 'Logon' screen will appear verifying that you logged out successfully. You may then exit from the My HEALTH INFO page.

#### **As a parent or guardian how will I be able to see a family members medical information?**

You will be able to apply, in person, for proxy access to a family members information, who is between the age of birth to 12 or 18 years and older at the Health Information Management Department at Newman Regional Health. By having proxy access to their portal you will be able to view their medical records from within your portal account.