**FAQs**

* **What is the Online Patient Portal?** Carteret Health Care has an electronic health record system called Meditech to manage health care information for patients while they are in the hospital. Our Online Patient Portal, “Meditech Health Portal”, is linked to this system and is a convenient and secure health management tool you can use anywhere you have access to the Internet. Through the online portal you can review: Lab results, Radiology Reports, Visit History, Discharge Instructions, Health Summary, Allergies and Conditions.
* **How do I sign up for the portal? Patient Portal Enrollment Instructions**:

1. Ask to be enrolled in the portal during any registration process or call Patient Portal Support at 252-499-6677. Provide an email address and an automated email will be sent for you to complete the registration.
2. To complete the enrollment process, log into your email account, open the Patient Portal Log in your email, and follow the instructions to enroll.

OR

1. If you’ve provided an email address during a registered hospital visit you can self-register using your Medical Record number or the last 4 digits of your social security number. Go to carterethealthcare.org, and then select the following: patient resources> my health portal> hospital patient portal> Sign Up, and then enter your information.

* **Is there a fee to use the portal?** No. The portal is a free service offered to our patients.
* **What are the username and email requirements?** User name has a minimum of 8 characters. Password is a minimum of 8 characters and must include one (1) number.
* **I forgot my password and security questions**. Call Patient Portal Support @ 252-499-6677 or email myhealth@carterethealth.org.
* **What if I lock myself out of the portal?** You can retrieve your password following these steps: Click the “Forgot Password?” link on the Patient Portal sign-on page, Enter your portal Logon ID, Enter your email address (this must match the email currently on file with the hospital), Click submit. If you need additional assistance call Patient Portal Support @ 252-499-6677 or email myhealth@carterethealth.org
* **How do I provide an email address?** An email can be provided during registration for any type of patient visit. You can visit the Health Information Management department and provide it to them or you can contact the Patient Portal Support line @ 252-499-6677 and/or email [myhealth@carterethealth.org](mailto:myhealth@carterethealth.org).
* **How do I change my email address?** Call Patient Portal Support @ 252-499-6677 or email myhealth@carterethealth.org
* **Does my CHC hospital portal account log in/password work for Carteret Medical Groups (CMG) portal?** No, Patient Portal will provide information only specific to Carteret Health Care hospital, not physician offices.
* **Is my account secure?** Yes. Portal passwords are encrypted. You and family authorized family members are the only ones who can access your Portal. The system will timeout which protects your information if you leave the portal page open.
* **What Internet browser works with the portal?** Patient Portal is compatible with most web browsers: Safari, Chrome, Internet Explorer, and Firefox.
* **How do you update your browser?** Download the latest version.
* **Is there a portal app available?** Yes. Look for **MHealth** in the app store.
* **Who do I call for technical support?** Call Patient Portal Support @ 252-499-6677.
* **Can I share an account with my spouse or child?** Yes. You can share your account information with anyone you’d like or “proxy access” can be set up as well. Proxy access allows whomever you designate to have their own login information to see your health information. To set up proxy access, call Patient Portal Support @ 252-499-6677.
* **How do I terminate proxy access?** Call Patient Portal Support @ 252-499-6677.
* **What documents are available?** Lab Results, Radiology Reports, Provider Reports, Visit History, Discharge Instructions, Health Summary, Medications, Allergies and Conditions.
* **Who do I contact if I have a question about my results?** Contact your primary provider.
* **Can I get medical information results over the phone?** No
* **When can I see my test results?** Provider notes are available once the provider has signed the document. Radiology reports are available within 36 hours and Lab results are available within 24hours. Certain lab results will not be available on the portal or may be delayed based on the type of test.
* **How do I pay my bill or get a statement?** The portal has a bill pay option.
* **Can I make or cancel appointments through the portal?** Not at this time.
* **Can I message my physician through the portal?** Not at this time.
* **How can I email or send a report to my doctor?** The most secure way to send a report or health information is to find out if your provider has “Direct Address”. This is a special type of secure email that is used to send/retrieve healthcare information. You are able to run an updated Health Summary and can then send that to the provider’s Direct Address. It is up to the patient if they choose to email results to an unsecure email, but that is an option as well.
* **How will I know when something has been added to the portal?** Once a report/note meets the parameters defined above it will display in the portal and the patient will receive a new activity email indicating that “New Reports” are available in the portal. Patients can click on the link within the email and will be brought directly to the “What’s New” section of the portal. From here, patients are able to click on the new Report. New items are also highlighted in bold type.