



# GREENVILLE HEALTH SYSTEM

## A Patient's Guide to Accessing and Using the Patient Portal

### Welcome,

Once your provider's office completes your request to access the patient portal you will receive a print out that contains your Username and Temporary Password. Additionally a welcome email message will be delivered to the mailbox you specified in your request. This message will include:

- The URL to access the Portal
- Your Username
- Your Temporary Password

### Accessing the Portal

You may access the Portal by:

- Clicking on the URL contained in the Welcome Email
- Typing the address [www.ghs.org/patientportal](http://www.ghs.org/patientportal) into your browser.

### Logging onto the Portal

Log onto the Portal using the Username and Password contained in the Welcome Email. Upon your first logon you will receive a User Validation Screen. You will be required to answer one of the validation questions displayed and then select **Submit**.

### Password Creation

Once the Portal is accessed you will be prompted to:

- Enter your new password. Your password will be rated and must qualify at least as normal or it will not be accepted. (See Tips)
- Retype your new password to confirm it
- Choose a security question from the dropdown list
- Supply an answer to your security question.

#### Tips for Creating a Secure Password

- Don't use actual words.
- Mix capital and lowercase letters.
- Include symbols and/or numbers.
- Don't use personal information (name, birth date, etc.)
- Don't use keyboard patterns (qwerty) or sequential numbers (1234).
- Don't use all numbers, uppercase letters or lowercase letters.
- Don't use repeating characters.

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## Patient Portal Policy and Procedures

### How Secure Patient Portal Works

A secure web portal is a kind of webpage that uses encryption (security measures) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the correct password or pass-phrase to log in to the portal site.

### Protecting Your Private Health Information and Risks

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. However, keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it. Only you can make sure these two factors are present. **We need you to make sure we have your correct email address and you MUST inform us if it ever changes.** You also need to keep track of who has access to your email account, so that only you, or someone you authorize, can see the messages you receive from us. If you pick up secure messages from a Web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Patient Portal and change it. We will provide adequate notice of any changes. We understand the importance of privacy in regards to your healthcare and will continue to strive to make all information as confidential as possible.

### Current Offerings and Functionality:

The following includes types of information that you will have access to through the Patient Portal:

- The consent to publish medical information. Medical information, for the purposes of the Patient Portal, includes, but is not limited to, information about you regarding substance abuse, pregnancy, treatment or testing and diagnosis of sexually transmissible diseases (STDs) and human immunodeficiency virus (HIV). The consent is valid for 1 year and must be renewed annually.
- The GHS Patient Portal is offered to patients who are 16 years and older.

Lab Results. You can view copies of lab tests, the lab test results, and any explanations or comments from your provider. This is a read only area. Your provider may decide that the results of your lab tests should not be published on the Patient Portal because they need to have more explanation that can be provided on the Portal. In this case, your provider will make other arrangements to discuss your lab test results.

- Specific Medical Information (allergies, medicines, diagnosis, past medical history). You can view information entered into various parts of your electronic health record. These are available for you to review and for you to check for accuracy, as well as to print for other physicians or to keep for your records.

### How to Begin:

1. While in your provider's office, inform staff that you wish to use the Patient Portal. The staff member will require from you a valid photo identification and if you are requesting access on behalf of someone else (eg legal guardian for a minor) then you must provide documentation showing that you are the legal representative.
2. After reading this "Patient Portal Policy and Procedures" document, sign the Consent Form provided.
3. The office staff will then set your account up in the Patient Portal system and provide you with printed login ID and password as well as instructions on how to locate your information after login.
4. We will attempt to send you an email for validation purposes and information. This will provide a link to the Portal login screen. This notification will give you the URL (internet address) of the web site where you can log in. By clicking on the URL you will activate your Internet browser, which will open the web site. Because the connection channel between your computer and the web site uses "secure socket layer" (SSL) technology, you can view information on your computer, but it is still encrypted in transmission between the Web site and your computer. You will then be able to login using the user name and password provided. If you have not received an email from us within 3 working days, please call (864) 455-8756. *\*Note --For confidentiality, we will not communicate any further with you via your email.*

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## Patient Portal - CONSENT TO PUBLISH

Greenville Health System offers secure viewing of personal health information as a service to adult patients (16 years and older) who wish to view parts of their records. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. By signing our Consent Form you accept the risks and agree to the conditions of participation.

### Conditions of Participation

Access to this secure Patient Portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service we will notify you as promptly as we reasonably can. This consent is valid for 1 year. You will be required to sign a new consent each year if you wish to continue to use this service. You agree not to hold GHS or any of its staff liable for network infractions beyond its control. Before reading this form, we provided you with our policies and procedures page for using this web portal. We need you to understand and comply with these, and by signing the consent form, you acknowledge that you understand the policies and procedures and that you agree to comply with them. If you do not understand, or do not agree to comply with our policies and procedures, please contact us to opt out of the Patient Portal. To be provided access as a legal representative of another person's personal health information, you must provide legal documentation supporting this action.

I understand that by signing this Consent to Publish, my or the patient's medical information, including but not limited to information about me or the patient regarding substance abuse, pregnancy, and treatment, testing and diagnosis of sexually transmissible diseases (STDs) and human immunodeficiency virus (HIV), will be published to the secure patient portal. This Consent will remain in effect for 1 year for all Greenville Health System providers and all locations or until such time that I choose to revoke my Consent. It is my responsibility to notify my provider or provider's office staff if there is a change in my email account or I feel that my secure password has been breached.

Patient's Full Name \_\_\_\_\_

Legal Representative's Full Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Confidential e-mail address \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

*(Self or Legal Representative)*

**GHS Staff Use Only:**

Photo ID reviewed, compared and on file.

**Legal Representatives:**

Legal documentation confirmed and on file.

Staff Initials: \_\_\_\_\_

-----STOP HERE FOR CONSENT-----

### **TO OPT OUT ONLY:**

By signing below, I revoke my Consent to Publish health information to the Patient Portal and request that GHS immediately disable my ID and Password within 24 hours of the signed date below. I understand that any visit with the provider today may be published to the Portal before my ID and password are disabled. I understand that opting out of the Patient Portal is for all GHS providers.

Signature \_\_\_\_\_ Date \_\_\_\_\_

*(Self or Legal Representative)*