Patient Portal Information Guide

LET'S GET STARTED

1. During registration, provide the hospital registrar with a valid email address.

2. Upon discharge, you will receive an email with a link to the Patient Portal.

PORTAL ACTIVATION

3. Check your e-mail and use the link to launch the online Patient Portal. www.relayhealth.com

4. You will be prompted to enter your name.

5. Create a User ID and password. Your User ID must be at least four characters in length and your password at least eight characters and contain no spaces and cannot contain your name.

6. Create three security questions to verify your identity in the event that you forget your password.

7. Verify your demographic information, e-mail address, birthday and gender.

8. Check the box to agree to the Terms of Use and Privacy Policy then click on Register.

9. Congratulations! Your account has now been activated.

QUESTIONS?

Contact RelayHealth Customer Support at 1.866.RELAY.ME (1.866.735.2963) or relayhealth-support@RelayHealth.com. You may also call 828.586.7892.

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WHAT IS THE PATIENT PORTAL?

We believe that every patient should have easy, instant access to his or her health information at any time.

We are pleased to present this opportunity through the use of our secure internet portal. Using this portal, you will be able to access your health information online.

All you need to activate this service is a valid email-address. You will then be able to access information from your visit, allergies, procedures, lab and radiology results, vital signs and more all in one place.

Please note: If you add any information to your personal health record, we cannot access those changes. All questions regarding test results should be directed to the patients primary care or ordering physician.

FREQUENTLY ASKED QUESTIONS

Is the Patient Portal safe?

Yes, secure-socket layer encryption technology is utilized.

When will health information/results be available on the Patient Portal?

All information will be available within 36 hours of discharge. In most cases, information is available immediately following discharge.

Will historical health information be available on the Patient Portal?

Data will be available for visits beginning July 1, 2014, for those who choose to use the service. Data will not be available for visits registered prior to July 1.

Can patients print their health information from the Patient Portal?

Yes. Patients can download or print their personal results, or other health information.