My Health eRecord
What You Need to Know

Thompson Health is pleased to offer **My Health eRecord**, a secure online tool for you to access portions of your personal medical record. Note that this tool is available for patients who were admitted as an inpatient or observation patient to F.F. Thompson Hospital after April 1, 2014.

Once you have completed the activation form and you have been discharged from the hospital, an email from RelayHealth will be sent to you within three business days. In this email, there will be instructions on how to activate your clinical information.

Frequently Asked Questions

When can I see the information in My Health eRecord? The online gateway is activated immediately after you are discharged from the hospital. The information will be updated again within a few days after discharge.

Is my medical information secure? The **My Health eRecord** online gateway employs the highest level of security and encompasses the security tenets of the proposed regulations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Our overall priorities are to ensure security and to be fully compliant with all HIPAA regulations. Access, integrity, availability, ownership, authorization, dependability, authentication and confidentiality are all major considerations within the system.

What is the privacy policy for the My Health eRecord system? The Thompson Health online gateway is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given to your health records and will never be sold or leased by Thompson Health.

Who do I contact if I have further questions? Should you have any difficulty registering for this service please email *ffthpatientportal@thompsonhealth.org* or call the support line at (585) 919-3849. Hours are Monday - Friday from 8:30 am - 3:30 pm. If you send or leave a message after hours, you will receive an answer the next business day.

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Step 1

During Registration, provide the hospital Registrar with a valid email address.

Step 2

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

Step 3

Check your email and use the link to launch the online Patient Portal.

Step 4

You will be prompted to enter your date of birth to confirm your identity.

Register Your Account   Preferred Language English ▾

Parents, please enter your own information here. You can add **family member(s)** to your account AFTER completing this first step.

If you select Canada as your country, you will be asked to confirm where you plan to receive care. Please enter a valid zip code that adheres to one of the following formats: 55555 or 55555-5555.
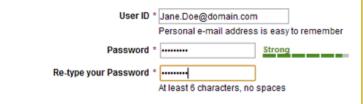
* Required information

Country *	United States ▾
First Name *	Jane
Middle Name	
Last Name *	Doe
Date of Birth *	December ▾ 28 ▾ 1980 ▾
Gender *	○ Male ● Female
E-Mail *	Jane.Doe@domain.com
ZIP Code *	28213

Step 5

You will be prompted to verify your demographic information.

Sign-In Information

You may use your e-mail address as your User ID. Your User ID must be at least four characters in length and your password at least six characters and contain no spaces.

User ID *	Jane.Doe@domain.com	
	Personal e-mail address is easy to remember	
Password *	••••••••	Strong ▬▬▬▬▬
Re-type your Password *	••••••••	
	At least 6 characters, no spaces	

Step 6

Create a User ID (using email address is recommended) and password.

We will use your answers to these security questions to help verify your identity in the event that you forget your password.

Question 1 *	--Choose A Question-- ▾
Your Answer *	
Question 2 *	--Choose A Question-- ▾
Your Answer *	
Question 3 *	--Choose A Question-- ▾
Your Answer *	

Step 7

Create three security questions to verify your identity in case of password loss.

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RELAYHEALTH SUBSCRIBER (PATIENT) TERMS OF USE - AUGUST 2010
Welcome to the RelayHealth website. RelayHealth, a division of McKesson
Technologies Inc. ("RelayHealth") provides a web site and internet-based
services offering a secure, private channel for healthcare consultation
communications with your physician, personal medical information storage, on-

Check the box below to agree to the Terms of Use and consent to the Privacy Policy.

* ☑ I agree to the Terms of Use and I consent to collection, use and disclosure of my personal information as described in the Privacy Policy above

Step 8

Check the box to agree to the Terms of Use.

Step 9

Congratulations! Your account has now been activated.

If you have any difficulty registering for or using this service, please contact: RelayHealth Customer Support **1-866-RELAY-ME (1-866-735-2963)** or **relayhealth-support@RelayHealth.com**

My Health eRecord
Activation Form

Thompson Health is pleased to offer My Health eRecord, a secure online tool for patients to access parts of their personal medical record. This tool is available for patients who were admitted as an inpatient or observation patient to F.F. Thompson Hospital after April 1, 2014.

To activate this service, the patient needs to complete the following. The patient will then be able to access information from his/her hospital inpatient visit all in one location.

Please provide *(print legibly)*:

Patient First Name _____

Patient Last Name _____

Patient Date of Birth _____
(If patient is 12 years or older, patient signature is required.)

Patient Email Address _____

Patient Phone Number _____

Patient Signature _____

Date _____

Please give this to a member of the healthcare team* or mail it to:

Health Information Management,
Thompson Health

**Thompson Health staff:
Please forward completed
forms to the HIM department.*

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