WEST KAUAI MEDICAL CENTER / KVMH
MAHELONA MEDICAL CENTER / SMMH
Caring for Our Community through Excellence in Healthcare

*my*Health
HHSC Patient Record Portal

*my*Health HHSC Patient Record Portal—*Your Online Health Connection*

It's the Patient Portal that gives you 24/7 access to your hospital information.

Secure. Easy. Personal.

WEST KAUAI MEDICAL CENTER / KVMH
MAHELONA MEDICAL CENTER / SMMH

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www.kvmh.hhsc.org	www.smmh.hhsc.org

KAUAI REGION MEMBERS OF
HAWAII HEALTH SYSTEMS CORPORATION
www.hhsc.org

*my*Health
Your Online Health Connection

myHealth | HHSC Patient Record Portal

Frequently Asked Questions:

What is the *my*Health Patient Portal?

The *my*Health Patient Portal is an online healthcare information management tool for patients. You will be able to view a summary of your care at the hospital. In the future, you will be able to view radiology results and physician reports related to your care.

Who is eligible for *my*Health?

At this time, you must be a registered patient in order to participate in the *my*Health Patient Portal. Currently, only patients age 18 and older are eligible for access to *my*Health. You will not be able to access your child's records using the portal at this time.

Eligibility Requirements:

To participate, a patient must:

- Be 18 or older
- Provide a valid email address
- Provide a valid U.S. address

Service provided at our hospital **prior to** July 1, 2015 will not be viewable on the *my*Health Patient Portal.

Why should I use *my*Health?

By requesting a logon to *my*Health, you will be able to access your most recent hospital summary of care document online. You may view, download, and transmit this information.

How can I sign up for the portal?

A) During your visit, you will be asked for a valid email address. You will then receive a "Welcome New User" email message within 36 hours after discharge from the hospital. This email contains a secure link you must use to enter the myHealth patient portal and a security validation code required to activate your account.

B) If you did not sign up for the portal during your hospital visit and you meet the eligibility requirements, call the Medical Records Department or send an email to:

ReleaseofInfoKauai@hhsc.org

You will be required to complete a patient portal participation form and provide a valid email address.

How do I log into the Patient Portal?

Returning users can access the portal at *my*Health link at **www.myhealth.hhsc.org** or by clicking on the *my*Health link on the HHSC Home Page **www.hhsc.org** or on the Hospital's website. Then simply enter your user name and password.

Is my information safe?

Yes. Patient Portal passwords are encrypted and web addresses are re-written so that they can't be copied and pasted. Only you and those you authorize can access your Patient Portal. Also, a timeout feature protects your information if you leave the Patient Portal page open.
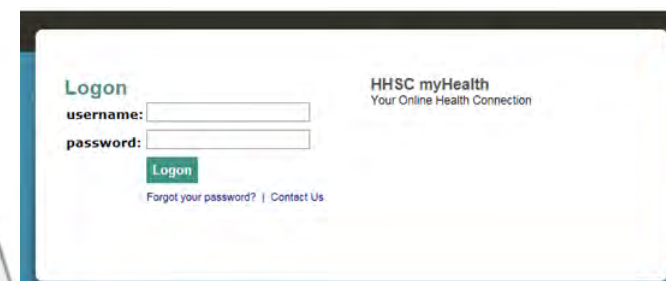
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Medical Records Departments

KVMH: (808) **240-2786** 9am-3pm M-F Except Holidays

SMMH: (808) **823-4113** 8am-2pm M-F Except Holidays

or **Email**: **ReleaseofInfoKauai@hhsc.org**

Technical Support

(808) 240-2759 7am - 9:30pm M-F Except Holidays
8am - 4:30pm Sa, Su Except Holidays

Dear Patient:

The Patient Portal is currently designed for use *only on desktop or notebook computers*.

It is not compatible yet with SmartPhone or tablet technology. It's our intention to make this feature available in the future.

For additional system requirements, please visit the *my*Health Patient Portal on our website at **www.kvmh.hhsc.org** or **www.smmh.hhsc.org**

~Mahalo *(Thank you)*