

## FAQs (Frequently Asked Questions)

### General Questions

#### **What is SMC Patient Portal?**

SMC Patient Portal is your direct connection your health record. Use our online tools to manage your health whenever and wherever you have Internet access. Key features include:

- View, download, and share your medical record with health care professionals
- Securely e-mail your doctor

#### **Why do I need a Cerner Health account?**

Cerner Health provides the secure username and password used to access your SMC Patient Portal patient record information. These safeguards help keep your personal health information secure and prevent access by anyone but you.

#### **How do I access SMC Patient Portal?**

Go to [www.shoremedicalcenter.org](http://www.shoremedicalcenter.org) , click on patient portal to link. From there you can sign in or self-enroll. Only patients of Shore Medical Center can enroll. You will need to have provided a valid e-mail address at time of registration and have your MRN (Medical Record Number) to complete the enrollment.

#### **Who can use SMC Patient Portal?**

SMC Patient Portal can be used by patients of Shore Medical Center. Patient access includes:

- Patients over the age of 13 – patients 14 years and older may have their own account.
- Parents of patients up to the age of 14 – consent from the child is required after their 14th birthday if they do not wish to have their own account, but provide the parents with access. See next question for details.
- Parental access is terminated on the child's 14th birthday.
- Legal guardians with appropriate consent.

#### **Can I access my child's medical records?**

Proxy access allows parents or legal guardians to access your child's medical records until they reach that age of 14.

- On the child's 14th birthday, access is automatically suspended. Your child will need to visit [www.shoremedicalcenter.org](http://www.shoremedicalcenter.org) website and self-enroll using their own email address to create a personal Portal account. If they choose to allow parent or guardian access to online record both parties must complete a Proxy Authorization Access Consent Form.

For assistance with proxy authorization, please contact our Health Information Management Services (HIMS) department at 1-(609)-653-3613 option 3, Monday to Friday between of 7:30 am and 4:00pm.

#### **Can two adult patients (e.g. husband and wife) use the same email address for their SMC Patient Portal accounts?**

Private access can be set up for only one adult patient at each e-mail address. Each adult patient must provide a unique and private e-mail address.

#### **How do I change my password?**

Within your portal account go to the "..." (ellipsis button) next to your name in the lower left hand corner of the home page. Click on ellipsis button and select Account. Once in Account screen click on update account settings. On the personal information page select password in navigator and follow prompts and save.

**NOTE:** Use Account Link to update personal information, password, security questions and email address.

**NOTE:** Your personal information is changed only on your Shore Patient Portal profile. This is will not change any personal information within your medical records at Shore Medical Center.

## **Health Record**

### **What information is available in my health record?**

Information from your electronic medical record is available in the patient portal, including: Medications, Allergies, Immunizations, Procedures, Lab Results, Pathology Results, Radiology Results and Documents.

### **When will my lab or radiology results be available?**

Lab or radiology results are available in the patient portal as soon they have been finalized. This also means you may see these results before your provider. Although getting results sooner is good, they are usually easier to understand once you talk with your provider.

### **I want to send my health records to my provider. Where do I find their Direct email address?**

A Direct email address is required to securely send a copy of your records from the patient portal. Contact your provider's office and they will provide their direct email address. Once sent, the direct email address will be saved to your contact list for future use.

## **Messaging**

### **How and why do I use messaging?**

Messaging is used to contact our patient portal team with questions, concerns or help with your medical record. It is not to be used in emergent situations or to contact you provider. Complete the following steps to message Shore Medical Center Shore Portal Support:

1. Click **Messaging** in the navigation pane.
2. Click **Send a Message**. The new message form is displayed.
3. Select Shore Portal Support from the **To** list, or enter **Shore Portal Support** in the search box.
4. Enter your message subject and message text, and add an attachment, if needed.
5. Click **Send**.

Sent messages are displayed in your Sent folder.

### **How will I know when I receive a new message in my portal?**

An email will be sent to the email address associated to your portal account when you have a new message. Please go to the *Notifications* Link if your email account changes and update the change.

## **Scheduling**

### **How do I schedule or cancel an appointment using the patient portal?**

Please use the Schedule an Appointment link on the home page.

## **Additional Questions**

### **Who can I contact if I have further questions?**

You may call 1-(609)-653-3882. Our goal is to respond within three business days