



Frequently Asked Questions about the YourHealth Hospital Patient Portal

What is the YourHealth Hospital Patient Portal?

A secure website through which you may view your laboratory and radiology results, your inpatient stay, medications as of last visit, and upcoming/ recent hospital appointments. The YourHealth portal allows you to have convenient, easy access to your personal health information anytime and anywhere.

What information can I see in YourHealth Hospital Patient Portal?

You can view information from your medical record such as laboratory and radiology results, medications, allergies, immunizations, medical history upon your last discharge from OGH, BRMC, or CMH, as well as recent and upcoming appointments with our hospitals. You may also view/ print/ download your personal health summary.

Is the YourHealth Hospital Patient Portal secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through a personal username and password that should not be shared. YourHealth uses the latest encryption technology.

Are there any restrictions on the YourHealth Hospital Patient Portal?

Yes, there are a few limitations.

- Nobody under the age of 18 will be granted access to the YourHealth Portal.
- Patients cannot use a shared email address.
- Any Laboratory or Radiology results completed before 01/01/2013 will not be present within your portal.
- All confidential visits will be restricted from the YourHealth Portal.

Is there a fee to use the YourHealth Hospital Patient Portal?

No! YourHealth is a free service offered to our patients.

How can I signup?

There are two ways to receive your YourHealth Hospital Patient Portal credentials.

1. On your next visit to our hospital (OGH, BRMC, or CMH), registration will request an email address from you. If provided, registration will print out a form with sign-up instructions and four pieces of your medical information:
 - a. First and Last Name
 - b. Date of Birth
 - c. Email Address
 - d. Medical Record Number

Once receiving the form, log onto www.ogh.org/YourHealth, www.brmc.com/YourHealth, or www.cubamh.com/yourhealth.html and click the Self Enrollment option. Fill out the correlating information and check your email for your new YourHealth portal credentials.

2. Visit our Health Information Management Department at Olean General Hospital, Bradford Regional Medical Center, or Cuba Memorial Hospital, and ask about the YourHealth Portal. HIM will verify your personal information by viewing your driver's license or identification card and proceed to sign you up for the portal. Once the sign-up is complete, you can log into your email for your new YourHealth portal credentials.

I don't have an email address, how do I get one?

There are many free email services available to use. Any email service is compatible with YourHealth patient portal. If you are looking to create a free email account, some of the more established email providers are:

- Gmail from Google (<http://mail.google.com>)
- Outlook.com from Microsoft (<http://www.outlook.com>)
- Yahoo! Mail from Yahoo (<http://login.yahoo.com>)

What if I need help?

Please call our Health Information Management department in Olean at 716-375-6206 or in Bradford at 814-362-8253. Cuba patients please call the Olean HIM number listed above.

How do I communicate my medical concerns?

The YourHealth Hospital patient portal is not intended to communicate medical concerns.

IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR VISIT YOUR NEAREST EMERGENCY ROOM.

Some of my information is wrong, how do I correct this?

If you notice any incorrect personal information, such as your address or phone number, please submit a change request through the portal. The change request can be found by clicking **Profile**, and then **Update Profile**.

If you see incorrect information within your medical history, please notify our Health Information Management department in Olean at 716-375-6206, in Bradford at 814-362-8253, in Cuba (refer to Olean HIM number).

How do I see my test results?

Your laboratory results and radiology reports are available by clicking on the Health Record button from the portal home page. Click **Results** to view your Laboratory Results or click **Reports** to view your radiology reports.

Laboratory and radiology results are available **36 hours after** being resultated.

How can I update my email address for the YourHealth Hospital Patient Portal?

To change the email address that YourHealth uses for sending activity notifications, password resets, or other communications, click the **Profile** icon, select **Update Profile**, enter the new email address and click **Submit**.

How do I get the complete set of my medical records?

You can obtain your medical records by contacting the Health Information Management department in Olean at 716-375-6206, in Bradford at 814-362-8253, or in Cuba (refer to Olean HIM number).

What if I need more information than is available through the YourHealth Hospital Patient Portal?

If you need additional information than what is available through the YourHealth Hospital Patient Portal, please contact the Health Information Management department in Olean at 716-375-6206, in Bradford at 814-362-8253, or in Cuba (refer to Olean HIM number).