

LICKING MEMORIAL HOSPITAL PATIENT PORTAL ENROLLMENT & OVERVIEW GUIDE

How do I give consent and get enrolled in the Licking Memorial Hospital (LMH) Patient Portal?

Licking Memorial Hospital encourages patients to self-enroll or patients and proxies to fill out an Authorization for Patient Portal Access Form to get enrolled. The authorization form gives LMH consent to create a unique Patient Portal account connected to your email address. This form can be completed during an inpatient stay, outpatient visit or by visiting the Medical Records Department and providing proof of a valid photo ID.

Is my Email used for anything else? No, LMH protects the privacy of its patients. LMH only uses email addresses to create Portal accounts and to send email notifications to those Portal accounts. When there is new activity (ex. new laboratory results) on your Portal account a notification is sent to the email on file. If your email address changes from our records, please provide written notification with a signature to the LMH Medical Records Department or you may visit the LMH Medical Records Department and provide proof of a valid photo ID to make this update.

What features can I access when setting up my new Portal account?

- **Medical Conditions:** obtained from your last inpatient stay on record
- **Medications and Allergies:** obtained from your last inpatient stay on record
- **Laboratory Results:** inpatient and outpatient results from the past 5 years
- **Reports:** includes Physician Notes along with reports from our ER, Radiology, Lab and many more
- **Visit History:** a listing of historical visits to LMH
- **Patient Health Summary:** summarizes information from the last 30 days of medical care
- **Profile Information on File:** address, next of kin, and emergency contact

How frequently is my Portal account updated? Upon each successful login, your Portal account shows the most up-to-date information available for your conditions, medications, labs and reports.

What is a Proxy? Proxy access allows someone that you trust to see your medical record information online through the Patient Portal. Proxies will only have access if the Authorization for Patient Portal Access form has been signed. Self-enrollment is not available for proxies at this time.

Age Restrictions: LMH will only give Portal access to persons who are 18 years of age or older. For minors, a Proxy (Parent/Guardian) must sign up to view and manage your health information.

Parents: Proxy access for children who turn 18 years of age (or are emancipated) is automatically discontinued on the Portal. Persons 18 years old will need to have a new Authorization Form signed to continue any proxy user's access for their account.

Is the Patient Portal secure? Who can see my Patient Portal account?

The Patient Portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports. Your Patient Portal account (containing medical record information) can only be accessed by you or by any users that you have authorized with proxy access. Any disclosures of your information by your or your proxy are not the responsibility of Licking Memorial Hospital.

Can I discontinue the Patient Portal account for either myself or my Proxy?

Yes. At any time you may provide written notification with a signature to the LMH Medical Records Department, or you may visit the LMH Medical Records Department and provide proof of a valid photo ID to discontinue your Portal account.

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