

Accessing the portal

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1. How do I get access to the portal?

When you are registered for services at the hospital, the registration staff will ask you for your email address. By providing your email address, upon discharge from the hospital or as an outpatient upon completion of your registration, you will receive an email invitation to the address you provided to join the portal from donotreply@schuylkillhealth.com.

Please be sure to check your spam or junk email folder!

It can take up to 2 days for you to receive your invitation to the portal.

Please be aware that Schuylkill Medical Center - South Jackson Street and Schuylkill Medical Center - East Norwegian Street each has their own portal. This means that you will need to set up a separate user id and password if you utilize services at both facilities.

For further instructions regarding setting up your portal account, see the frequently asked question: **How do I set up my portal account?**

2. What if I forget my user name and/or password?

When you create your portal user id and password, you are asked to answer a few security questions.

If you forget your account login information, the correct answers to these questions will allow you access to the portal to obtain your user id and create a new password.

You will need to contact the portal help line at Schuylkill Medical Center - South Jackson Street (570)-621-5232 OR Schuylkill Medical Center - East Norwegian Street (570)-621-4323 if:

1. Your account was created with assistance from Schuylkill Health and you did not provide an e mail address.
2. You have a portal account at both facilities.
3. You are unable to reset it on your own.
4. You do not remember the email address given when you registered.

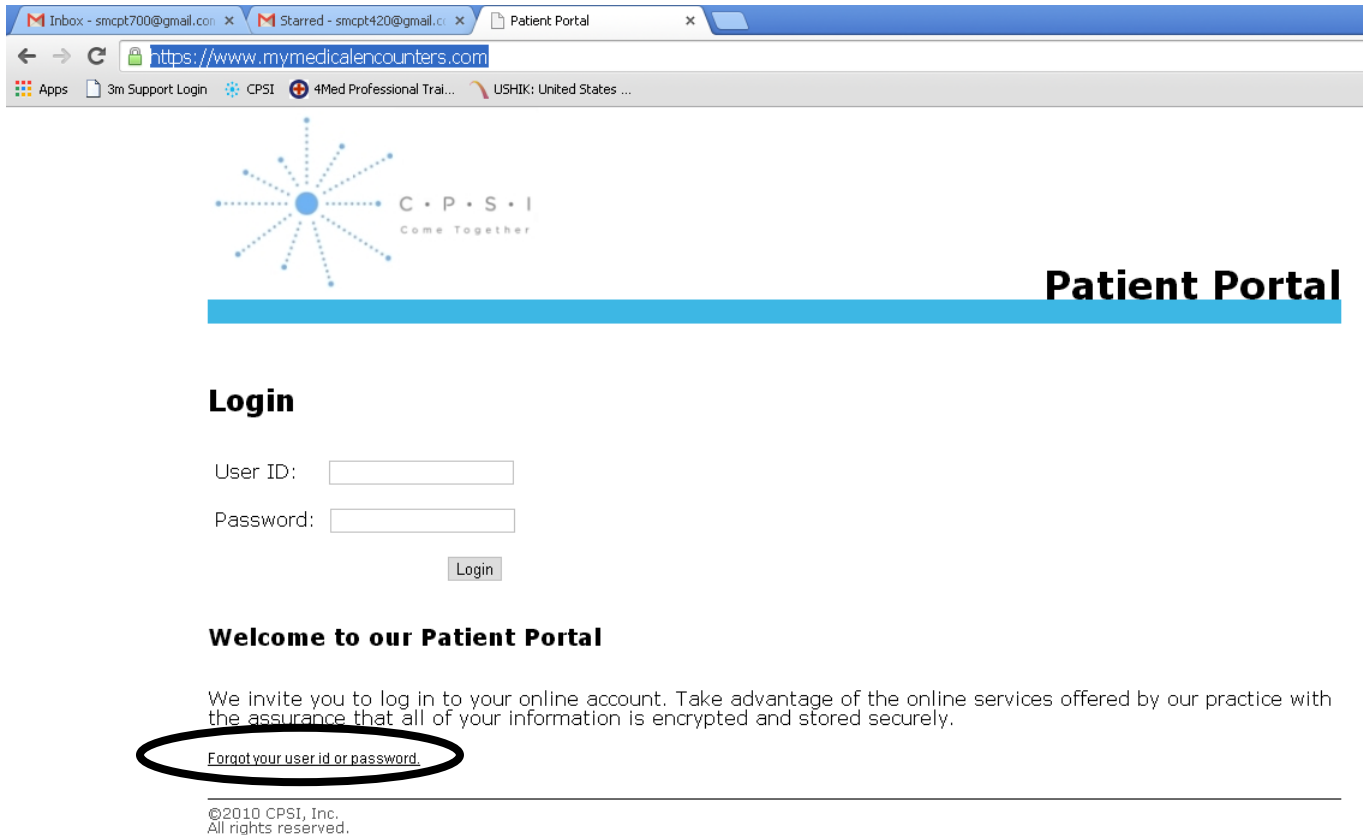
Please be advised that Schuylkill Medical Center - South Jackson Street and Schuylkill Medical Center - East Norwegian Street each have their own portal. This means that you will need to set up a separate user id and password if you utilize services at both facilities.

General information:

The User I.D. and password are case sensitive.

CASE SENSITIVE means that you must use the same capital/upper case or lower case letters as you did when you created the user id or password when you sign onto the portal. For example, if when you created your user id, you used SallyG, if you attempt to use any other case letters for signing in, it will not work, and i.e. sallyg or SALLYG will not work.

1. Go to www.schuylkillhealth.com and select the portal link.
2. Once on the portal, click Forgot your user id or password.



Login

User ID:

Password:

Login

Welcome to our Patient Portal

We invite you to log in to your online account. Take advantage of the online services offered by our practice with the assurance that all of your information is encrypted and stored securely.

[Forgot your user id or password.](#)

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3. You are then prompted to enter an email address.

The email address must be the email address given when you registered at the hospital.

If you do not remember the email address given when you registered at the hospital OR did not provide an email address at the time of registration, please contact the Patient Portal Help Line for the appropriate facility: Schuylkill Medical Center - South Jackson Street (570)-621-5232 OR Schuylkill Medical Center - East Norwegian Street (570)-621-4323.

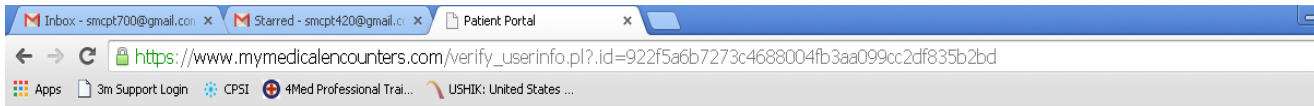
Enter Date of birth in the format indicated (YYYY/MM/DD so for example, if I was born January 1, 2014, I would enter 2014/01/01.). Then click submit.

Disregard the statement on this screen that "An email will be sent to the email we have on file." This statement does not apply to this screen.

The screenshot shows a web browser window with the following elements:

- Browser tabs: "Inbox - smcpt700@gmail.com", "Starred - smcpt420@gmail.com", and "Patient Portal".
- Address bar: "https://www.mymedicalencounters.com/forgotpasswd.pl".
- Navigation bar: "Apps", "3m Support Login", "CPSI", "4Med Professional Trai...", "USHIK: United States ...".
- Logo: CPSI logo with the text "C · P · S · I" and "Come Together".
- Section Header: "Patient Portal" in a blue bar.
- Section Title: "Reset User ID and Password:".
- Text: "An email will be sent to the email we have on file." (with an arrow pointing to the right).
- Form Fields:
 - *Email Address:
 - *Date Of Birth: (YYYY/MM/DD) (with an arrow pointing to the right)
- Submit Button: A button labeled "Submit" is circled in red.
- Footnote: "* Required Items".
- Footer: "© 2010 CPSI, Inc. All rights reserved."

4. Next the security questions you selected when you set up your portal account will appear. Answer your questions and answer appropriately and click the submit button.



Patient Portal

Please answer the following security questions:

*Security Question 1: What is the middle name of your oldest child?

*Security Question 2: What is your oldest sibling's middle name?

*Security Question 3: To what city did you go on your honeymoon?

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5. You will then be prompted to enter a NEW password and to enter security questions and answers.

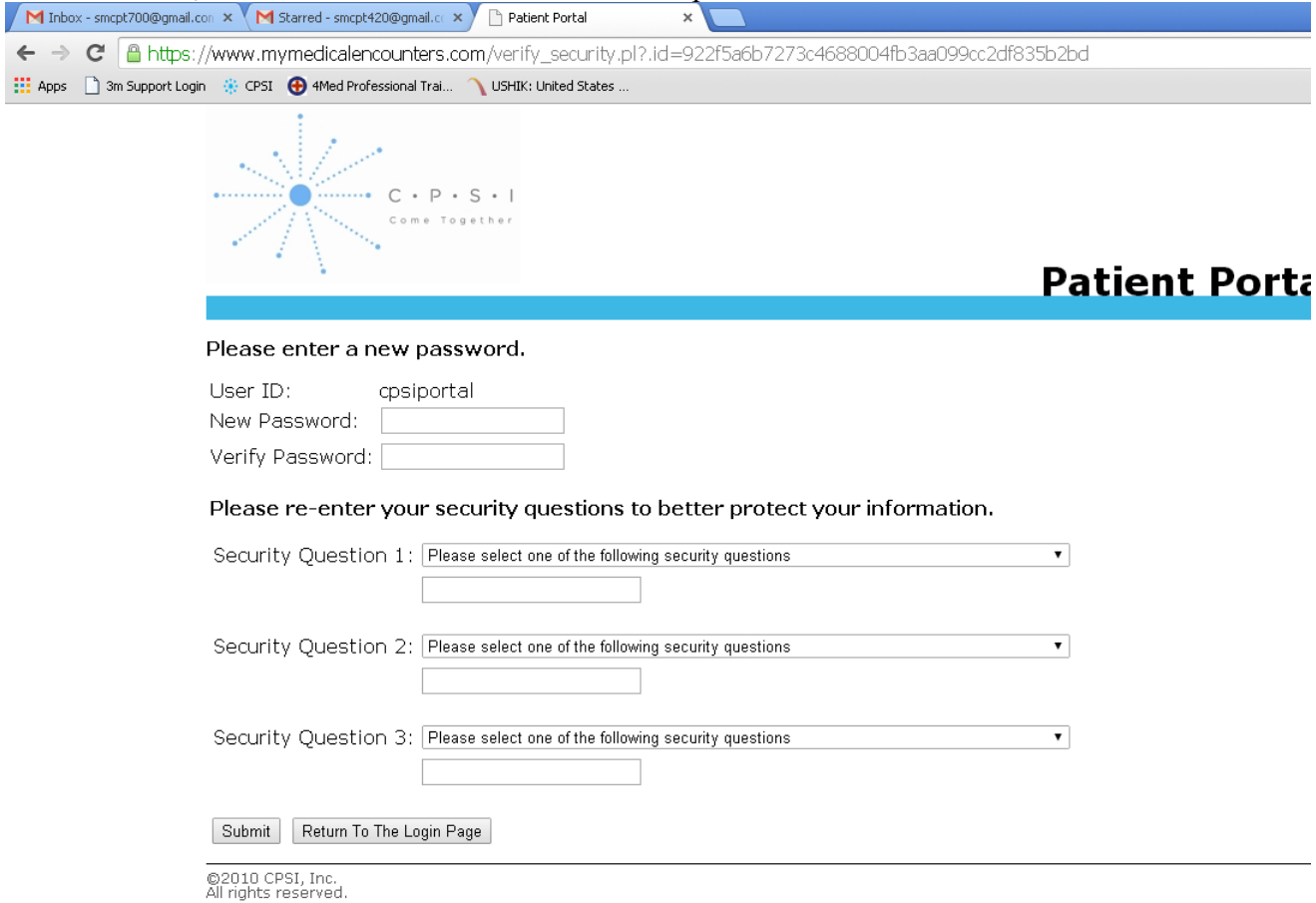
Enter the desired NEW password into the New Password and Verify Password sections.

Use the tab key or click to go to the answer field for each security question.

Complete the information and click submit.

Notice that the screen shows your user id. Please make note of it for the next time you use the portal.

Remember, the user ID cannot be the same as the password!



Patient Portal

Please enter a new password.

User ID: cpsiportal
New Password:
Verify Password:

Please re-enter your security questions to better protect your information.

Security Question 1:

Security Question 2:

Security Question 3:

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3. What if I register at the hospital and provide an email address and never receive an invitation?

Please check your spam or junk email folder.

Keep in mind, it can take up to 2 days to receive your invitation to the portal.

If after 2 days you do not receive your invitation, please contact the Portal Support Line at the appropriate hospital: Schuylkill Medical Center - South Jackson Street (570)-621-5232 OR Schuylkill Medical Center - East Norwegian Street (570)-621-4323.

4. Can my family or friends access my information?

Yes, but only after you have given permission. As a patient at Schuylkill Health, you can choose to give ONE authorized representative access to specific hospital visits. You will be asked this information during the admission process.

5. How do I set up my portal account?

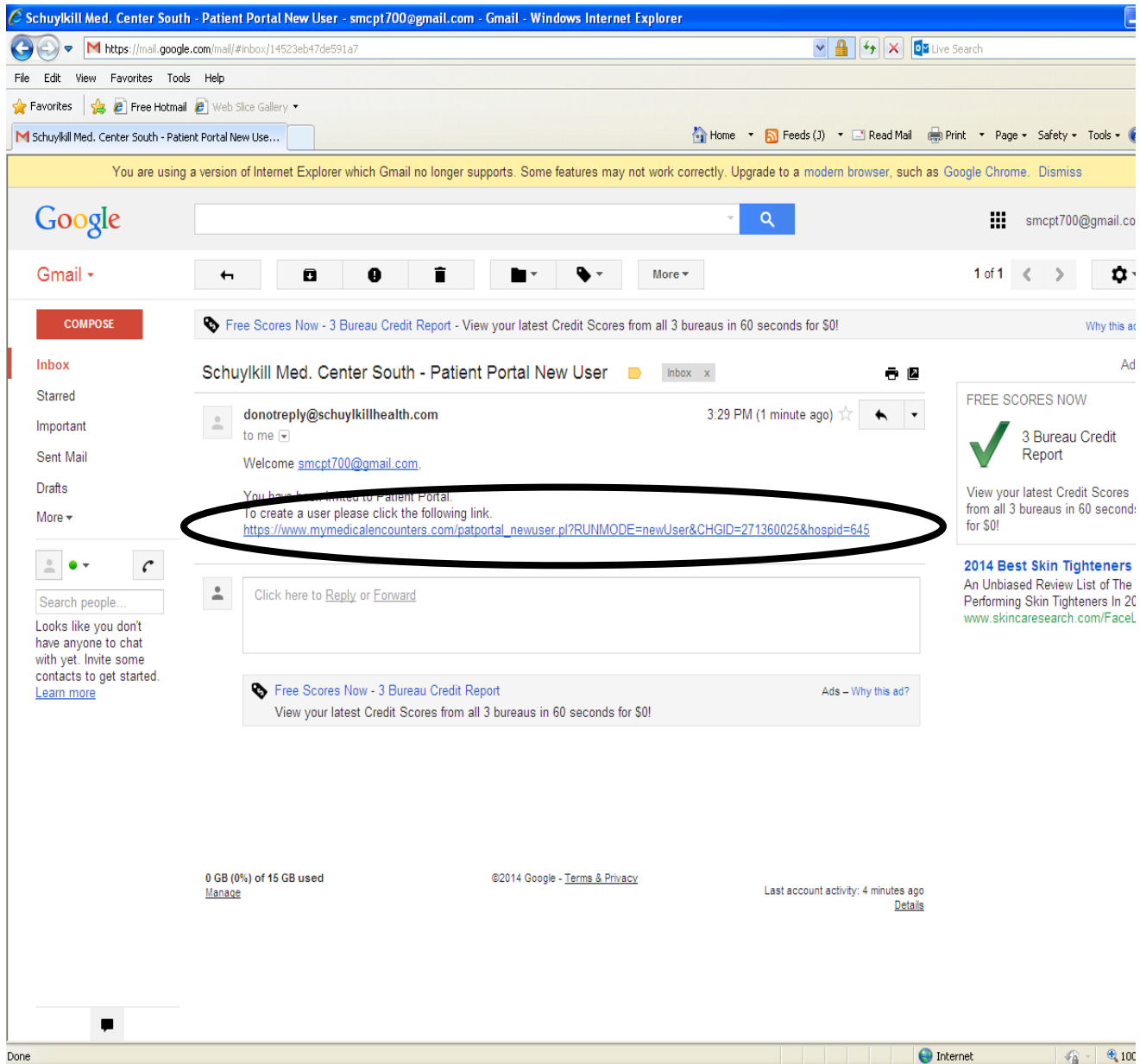
General information:

The User I.D. and password are case sensitive.

CASE SENSITIVE means that you must use the same capital/upper case or lower case letters as you did when you created the user id or password when you sign onto the portal. For example, if when you created your user id, you used SallyG, if you attempt to use any other case letters for signing in, it will not work, and i.e. sallyg or SALLYG will not work.

Please be advised that Schuylkill Medical Center - South Jackson Street and Schuylkill Medical Center - East Norwegian Street each have their own portal. This means that you will need to set up a separate user id and password if you utilize services at both facilities.

1. If an email address was provided for the patient and/or the Patient Portal Authorized Representative, an email invitation to join the portal will be sent. Below is a screen shot example of what the invite looks like. Click on the link to be taken to the portal.



2. Check off the box at the "I verify..." statement.

Enter first and last name exactly as it was entered when admitted. (See information provided by the hospital).

If your date of birth is not filled in, fill it in using the format indicated of MM/DD/YYYY. For example, if your date of birth is January 15, 1992; enter 01/15/1992.

There are no rules for the password as far as length, upper/lower case, and special characters.

The password cannot be the same as the User ID.

Enter your desired User ID in the User ID field and your desired password in the Password and Confirm Password fields.

Click REGISTER when all information has been entered.

Patient Portal

New User Registration:

*First Name:

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #:

*Email Address:

*User ID:

*Password:

*Confirm Password:

I verify that the information I have entered above is correct and my own personal information

[Login with an existing user](#)

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3. On the next screen, select your security questions and enter your answers. At this point in time you CAN logout. When you sign on to the portal next time, you will be prompted to select and answer your security questions (see step 4 below).
4. On the Security Questions screen, select your security questions by clicking on the arrow and clicking on the desired question. Enter your answers on the blank line. Then click Submit. Your account is now created.

PORTAL SCREEN SHOTS.doc - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Normal Times New Roman 12

Save Save/Sign Save/Hold Abort/No Save Edit/Return DC Close Exit E-Sign

1 2 3 4 5 6 7

Patient Portal - Windows Internet Explorer

https://www.mymedicalencounters.com/security_questions.p?_id=67da34124269e417ea7ef5ec725da133720864f

File Edit View Favorites Tools Help

Home Feeds (3) Read Mail Print Page Safety Tools Help

Home | Logout

C · P · S · I
Come Together

Patient Portal

PHYSDOC10 CPSI,
Please update your security questions to better protect your information. Please select at least 3 security questions.

Question 1: Please select one of the following security questions

Security Question 2: Please select one of the following security questions

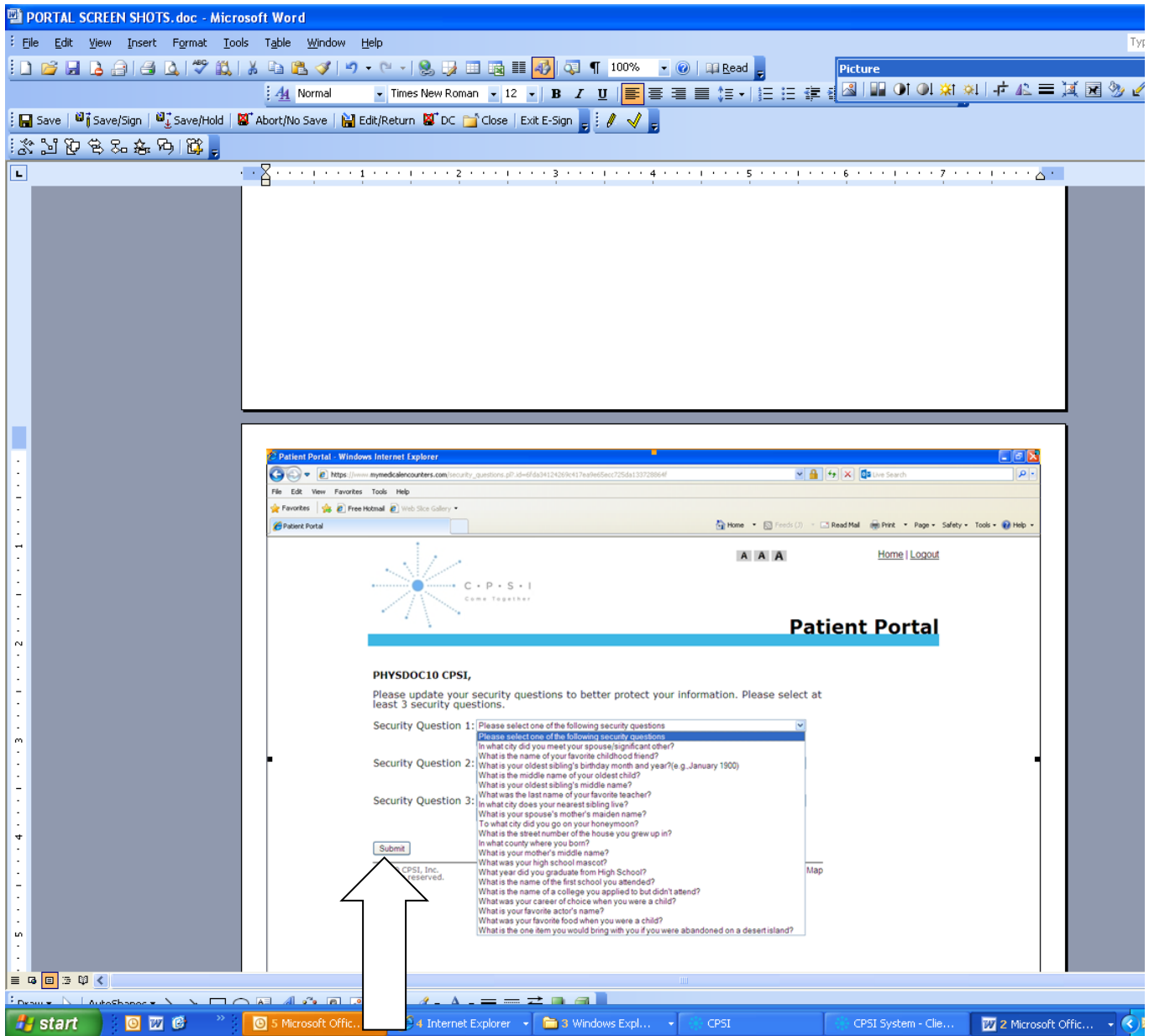
Security Question 3: Please select one of the following security questions

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Internet 100%

start

5 Microsoft Offic... 4 Internet Explorer 3 Windows Expl... CPSI CPSI System - Cle... 2 Microsoft Offic...



5. Upon creating the account, you are taken to the confirmation screen, letting you know you account has been created. Click on Main Menu to be taken to the screen where you can access your clinical information.



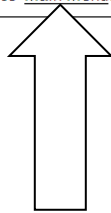
Patient Portal

Thank you for updating your security questions.
If you have any questions, please feel free to contact support at 0

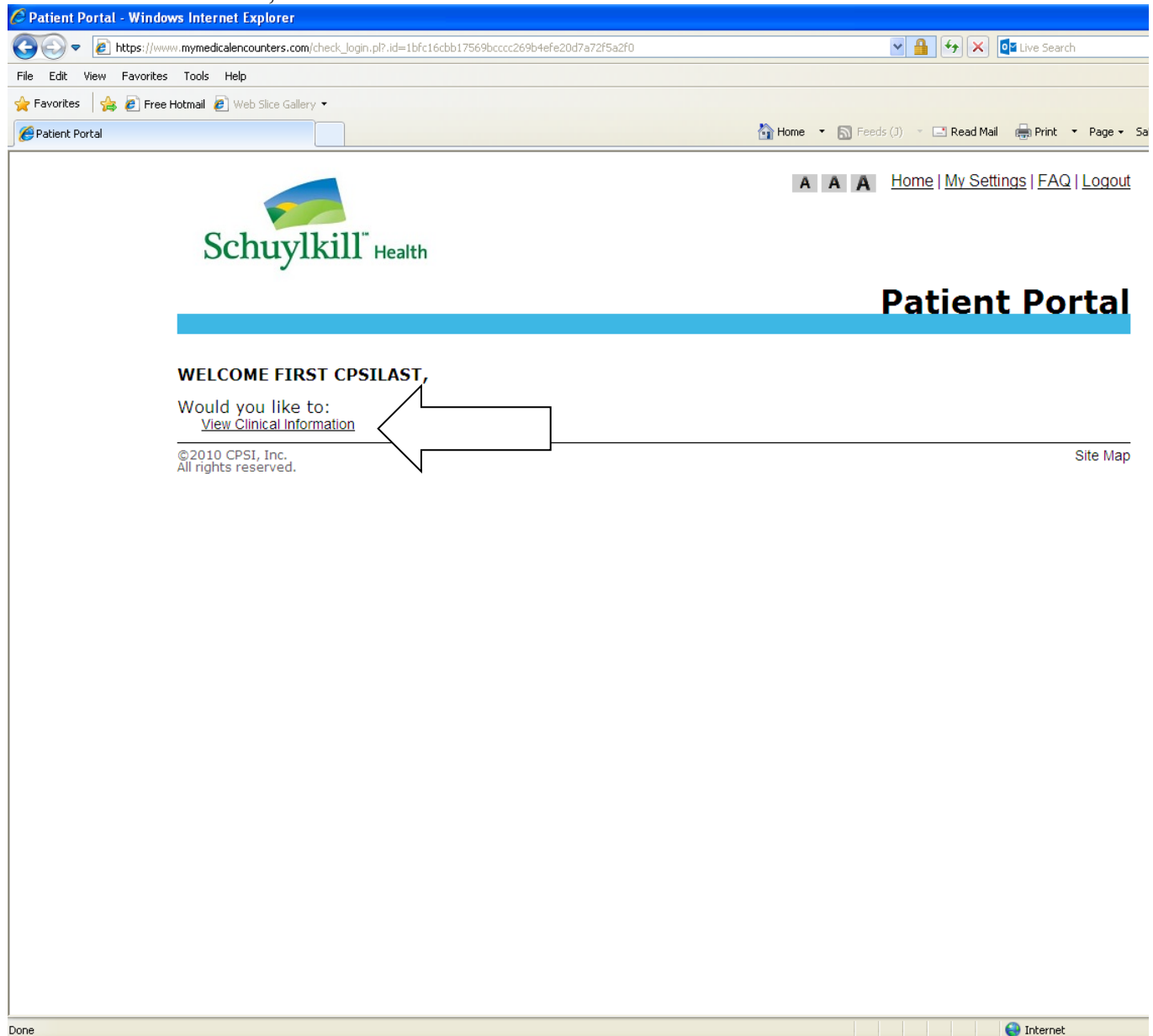
Please click here to return to [Main Menu](#).

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[Site Map](#)

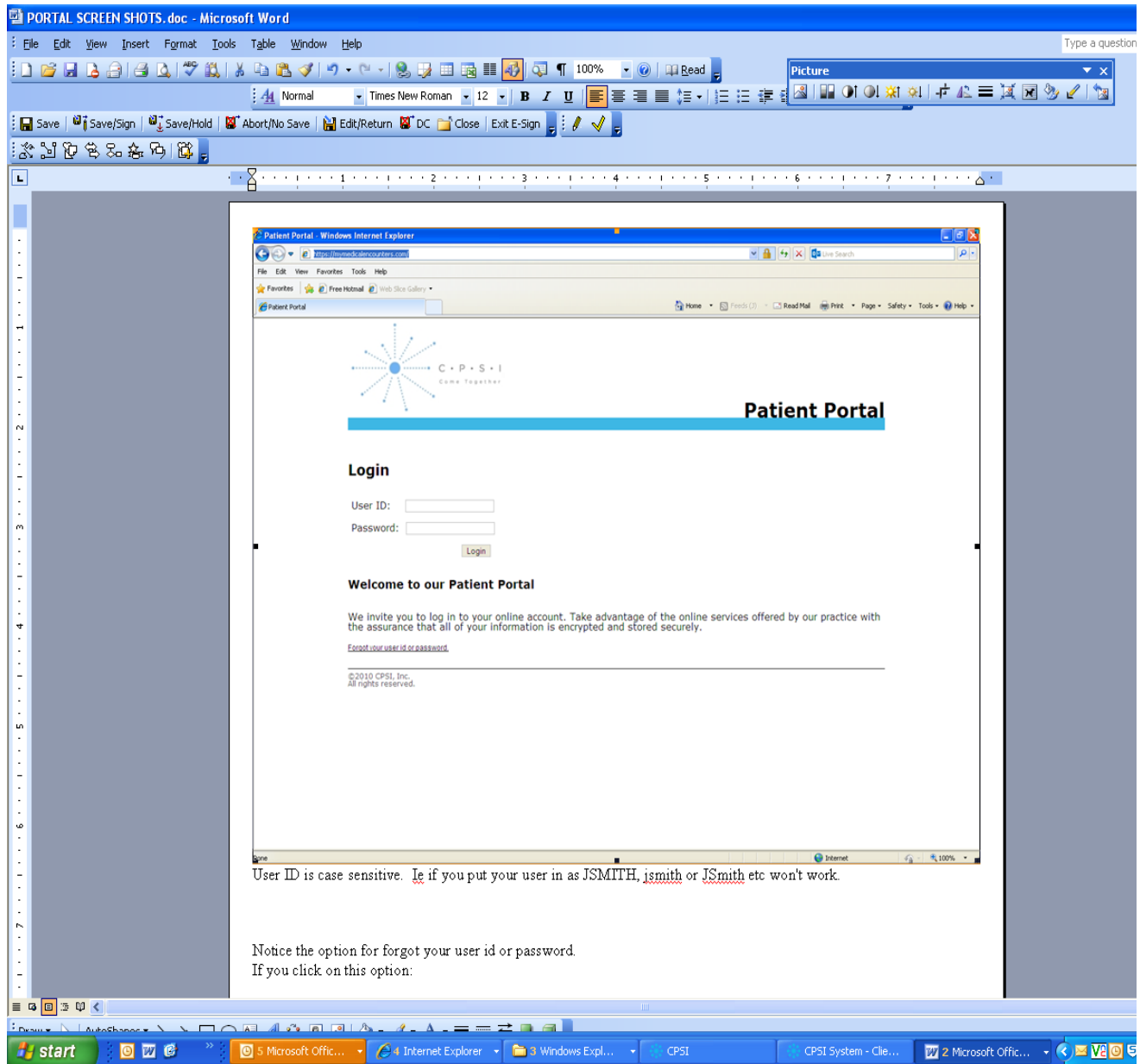


6. From the next screen, select View Clinical Information



7. To access the portal after you have set up your portal account, go to www.schuylkillhealth.com and click on the portal button. There, you will find a link to the patient portal. Enter the User ID and password that you created to access your information.

When you select the link to the portal, you will see the below screen. Enter your User ID and password previously created.



6. Will I receive emails after every visit to the hospital?

Once you create an account for the portal, you will **NOT** receive an email after each admission. After each admission, a new summary of care will be posted to your account. To stay informed and involved in your health care, we recommend setting up your account as soon as possible after discharge. If you are added to another patient's account as an authorized representative, you will receive a new invite to set up a portal accounts.

Please be aware that Schuylkill Medical Center - South Jackson Street and Schuylkill Medical Center - East Norwegian Street each has their own portal. This means if you have services at both campuses, you will receive invitations from each hospital.

7. How do I access the portal after I set up my account?

To access the portal after you have set up your portal account, go to www.schuylkillhealth.com and click on the portal button. There, you will find a link to the patient portal. Enter the user ID and password that you created to access your information.

8. Can I access the portal if I do not have an email account?

Patients who are admitted to the hospital will be given an opportunity to create a portal account. At this time, we do not offer this service to those who have not been admitted to the hospital.

9. I never signed up when I received my invite-can I get a new invitation?

Absolutely!

If you still have the email invitation you originally received, you can still use this invitation.

If you no longer have the email invitation you received, the next time you come to the hospital for services you will receive a new invitation to the portal.

You may also contact the Portal Support Line for the appropriate facility:
Schuylkill Medical Center - South Jackson Street (570)-621-5232 OR Schuylkill Medical Center - East Norwegian Street (570)-621-4323. They will send you a new portal invitation to the email address you provided when you were registered.

10. How do I remove an authorized portal representative from my account?

If you indicated to the registration staff that you wanted to allow a family member or friend access to your account and you no longer want that person to have access to your information, if this occurs while you are in the hospital, notify the nursing staff.

After you have left the hospital, please print and complete the Records Request form found under the Forms button via the Patient Portal area at www.schuylkillhealth.com and send it to the HIPAA Privacy Officer for the appropriate hospital. The address is indicated on the form.

You can also write a letter and send it to the HIPAA Privacy Officer at the appropriate hospital.

Schuylkill Medical Center East Norwegian Street
Street
700 East Norwegian Street
Pottsville, PA 17901

Schuylkill Medical Center South Jackson
Street
420 South Jackson Street
Pottsville, PA 17901

11. How long will it take to set up an account?

It only takes a few minutes to create a portal account.

12. How do I get my e mail on record if I did not have one or did not provide one on my visit?

There are a few different ways you can do this:

1. If this occurs when you are a patient in the hospital, notify the nursing staff.
2. You can provide this information the next time you come to the hospital for services.
3. Complete the Electronic Data Authorization form found on the portal area of www.schuylkillhealth.com and send it to the registration department at either hospital. The address information is indicated at the bottom of the form.

13. How do I get my new email address on record?

There are a few different ways you can do this:

1. If this occurs when you are a patient in the hospital, notify the nursing staff.
2. You can provide this information the next time you come to the hospital for services.
4. Complete the Electronic Data Authorization form found on the portal area of www.schuylkillhealth.com and send it to the registration department at either hospital. The address information is indicated at the bottom of the form.

14. How do I add an authorized representative to my account?

Print and complete the PATIENT PORTAL AUTHORIZATION FOR GRANTING PROXY ACCESS available in the forms section and return it to the appropriate facility. The addresses and fax information are on the bottom of the form. You may be contacted to confirm your request and to determine which visits you want this user to have access to. You can only designate one person on a visit and this access is on a per visit basis, i.e. you will be asked every visit if you wish to add another person to be able to access your information.

If this occurs while you are a patient, notify the nursing staff who will provide the form to you and get the information to our registration staff.