

## **Information available on the Portal**

- 1. What if I do not understand the medical information on the document?**
- 2. Why don't I see all my lab reports?**
- 3. Why are there numbers that look like codes in the report, such as in the lab result section?**
- 4. What if some of the information on the document on the portal is incorrect?**
- 5. Will I be able to see my inpatient and outpatient visits pull to the same account?**
- 6. How do I access the information on the portal?**

## **Information available on the Portal**

### **1. What if I do not understand the medical information on the document?**

We want to keep you informed and involved in the care that you are receiving. Please speak to your physician and share this information along with any questions that you might have.

### **2. Why don't I see all my lab reports?**

Certain tests are not performed at Schuylkill Health. These tests are not viewable via the portal at this time.

### **3. Why are there numbers that look like codes in the report, such as in the lab result section?**

These codes allow different computer systems to "talk" to each other. The codes you see on your Summary of Care/Transfer of Care document standardize or translate meanings of tests and diagnosis so that different users of this information know the true meaning of the information being provided.

### **4. What if some of the information on the document on the portal is incorrect?**

Please print and complete the Records Request form found under the Forms button via the Patient Portal area at [www.schuylkillhealth.com](http://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  
420 South Jackson Street  
Pottsville, PA 17901

### **5. Will I be able to see my inpatient and outpatient visits pull to the same account?**

Yes, all visits will be visible via the portal. After a certain period of time, older accounts WILL drop off.

## **6. How do I access the information on the portal?**

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. After creating your portal user id and password either via an email invitation or via the hospital computer system with assistance from a hospital staff member, you can access the portal via a link found at [www.schuylkillhealth.com](http://www.schuylkillhealth.com) .  
On the opening screen, enter your user ID and password.
2. On the next screen, you will see an option View Clinical Information, click on that option.



# Patient Portal

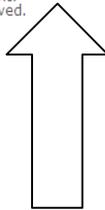
**WELCOME PHYSDOC1 CPSI,**

Would you like to:

[View Clinical Information](#)

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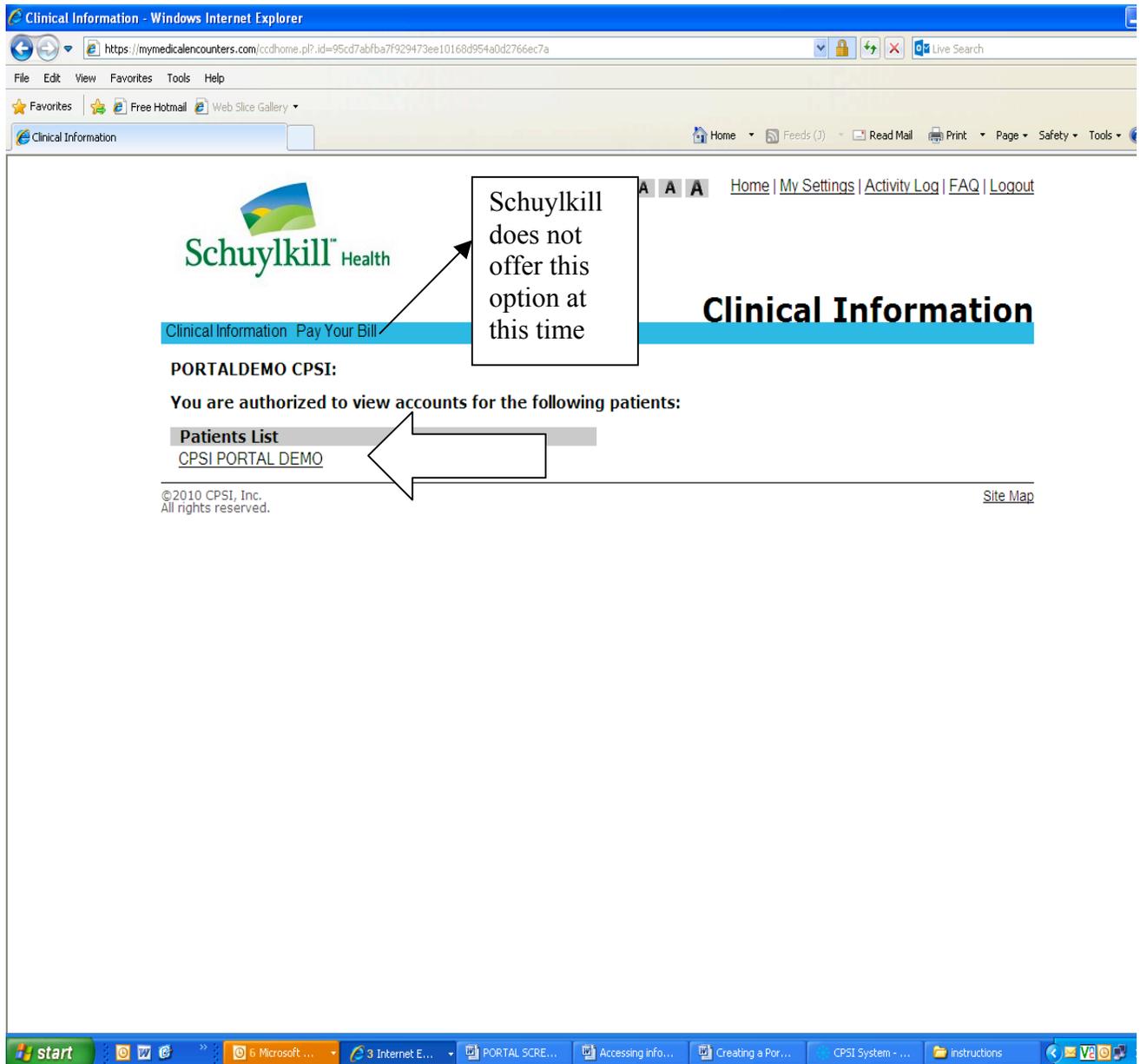
[Site Map](#)





3. The next screen shows whose information you are authorized to access. This includes any account that your email address was entered as the Patient Portal Authorized Representative.

On this screen, there is an option at the top Pay Your Bill. At this time, Schuylkill does not offer this service. Click on the patient whose Clinical information you wish to access.



4. The next screen that comes up will show a list of accounts that are available for you to view clinical information. This would be your accounts or any account that your email address was entered as the Patient Portal Authorized Representative.

Select the account you would like to view by clicking on the document under the headings of View Summary of Care OR View Transfer/Referral of Care. The View Transfer/Referral of Care document will only be present if the patient's care was transferred to another provider of care-for example, if you were transferred to another hospital.



## Clinical Information

Clinical Information Pay Your Bill

CPSI PORTAL DEMO's accounts at SMC - South Jackson Street

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	<a href="#">View Summary of Care</a>	<a href="#">View Transfer/Referral of Care</a>
CPSI1955	04/21/2014	04/21/2014	<a href="#">View CPSI1955 Summary of Care</a>	

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[Site Map](#)

Clinical Information - Windows Internet Explorer

https://mymedicalencounters.com/display\_ccd.pl?id=95cd7abfba7f929473ee10168d954a0d2766ec7a

File Edit View Favorites Tools Help

Home | My Settings | Activity Log | FAQ | Logout

**Schuylkill Health**

Clinical Information Pay Your Bill

**Clinical Information**

Please wait while gathering your account information.

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5. Your document will now appear. By clicking on the words in blue underneath the word Contents, you will be taken to that section of the document.

6. On this same screen, you can also save the document to your computer OR send it on to a physician. From this screen, if I click the words Clinical Information on the blue bar, I am taken back to the screen showing the list of patients I have access to.

Clinical Information - Windows Internet Explorer

https://mymedicalencounters.com/display\_ccd.pl?id=95cd7abfba7f929473ee10168d954a0d2766ec7a

File Edit View Favorites Tools Help

Clinical Information

Home Feeds (0) Read Mail Print Page Saf

A A A Home | My Settings | Activity Log | FAQ | Logout

**Schuylkill Health**

**Clinical Information**

Clinical Information Pay Your Bill

**CPSI PORTAL DEMO:**

[Download CPSI1955 Summary of Care](#) [Send CPSI1955 Summary of Care](#)

**Patient Summary (HL7 CCD)**

Document Effective: 04/22/2014 11:09

**Encounter Dates:** 04/21/2014 through 04/21/2014

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start Microsoft Office 3 Internet E... PORTAL SCRE... Accessing info... Creating a Por... CPSI System - ... instructions

- a. To download information to your computer, click on Download (user id) (name of document). This option will download a file containing your documentation in a number of formats that you can select the format you want to save.

Clinical Information - Windows Internet Explorer

https://mymedicalencounters.com/download\_ccd.pl?id=282b62bfbd8a51ee9695345c32e9012f30e77efd

File Edit View Favorites Tools Help

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Clinical Information Home Feeds (J) Read Mail Print Page Safety Tools Help



**A A A** [Home](#) | [My Settings](#) | [Activity Log](#) | [FAQ](#) | [Logout](#)

# Clinical Information

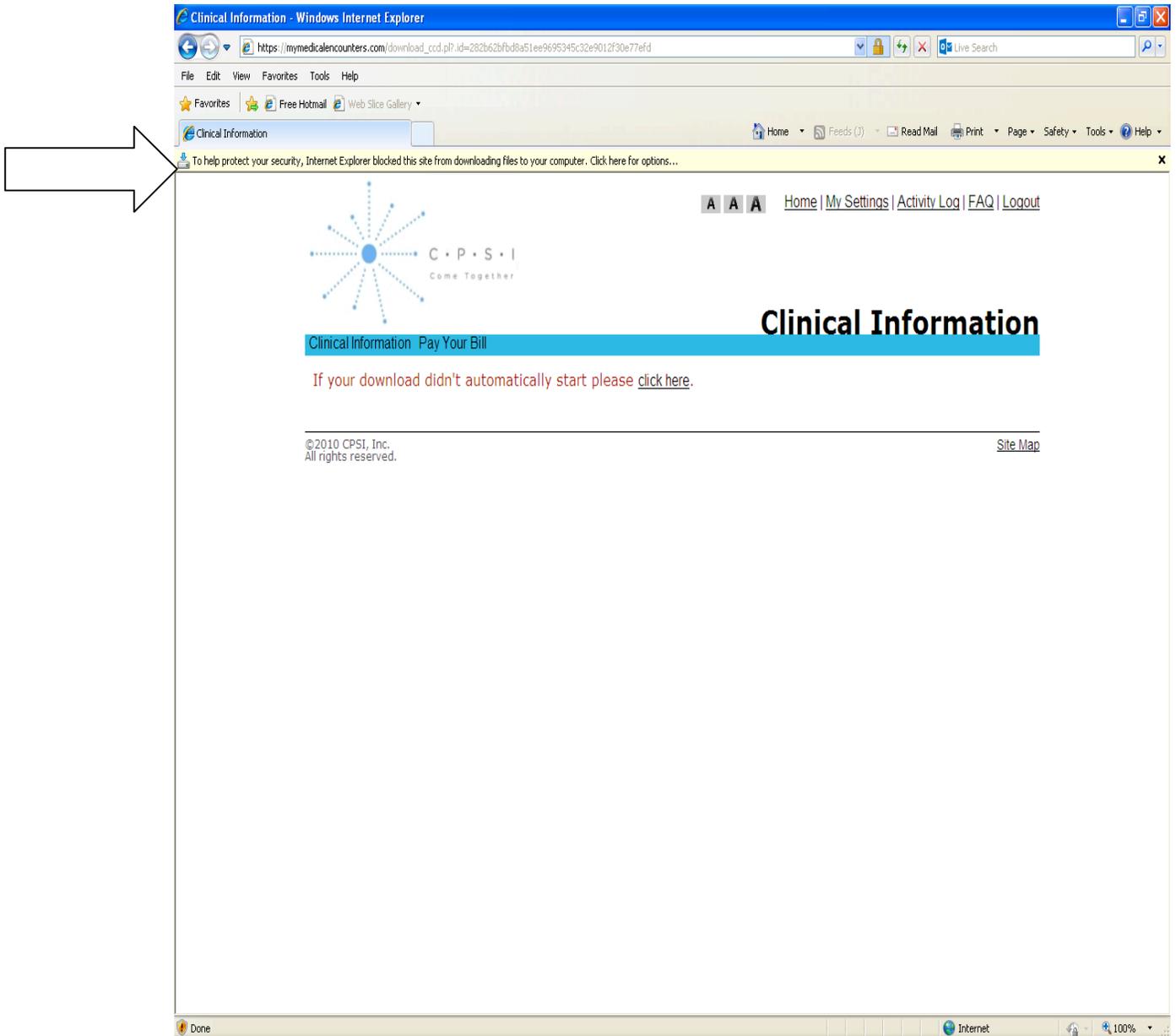
Clinical Information Pay Your Bill



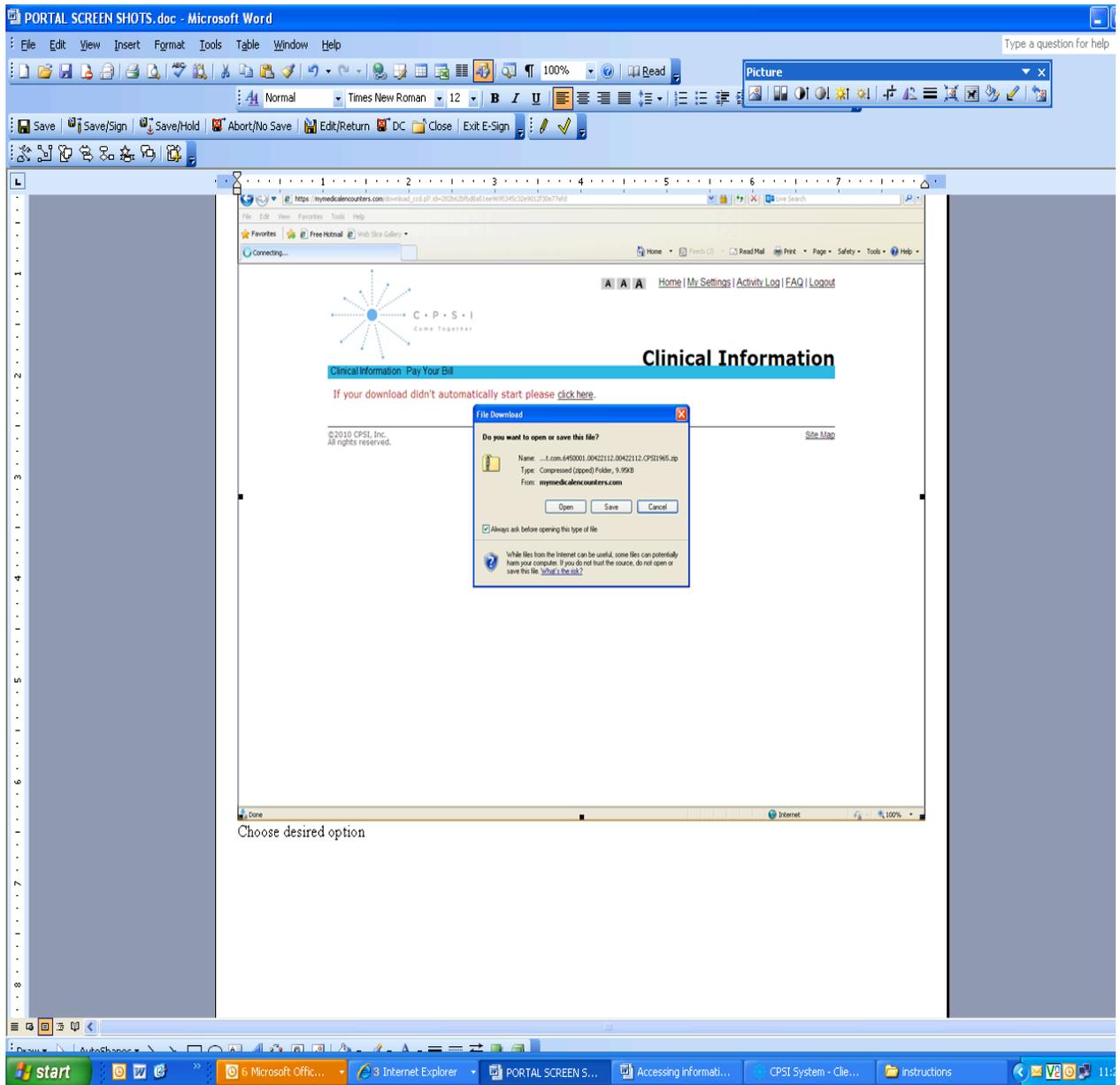
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Waiting for https://mymedicalencounters.com/download\_ccd.pl?id=282b62bfbd8a51ee9695345c32e9012f30e77efd... Internet 100%



You may be prompted based on your computer settings to allow the download. (Yellow bar on above screen shot).



Select the desired option from the File Download box.

