

Parrish Medical Center My Health Portal FAQ Sheet

Q. What is Parrish Medical Center's My Health Portal?

A. My Health Portal enables you to safely and securely access your health record and information from any device at any time. View your:

- Lab Results
- Radiology Reports
- Visit History
- Discharge Instructions
- Health Summary
- Allergies and Conditions
- Medications
- Bill Pay

Q. Who is eligible to enroll in the My Health Portal Patient Portal?

A. Patients and Proxies (Authorized Users) at least 18 years old.

Q. Can I give my spouse or authorized representative access to view my portal?

A. Yes, you can give family members, such as parents, children or health care proxies access to your My Health Portal. This needs to be done within your health care facility and requires consent from you and your representative.

Q. Is the PMC My Health Portal the same portal I use at my doctor's office?

A. No, PMC's My Health Portal is specific only to Parrish Medical Center. Parrish Medical Group has a separate physician office health portal.

Q. Can I make an appointment through PMC's My Health Portal?

A. At this time patients are able to request routine mammogram appointments through the Portal. To do this, click the Appointment icon and follow the steps.



Q. How do I obtain a copy of my entire medical record?

A. If you would like a copy of your entire medical record please visit the Health Information Management Department (Medical Records) at Parrish Medical Center. They are available Monday-Friday 8:30 am-5:00 pm. The number is 321-268-6413.

Q. Do you have an App for PMC's My Health Portal?

A. Yes, simply search out MHealth app on the Google Play or Apple Store App Center.

Q. Do I have to have an e-mail address?

A. Patients that want access to the PMC My Health Portal must have internet access and a valid e-mail address that is unique to the individual requesting access.

Q. How do I view my test results?

A. Your test results and diagnostic reports are both available by clicking on the Health Record icon on the portal home page. Once you click on the Health Record icon, you will be taken to the Health Record page where you will see icons on the right labeled **Results** and **Reports** where you will have access to your Laboratory results and other reports.

Q. Will I be notified when new information is available in the patient portal?

A. Yes, you will receive an email from Healthinformation@parrishmed.com stating that you have "New Results that have been added to your Parrish My Health Portal."

Q. What do I do if I forget my password?

A. You can retrieve your password by following these steps:

- Click the "forgot password?" link on the My Health Portal Log-on screen
- Enter your portal Log in ID
- Enter your e-mail address (this must match the email currently on file with Parrish Medical Center.)
- Click Submit

Q. How can I change my password?

A. You can change your password by following these steps:

- Log into the portal
- Click on Preferences
- Click Change Password



- Enter your current password
- Enter your new password
- Confirm your new password
- Click Submit

Q. What do I do if I forget my username?

A. E-mail or call Patient Portal Support at myhealthportal@parrishmed.com or 321-268-6446. Please provide your name, date of birth and e-mail address.

Q. I don't understand my results, can you help me?

A. Please contact your physician for any questions regarding your medical information or test results.

Q. Some of my information is wrong. How do I correct this?

A. You are able to update your demographic information through the portal in the Profile section. The change request can be found by clicking Profile, and then Update Profile. Please allow 2-3 business days for the requested changes to appear on the portal. Each change request requires approval from the staff.

Additionally, if you notice an error in your health information, please contact Portal Support or Health Information Management for instructions on our Amendment Request Process.

My Health Portal Support:

Contact Portal Support Monday – Friday 8:00 AM – 4:30 PM at 321-268-6446 or by e-mail at myhealthportal@parrishmed.com.

Web address to sign on to patient portal: www.parrishmed.com/hospitalrecords