Patient Portal
FAQ

What is the Patient Portal/Hospital Records Program?
Parrish Medical Center's Patient Portal enables you to instantly and safely electronically access the personal health information your care team entered into your medical record:

- Allergies
- Conditions
- Discharge Summaries
- Discharge Instructions
- Hospital Visit Histories
- Lab Results
- Medication List
- Radiology Reports

Who is eligible to enroll in the PMC Patient Portal?
Patients and proxies (authorized users) must be at least 18 years old.

Can I get my spouse or authorized representative access to the portal?
Yes, anyone at least 18 years old can present to Parrish Medical Center's Health Information Department and complete the Proxy Consent Form.

Is the PMC Patient Portal the same portal I use at my doctor's office?
No, PMC's Patient Portal is specific only to Parrish Medical Center.

What information is available in the PMC Patient Portal?
You can view information from your medical record such as demographics, laboratory results, diagnostic reports (X-rays, cat scans, MRI's, Mammography, etc.), medications, conditions, allergies, hospital visit histories, etc. If you would like a copy of your full medical record please visit the Health Information Management Department (Medical Records) at Parrish Medical Center. They are available Monday-Friday 8:30 a.m.-5:00 p.m.

Do I have to have an e-mail address?
Patients that want access to the PMC Patient Portal must have Internet access and a valid e-mail address that is unique to the individual requesting access.

I don't have an e-mail address, how do I get one?
There are many free email services available to use. Any email service is compatible with the PMC Patient Portal. If you are looking to create a free email account, some of the more established email providers are:
- Gmail from Google
- Outlook.com from Microsoft
- Yahoo! Mail from Yahoo

How do I see my test results?
Your test results and reports are both available by clicking on the Health Record button on the portal home page. Once you click on the Health Record button, you will be taken to the Health Record page where you will see buttons on the right labeled Results and Report where you will have access to your laboratory results and other reports.

Will I be notified when new information is available in the patient portal?
Yes, you will receive an email from Healthinformation@parrishmed.com stating, "New Results that have been added to your Parrish Online Medical Record."

How do I get the complete set of my medical records?
You can obtain your medical records by visiting the Health Information Management Department (Medical Records) at Parrish Medical Center. They are available Monday-Friday 8:30 a.m.-5:00 p.m.

What do I do if I forget my password?
You can retrieve your password by following these steps:
- Click the "forgot password?" link on the Patient Portal Sign-on page.
- Enter your portal Logon ID.
- Enter your e-mail address (this must match the email currently on file with Parrish Medical Center).
- Click Submit.

How can I change my password?
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.

What do I do if I forget my username?
E-mail or call Patient Portal Support at healthinformation@parrishmed.com or 321-268-6446. Please provide your name and date of birth and e-mail address.

I don't understand my results, can you help me?
Please contact your physician for any questions regarding your medical information.

Some of my information is wrong. How do I correct this?
If you notice an error in your personal information, such as address and phone number, please send us a change request through the portal. 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.

What browsers are recommended for accessing Patient Portal?
Patient Portal is compatible with most current web browsers, including Sarfari, Chrome, Internet Explorer and Firefox.

LOGIN HELP
Receiving an error message? Can't find your medical record number? Patient Portal Support is here to help.

E-mail Patient Portal support at healthinformation@parrishmed.com
Call Patient Portal support at 321-268-6446 (6HIM)
Monday – Friday 8am-4:30 pm EST

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