



HOSPITAL PATIENT PORTAL

EMAIL AND WEBSITE ACCOUNT SET-UP GUIDES

Access your York Hospital medical records anytime, anywhere.

York Hospital offers **two** different patient portals that allow you to securely access your medical records. The **PRACTICE PATIENT PORTAL** connects you to information from your York Hospital practice providers. The **HOSPITAL PATIENT PORTAL*** allows you to access medical records for inpatient and outpatient services received at York Hospital, even if you are not a patient of a York Hospital practice.

THIS GUIDE WILL HELP YOU REGISTER FOR AND NAVIGATE YOUR HOSPITAL PATIENT PORTAL ONLY. For step-by-step video instructions, visit yorkhospital.com/patient-portal/.

**If you have a Practice Patient Portal account, there is no need to join the Hospital Patient Portal as well. Any lab, imaging or inpatient records that would appear in the hospital portal will also reside in your Practice Patient Portal.*



York Hospital's online HOSPITAL PATIENT PORTAL (also known as Syntellis) provides secure and convenient access to your patient records following:

- ▶ Outpatient Laboratory Visits
- ▶ Outpatient Imaging Visits
- ▶ Inpatient Visits, including:
 - Discharge diagnoses
 - Medication list from your stay
 - Allergies
 - Lab and Imaging test results



Why join the HOSPITAL PATIENT PORTAL?

- ▶ You can share lab or imaging results and details of your inpatient visits with your family members or friends.
- ▶ If you don't live in Maine year-round, you can share lab or imaging results with your provider back home.

There are two ways TO REGISTER for the HOSPITAL PATIENT PORTAL: EMAIL or WEBSITE.

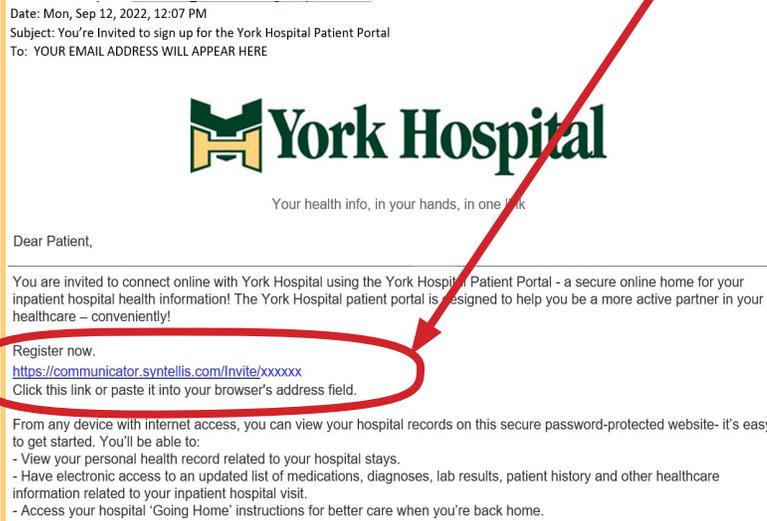
- ▶ **EMAIL:** Email is the quickest way to sign up for the HOSPITAL PATIENT PORTAL. Be sure to provide your email address when you arrive for your outpatient lab or imaging visit. If you are an inpatient, provide your email address to your caregiver before you are discharged. You will receive an email from York Hospital within 24 hours inviting you to join the HOSPITAL PATIENT PORTAL. **For step-by-step instructions on registering via email, please see page 2.**

Questions? Please contact Medical Records at 207.351.2184 for assistance.

HOSPITAL PATIENT PORTAL EMAIL ACCOUNT SET-UP GUIDE

It's easy to sign up via **EMAIL** for the HOSPITAL PATIENT PORTAL, a secure online home for your York Hospital health care records. You will be able to view your lab and imaging results and components of your records from your hospital inpatient stay. Follow these easy steps to get started.

1. Provide your email address to your caregiver **when registering for your visit, prior to your actual lab or imaging procedure, or before you are discharged from your inpatient hospital stay.**
2. You'll receive an email with a link to the HOSPITAL PATIENT PORTAL. **Click on this link.**
3. Now, a window for the HOSPITAL PATIENT PORTAL will open to begin setting up your account.
4. Select whether you are registering for yourself or a dependent (**minors only, age 18 or under**). If you have legal authorization for a spouse or adult relative, call Medical Records for assistance.
5. Click on **REGISTER ME**.
6. Enter your date of birth for verification.
7. Enter your name & address, check the box to agree to the Terms of Use and then click **NEXT**.
8. Enter your email address, date of birth, and primary contact phone number. **Also confirm that "York Hospital" appears as the "Inviting Provider or Facility Name."** Click **NEXT**.
9. Confirm your User Name and create your password. Click **NEXT**.
10. Create three security questions and click **LOGIN** to bring you to your Syntellis dashboard, where you can access your imaging reports and lab results.



For any future visits to your HOSPITAL PATIENT PORTAL, you may connect through the PORTAL PAGE at www.yorkhospital.com as follows:

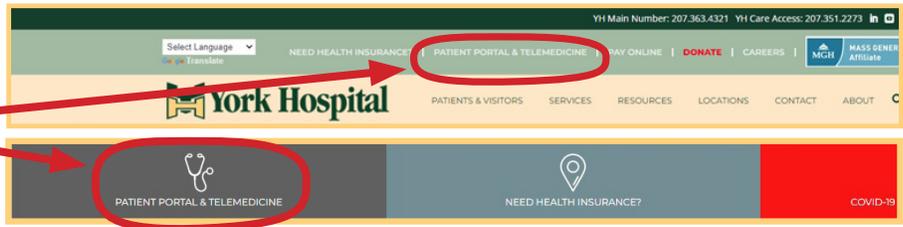
- ▶ Click on either of the "Patient Portal & Telemedicine" navigation links on the homepage.
- ▶ Click on the gold "HOSPITAL PORTAL" button on the portal page at far right.
- ▶ Sign in using your User Name & Password.

See pages 3 and 4 to find out how to join the HOSPITAL PATIENT PORTAL via the York Hospital website. Questions? Please contact Medical Records at 207.351.2184 for assistance.

HOSPITAL PATIENT PORTAL EMAIL ACCOUNT SET-UP GUIDE

You can also use the **YORK HOSPITAL WEBSITE** to sign up for the **HOSPITAL PATIENT PORTAL**, a secure, online home for your York Hospital health care records. You will be able to view your lab and imaging results and components of your records from your hospital inpatient stay. Follow these easy steps to get started.

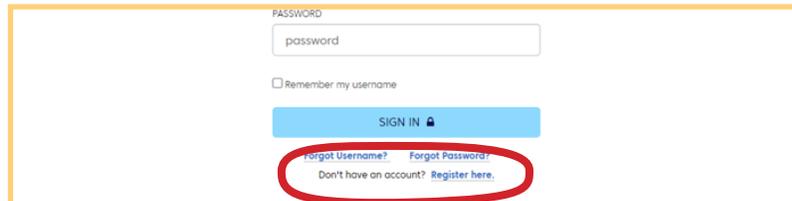
1. Go to the homepage of the York Hospital website: www.yorkhospital.com. Click on either Patient Portal and Telemedicine link.



2. Click on the gold HOSPITAL PORTAL button at far right on the portal page.



3. Click on the statement at the bottom of the page: "Don't have an account? Register here."



4. Click on Register as a "PATIENT." Fill in all information fields as seen here, then click NEXT.

5. Confirm your user name. **NOTE:** Your user name is your email address. Then, create and confirm a password. (Password requirements are listed below.)

SYNTELLIS PASSWORD REQUIREMENTS

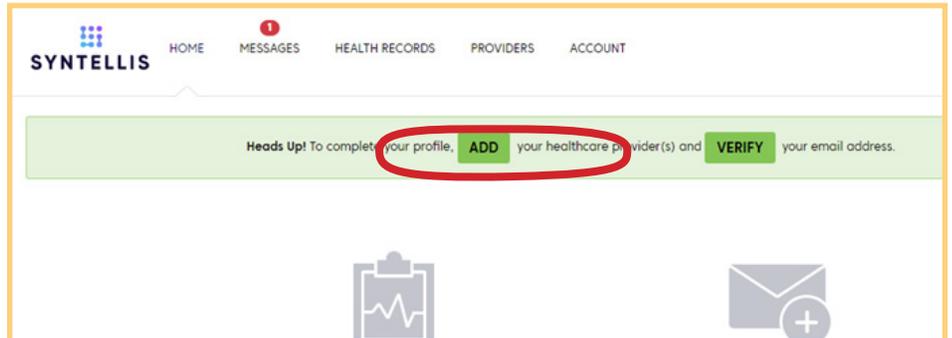
- Password must contain between 8 and 32 characters.
- Password must include upper and lower case letters, numbers, and at least one of these symbols ! @ # \$ % ^ & *
- Do not use your first name, last name, user ID, security question answer, a common word, or a previously used password.

(Continue to step 6 on page 4)

HOSPITAL PATIENT PORTAL EMAIL ACCOUNT SET-UP GUIDE-

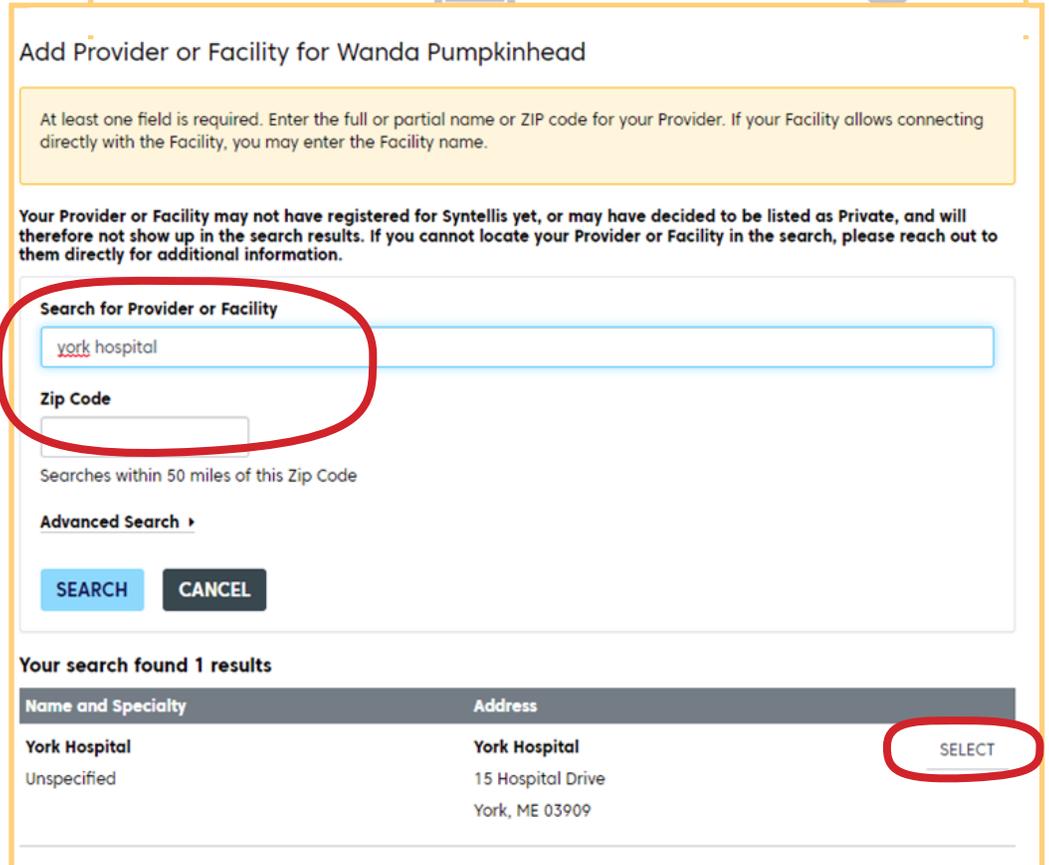
6. Set up your three security questions and click "LOGIN" in the black bar at the bottom of the window.

7. Click on the green "ADD your healthcare provider." **VERY IMPORTANT: YOU MUST add YORK HOSPITAL as your health care provider (not your primary care provider).**



8. Click on "Add a Provider or Facility" on far right of screen

9. Type in York Hospital in the "Search for Provider or Facility" field. You may also type in "03909" to search for "York Hospital" by zip code. Then click "Select" in the lower right corner.



The patient status should now be "pending." Once your account has been verified by the hospital administrator, you will receive an email with a link to log in to the Hospital Portal to see your lab and imaging results. For future visits, simply visit the "Telemedicine & Patient Portal" webpage to check on your results and reports: www.yorkhospital.com/patient-portal/

Questions? Please contact Medical Records at 207.351.2184 for assistance.