

What is My Noyes HEALTH?

My Noyes Health offers patients personalized and secure online access to portions of your Noyes HEALTH record. My Noyes HEALTH enables you to securely use the Internet to help manage and receive information about your health. The following components of your health record are available:

- **Homepage:** Allows you to view the following components of your medical record. You will also see new activity indicated here (red-dot). You can also set your preferences and also make suggestions on how we can improve our site by utilizing the "Preferences" and "Contact Us" option at the bottom of the homepage.
- **Health Record:** Allows you to view information entered into core parts of your electronic health record (e.g., allergies, medications, current problems, visit history, lab results, diagnostic imaging reports, etc.). These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 585-335-4227. *Note: If this portion is not complete, we still have the information. Certain documents will not be available for viewing via the patient portal.
- **Medications:** Allows you to view your current and past medications entered by your physician or clinical staff.
- **Profile:** Contains your demographic information, insurance and personal contacts. Allows you to view and request changes to your information.
- **Appointments:** Allows you to view upcoming appointments.
- **Billing:** Allows you to view account information including outstanding balances.

Who do I contact if I have further questions?

The My Noyes HEALTH Help Desk, available 8 a.m. to 4 p.m. weekdays: 585-335-HELP (4357), you can also submit a question online here.

What tests results can I see on My Noyes HEALTH?

You can see most tests from your inpatient stays and/or out-patient visits (dated 1/1/2013 to the present). If you wish to see historical test results, you may need to contact your doctor to manually release those results. In an effort to get your test results to you as soon as possible, many test results are available on My Noyes HEALTH 48 hours after they are resultated. This means that sometimes you'll see the results before your doctor; thank you in advance for your patience in allowing your physician time to communicate with you about your test results.

Expect longer delays on other tests, like reference laboratory tests, diagnostic imaging and departmental reports, which will be released to My Noyes HEALTH after they are finalized/signed. Since you are viewing the full, unedited results, some of the language may not be familiar to you and might even be confusing or concerning. Please discuss any questions raised by these results at your next visit. See below for more details on test results on My Noyes HEALTH.

- ✓ **Laboratory & Microbiology Results:** Posted 48 Hours After They are Resultated
- **Pathology (including Pap Smears) & Blood Bank:** Unable to be Sent at This Time
- ✓ **Diagnostic Imaging Reports:** Posted 48 Hours After Report Reaches a Signed Status
- ✓ **Departmental Reports:** Posted 48 Hours After the Report Reaches a Signed Status

Can I pre-register for a visit on My Noyes HEALTH?

No, not at this time.

Can I schedule an appointment on My Noyes HEALTH?

No, not at this time.

If some of my health information on My Noyes HEALTH is not correct, what should I do?

Your My Noyes HEALTH information comes directly from your electronic medical record. Ask your healthcare provider to correct any inaccurate information at your next visit.

Can I send a message to my healthcare provider via My Noyes HEALTH?

We do not allow provider messaging other than transmitting your Continuity of Care (CCD)/Patient Health Summary (PHS) via DIRECT messaging technology.

Please contact your Primary Care Provider's (PCP) office if the situation requires immediate attention or dial 911 if it is an emergency.

Can I renew my prescriptions on My Noyes HEALTH?

No, we do not allow prescription re-fills via the portal.

Can I pay my bill on My Noyes HEALTH?

No, not at this time however, you can pay on-line on the hospital's main website via this address: www.noyes-health.org

The billing area does provide you with a way to view your outstanding accounts. Upon selecting the 'Billing' button, you will be presented with a table of your outstanding accounts. An account is considered outstanding if there is a payment still due by the insurer or patient.

I am not receiving email alerts that I have new information on My Noyes HEALTH. Why?

Alerts only are sent out when new information (i.e., lab results) is available on My Noyes HEALTH. If you are not receiving alerts, it could be you put in an incorrect email address. Select the 'Preferences' button at the bottom of the Patient and Consumer Health Portal Homepage, you will then be brought into a section where you can make these changes. Once in Preferences, select the 'Update User Preferences', you will have access to edit the email address associated to the account you are currently accessing.

If you have checked the settings and you still are not receiving email alerts, please contact the My Noyes HEALTH Help Desk, available 8 a.m. to 4 p.m. weekdays: 585-335-HELP (4357). You can also submit a question at portal@noyes-hospital.org.

Is there a guest option for users to access the portal?

There is no guest option for the portal. Any user that has access to a patient's record would need to have access as a proxy user.

Can my spouse and I share one My Noyes HEALTH account?

No, due to the sensitive nature of medical information, each adult must establish their own My Noyes HEALTH account.

Can I view a family member's health record on My Noyes HEALTH?

Yes, you can view another person's My Noyes HEALTH account with appropriate consents. This is called proxy access and allows you to log into your personal My Noyes HEALTH account, and then connect to another person's My Noyes HEALTH account. However, you will need to come into the Noyes HEALTH Information Management (HIM) Department and fill out and sign a proxy form.

Can anyone become a proxy on my account?

Patients over 18 can select any other adult to become a My Noyes HEALTH proxy. Proxies for patients 17 and under are limited to parents and legal guardians.

Please note, due to the current laws, proxy access is automatically severed when a patient for whom you are a proxy reaches 14 years of age.

Is the 'revoke access' feature immediate or does someone at Noyes HEALTH have to update that within the Hospital's Computer Information System?

Parent to child relationships access is severed immediately when the child reaches the age of 14 years old within the Noyes HEALTH portal. Any other proxy access would have to be done manually by the Noyes HEALTH Medical Records Department.

Where can I see which additional patients I have proxy access to?

By expanding 'Preferences', at the bottom of the screen there will be a list of patients that the current signed in user will have access to.

How will updated Primary Care Physician and Insurance demographic information be handled on My Noyes HEALTH?

Primary Care Physician and Insurance demographic information cannot be updated through My Noyes HEALTH. All edits to Primary Care Physician must be done through Registration or Medical Records directly.

What is the purpose of the Profile button in the Patient and Consumer Health Portal?

The profile area on My Noyes HEALTH provides a way for you to view and request updates regarding demographic data such as your; address, phone number and emergency contacts. Please note that this information is not immediately updated. It will need to be subsequently processed by Noyes HEALTH staff. Any changes made when a patient is updating their profile will show up to the Noyes HEALTH Medical Records staff in the medical records application. This routine is called 'Process Portal Edits'. Additionally, Medical Records staff will also be prompted to review portal edits when going into the Demo Recall.

What browsers are supported?

The Health Portal is compatible with most web browsers. The Health Portal has been tested with Safari, Chrome, Internet Explorer, and Firefox.

What if I don't receive an eMail post completing the enrollment request from NoReply-ePortal@noyes-hospital.org?

If you don't receive a reply in your Inbox in just a few minutes then check your SPAM/Junk folder. If not, then please contact the My Noyes HEALTH Help Desk, available 8 a.m. to 4 p.m. weekdays: 585-335-HELP (4357).

How can I change my password?

Within preferences, if you select the 'Change Password' button to the right, you will be able to walk through the steps of entering old and new password information.

If one of the password checks fails, you will be taken back to the Change Password screen, with all fields blanked out. If all checks are passed, you are taken to the Confirmation screen

The following feedback is provided to the user if incorrect information is entered:

Problem with Old Password:

- Incorrect Old Password

Problem with New Password (one of the following):

- New Password has too few characters.
- New Password entered has too many characters.
- New Password entered does not have enough numeric characters.
- New Password entered does not have enough characters and does not have enough numeric characters.
- New Password entered has too many characters and does not have enough numeric characters.

Problem with Confirm New Password:

- New Password and Confirm Password do not match

If a combination of the three exists, feedback will show all applicable errors. For instance, if you entered the wrong Old Password and your Confirm New Password doesn't match your New Password, the following on-screen errors will be displayed:

- Incorrect Old Password
- New Password and Confirm Password do not match

Once a new password has been successfully entered, you will receive the following on-screen confirmation:

- Thank you. Your new password has been filed. Please click the Log Off button and sign back in to continue.

Where can I update my email address on My Noyes HEALTH?

Select the 'Preferences' button at the bottom of the Patient and Consumer Health Portal Homepage, you will then be brought into a section where you can make these changes. Once in Preferences, select the 'Update User Preferences', you will have access to edit the email address associated to the account you are currently accessing.

What Format will the downloaded Continuity of Care Document (CCD)/Patient Health Summary (PHS) be in?

The downloaded file will be in the form of an XML page or a PDF in order to preserve the original data that was generated by the Hospital Computer Information System (HCIS).

What if I forget my Logon ID?

You will need to call the My Noyes HEALTH Help Desk, available 8 a.m. to 4 p.m. weekdays: 585-335-HELP (4357), to re-establish your user credentials.

What if I forget my password?

You have the ability to go into the portal, click on Forgot password and then enter a series of questions (that they previously responded to) and will be assigned a one-time password. Once you sign in with the one-time password, you will then be prompted to enter in a new one.

I was logged out of My Noyes HEALTH, what happened?

We aim to protect your privacy and security of your information. While logged into My Noyes HEALTH, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of My Noyes HEALTH. We recommend that you log out of your My Noyes Health session if you need to leave your computer, even for a short period of time.

You also will be able to download your Personal Information to your local computer or portable storage devices, or to direct that such Personal Information be transmitted to other entities. Again, all such transfers of your Personal Health Information (PHI) will be solely in your control, as directed by you through your use of the services.

Are their ways in which I can further protect my Personal Health Information (PHI)?

You too should be careful with your Personal Information, and there are steps you should take to prevent unauthorized access to or disclosure of the information in your Service Account. For instance:

- Never share your username and password information with anybody;
- Do not identify public computers as being private when logging into the Services;
- Immediately change your password if you believe any unauthorized access to your Service Account has occurred;
- Always log out of your Service Account when you've completed the actions for which you logged in, and never leave a computer on which you've logged into your Service Account unattended while it is in an active session;
- Store any printouts you generate or media onto which you save your Personal Information only in secure locations;
- Install appropriate security products, such as firewalls, anti-virus and anti-spyware software, and wireless network security products on the computers from which you access your Service Account;
- Routinely check your computer for spyware and malware.

How secure is My Noyes HEALTH?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, My Noyes HEALTH uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your My Noyes HEALTH session.

What is your Privacy Policy?

My Noyes HEALTH is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given your health records and will never be sold or leased by Noyes HEALTH.

What type of computer do I need to use My Noyes HEALTH?

You can access My Noyes HEALTH from any computer connected to the Internet and an up-to-date browser (such as Internet Explorer).

Can I access My Noyes HEALTH from my mobile phone?

No, not at this time.