

Patient Portal Information

Sheridan Memorial Hospital Association (SMHA) offers access to the Patient Portal as a courtesy to our patients. The Patient Portal is a secure web-based tool that provides patients the ability to access their health information and communicate with their SMHA health care team. This handout is intended to inform you of the facts and risks surrounding the use of the patient portal.

1. The patient portal provides electronic access to a portion of your medical record, including medical history, medications, lab & radiology results, and other medical reports.
2. The patient portal allows non-urgent communication & prescription renewal requests with the SMHA Clinic providers via secure messaging.
3. The patient portal provides the ability for patient's to electronically transmit their health documents to other providers via DIRECT. Contact your provider's office to get their Direct email address so you can securely send them a copy of your records.
4. The patient portal is not a replacement for a clinical visit. It is not appropriate to use this portal for emergency diagnosis or treatment.
5. Patient enrollment is by request at any SMHA registration desk or at the SMHA Business Office. After the initial registration, you will be sent an email confirmation invitation that requires response within 90 days. You will be asked to create a unique username and password for the portal. These steps are all required to complete your registration and to access the patient portal. Once you have created an account, you can access the portal through our website at www.sheridanmemorial.net
6. Patient and proxy Access: A Proxy is someone who has authority to represent a patient; Proxies can be a substitute for the patient, or an addition member on the patient portal.
 - a. Patients age 0 to 12: No access for the child. Parent(s)/legal guardian is allowed access as a proxy.
 - b. Patients age 13 to 17: No access for the child or parent(s)/legal guardian.
 - c. Patients age 18 or older: May have own access and may grant proxy access to any other adult(s).
7. The patient or legally authorized representative must complete and sign the Patient Portal Access Form to enroll in the patient portal, to authorize proxy access, or to revoke proxy access.
8. The Informatics department is responsible for handling all requests to revoke proxy access and can be reached at (406) 765-3770.
9. Use of shared email accounts (i.e.thejoneses@emailprovider.com) for portal access is allowed, although not recommended. All persons sharing an email account and password will have access to the patient's health information via the portal. You will need to notify the Informatics Department at (406) 765-3770 if you would like to unlink an email address from your portal account.

Responsibilities of Patient Portal Users

You are responsible to protect the confidentiality of your username and password, as well as the health information you access using the portal. SMHA is not liable or responsible for misuse of your password or username. If you suspect that someone has learned your password, you should access the portal site immediately and change it. If you gain access to another person's health records, you agree to not access, use, disclose (e.g. read or print) the information in any manner and agree to report the issue immediately to the SMHA Privacy Officer by calling (406) 765-3700.

Frequency Asked Questions

How is Sheridan Memorial Patient Portal secure?

Sheridan Memorial Patient Portal uses the latest encryption technology with no caching to automatically encrypt your session with Sheridan Memorial Patient Portal. All medical information is stored safely behind a firewall.

When I was reviewing my records in Sheridan Memorial Patient Portal I was logged out. What happened?

Sheridan Memorial Patient Portal wants to protect your privacy. While logged into the portal, if your keyboard remains idle for 20 minutes or more, you will be automatically logged out. Any information you have typed will be lost. We recommend that you do not leave your Sheridan Memorial Patient Portal account open if called away. Always log out.

Where can I update my personal information (eg home address, email, insurance etc)?

Log into Sheridan Memorial Patient Portal. On the menu bar at the top of the page there is a "Patient Info" icon. Click on link and type in the corrected information. Be sure to click "Send Update Request" at the bottom of the page. The incorrect information will continue to display until we enter your corrections in to our system.

What is the cost of Sheridan Memorial Patient Portal?

There is no charge for using Sheridan Memorial Patient Portal.

When can I see my test results in Sheridan Memorial Patient Portal?

Your test results will be generally available within 2 to 3 business days.

Can I send my health record to another provider?

Health records can be sent via Direct, a secure email system within the SMHA portal that is used to transmit health information to participating organizations and individuals. You can only send health records to a *Direct Email Address* - normal email addresses from services like Gmail or Yahoo will not work. Contact your provider's office to get their Direct email address so you can securely send them a copy of your records.

Sheridan Memorial Patient Portal

Patient Portal Access Form

This form is for use for patients 18 and older
and children aged 0-12

NOTE: Please print legibly.

Patient Name:	Birthdate: MM/DD/YYYY
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Patient's Email Address:

NOTE: If this is a shared email address, then all persons sharing it will have access to this patient's health information.

NOTE: Please answer one of the following security questions to be sent in your e-mail invitation.

Security Question:
Last Four Digits of SSN: _____ OR Zip Code: _____

Proxy Access

NOTE: Complete this section if you are an adult and you wish to allow another person to access your electronic portal or if you are a parent/guardian of a child aged 0-12 or if you are the POA for the listed patient

Name of Proxy:	Relationship to Patient: <input type="checkbox"/> Parent <input type="checkbox"/> Spouse <input type="checkbox"/> Legal Guardian/POA** <input type="checkbox"/> Other(explain): _____ **This request must be accompanied by a copy of legal paperwork verifying the individual's status as Legal Guardian/POA
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Proxy Email Address:

NOTE: If this is a shared email address, then all persons sharing this address will have access to this patient's health information.

NOTE: Please answer one of the following security questions to be sent in your e-mail invitation.

Security Question:
Last Four Digits of SSN: _____ OR Zip Code: _____

Portal Decline

I **DO NOT** wish to access my medical information through the SMHA Patient Portal at this time due to the following reason:

Privacy Issues Do not normally doctor here
 Do not have e-mail address Other _____

To Remove Proxy

NOTE: Complete this section to discontinue proxy access.

Name of Proxy to be removed:	Relationship to Patient: <input type="checkbox"/> Parent <input type="checkbox"/> Spouse <input type="checkbox"/> Legal Guardian/POA** <input type="checkbox"/> Other(explain): _____ **This request must be accompanied by a copy of legal paperwork verifying the individual's stats as Legal Guardian/POA
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Email Address to be Removed:

<input type="checkbox"/> ER <input type="checkbox"/> Observation <input type="checkbox"/> Inpatient <input type="checkbox"/> Skilled Swing Bed <input type="checkbox"/> Intermediate Swing Bed	<input type="checkbox"/> Outpatient <input type="checkbox"/> NH Skilled <input type="checkbox"/> NH Intermediate <input type="checkbox"/> VNS/Community Health/DME <input type="checkbox"/> SMHA Clinic	**For Internal Use Only** <input type="checkbox"/> Verified ID Staff Initials: _____ Date: _____
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Signature _____ DATE _____

Relationship to Patient _____

