SPRINGFIELD HOSPITAL

Patient Portal

HEALTH INFORMATION ONLINE

*Access to Springfield Hospital
health information online.
Anytime. Anywhere.
24/7*

Springfield
Medical Care Systems, Inc.
Where People Come First

25 Ridgewood Road, Springfield, VT 05156
www.springfieldmed.org

Welcome to Springfield Hospital's Patient Portal

This Portal is designed for our admitted patients. We are pleased to provide you the opportunity to see a summary of your stay here at the hospital. It may be helpful for you to review your health information as well as share this information at your next doctor's appointment. Once you log in to the Portal, you will be able to see:

- Allergies that are listed on your chart
- Vital signs
- Immunizations listed on your chart
- Medications administered (those given while in the hospital)
- Lab test results
- Other health information

Our Invitation

We will ask you for your email address upon admission, so we can send you an invitation to the Portal to access your health information. This email is not shared with any other agency.

If you did not sign up while you were in the hospital, you will receive an automatic email with a link to the Portal after you are discharged. You will be able to sign up for the Portal through this link in your email, or with assistance of a designated person at the hospital.

Confidentiality of Your Information

After you log in to the Portal, please remember that all the information you see is your **confidential health information.** You may download this information to your computer or print it as needed.

Please protect your log in password and medical information, so that only you, or your authorized representative, can see this information. *Always log out by clicking on "sign out" to close your visit to the Portal.*

Frequently Asked Questions

There is a list of frequently asked questions at the end of this booklet to help answer questions you may have about the Patient Portal. You can also call the Health Information Management Department at Springfield Hospital at (802) 885-7395 for assistance.

Thank you for choosing Springfield Hospital for your medical needs.

How to Begin:

Step 1

If you did not receive assistance to sign up for the Patient Portal prior leaving the hospital, you will receive an email invitation to create your Patient Portal account once you are home.

• The email subject line will say:

Springfield Hospital - Patient Portal New User

• Click on the link provided in the email to start the registration process.

Example: https://www.mymedicalencounters.com/patportal_newuser.

Step 2

• Enter your first name and last name exactly as you registered at the Hospital, and your date of birth. (The profile # and email will automatically pull from the link provided in the email.)

• Next create a user ID and password.

• Select the check box verifying the information is correct. It says "I verify…" Then click on **REGISTER**.

Springfield Hospital
Where People Come First

Patient Portal

New User Registration:

*First Name:	
*Last Name:	
*Date of Birth:	(format: MM/DD/YYYY)
*Profile #:	00147267
Email Address:	your email will be here
*User ID:	
*Password:	
*Confirm Password:	

☐ I verify that the information I have entered above is correct and my own personal information

REGISTER

Login with an existing username/password.

Site Map

Step 3

- *Choose three security questions* and give your answers.
  These are needed in case you forget your password. There is list of questions at the drop down menu that you can click on.

- *Enter your answers to <u>all</u> the questions* you chose.

- Then click "*Submit.*"

Step 4

You are now at the Portal confirmation screen. Click on *"Main Menu."*

Step 5

You are now at this screen. Click on *"View Clinical Information."*
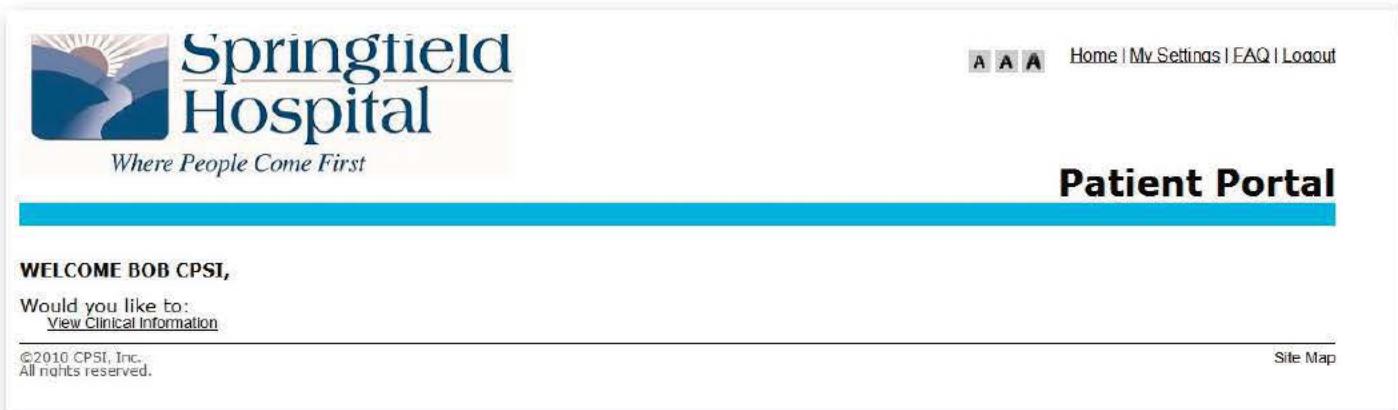
Step 6

Select (click) on the patient visit by the date that you wish to view. All accounts for your recent past and future visits to Springfield Hospital will be listed here. (If you are an authorized representative for more than one account, you will see all of them listed here.)

CPSI BOB's accounts at Springfield Hospital

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI528	08/22/2014	00/00/0000	View CPSI528 Summary of Care	
CPSI527	08/04/2014	08/22/2014	View CPSI527 Summary of Care	
Y364253	01/30/2010	01/30/2010	View Y364253 Summary of Care	

Step 7

Your patient summary information will now show on your screen. This will include information from your admission to Springfield Hospital such as lab results, medication history and medications you were given in Springfield Hospital, allergies, immunizations, and health problems.

You will first see a list of links that you can click to get to your area of interest.

Or, you can choose to scroll down to see all the information displayed.

Step 8

Note that your medications list is a history list of all your medications — past, present and those you no longer take. The "Medications Administered" section includes the medications that you received while you were in the hospital. *Please follow the actual discharge Instructions given to you prior leaving the hospital.*

Step 9

Remember to sign out when you are finished.

Springfield Hospital Patient Portal
Frequently Asked Questions

What is the Patient Portal?

The Springfield Hospital Patient Portal is an online health electronic document management tool that lets you see some of your clinical medical information recorded in your Electronic Medical Record (EMR). Examples of the clinical information on the Patient Portal include:

- Allergies
- Vitals
- Immunizations

- Other health information
- Lab tests and results
- Medications that you were given while in Springfield Hospital

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the Springfield Hospital Patient Portal after you have completed the initial setup process, you can log in at: ***https://www.mymedicalencounters.com***. Remember; use this link ONLY after you have completed the sign-up process. Our hospital website, ***http://www.springfieldmed.org*** also has a link to the Springfield Hospital Patient Portal.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during registration at Springfield Hospital, and an internet connection. How the information looks to you may depend on the computer you are using, whether that is a laptop or other mobile device.

How do I set up an account?

You will have to start with the email link sent to you after discharge from Springfield Hospital, or you can ask for assistance at the hospital to help you set up an account.

Step-by-step instructions on how to set up an account are included in this handout. Once you have entered your information and have been prompted to create a user ID and password, you will only need your user ID and password to sign into your Patient Portal account in the future.

Can my family/friends access the information found on my Patient Portal?

Yes, but only after you have given them permission. As a patient of Springfield Hospital, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Can I have access to my child's portal? s

For children up to age 12, parents or legal guardians will be able to view their child's information with a written consent form. To respect State guidelines, parents or legal guardians will not have access to the portal for children between the ages of 12 to 17. We do not offer a portal for this age group. If you have any questions, please contact Health Information Management Services at 802-885-7395.

What if I forget my password and log in?

- At the log in window, click on the "Forgot My Password" link.
- Enter your exact last and first name, then click "Submit."
- You will then receive a message telling you that information was sent to your email.

- Check your email and click on the link in your email.
- You will then need to answer your security questions you first set up when signing in.
- You will then be able to enter in a "new password" and "confirm it" by reentering it.

Who should I contact if I have trouble logging in or accessing the Springfield Hospital Patient Portal?

If you have trouble logging in to the Patient Portal, contact Health Information Management Department, at (802) 885-7395, Monday through Friday from 8 am to 4:30 pm.

Will I receive emails after each admission to Springfield Hospital?

No. Once you or your authorized representative have signed on to the portal the first time, you will not receive additional emails. After each admission, a new summary document about your hospital stay will post to your patient portal. You may access the document any time after you are discharged.

What if I have questions about my medical records or see a discrepancy?

If you have questions about your medical records, or feel that you would like something corrected, please contact Springfield Hospital's Health Information Management Department at (802) 885-7395, Monday through Friday from 8 am to 4:30 pm.

There also may be times that certain information may not be available to you on your Patient Portal based upon a specific test and/or how it is filed. Your provider may decide at his or her discretion, to exclude certain information even if such information is generally included in the Patient Portal. This may be due to many reasons, one of which is your provider may wish to discuss the information with you.

Is my medical information secure on the Springfield Hospital Patient Portal?

The Patient Portal uses special security measures called encryption to keep unauthorized persons from seeing your information. The information can only be seen by someone who has your password to log in to the Portal site. This is why it is important for you to protect your password.

What if I have some questions related to how I am feeling now?

The Springfield Hospital Patient Portal will not provide you any information for any emergency questions. If you are having a health care emergency, please call 911 or visit your nearest emergency room. If this is a non-emergency, please call your primary care provider.

Why are there so many medications listed on the portal? I don't take all these medications.

There are two medication categories listed.
- Medications - This is a list of medications Springfield Hospital has that you have received over several months and may include recent, past, and discontinued medications. It is your medication history.
- Medications Administered - These are medications that were given to you while you were in Springfield Hospital. Some have different names than what you are used to seeing as these are from Springfield Hospital's pharmacy.

Medications you are to take are on the print out given to you when you left Springfield Hospital. Please follow these instructions. Medications you see on the Portal are a summary of your Springfield Hospital experiences.

Can I print off or save the information I see on my Patient Portal?

Yes. Once you have opened up your summary, you can click on *"Download Summary of Care."*

- Select *"Download Summary of Care."* (We are not set up yet for sending the summary).
- Then you will receive a pop up that will ask you if you wish to open it or save it. Select *"Save."*
- Then open the folder.
- Open the Springfield Hospital Portal File.
- You will see four documents. Select the first one that says *"HTML."* Once you open this HTML

document, you will then be able to print or save it to your computer. *Please remember to protect your health information and share it only with those individuals you wish to see it.*

Can I view or send messages to my doctor's office using the Patient Portal?

No. At this time, the Message Center is not activated, however we anticipate providing this in the future for you. This process will require special addresses to receive or send any messages. These addresses are not the same as the typical email address. There is no one reviewing any messages at this time.

Why is there a star with CPSI listed on the left top of the screens in the Portal?

CPSI is the Hospital's Electronic Medical Record company who helped create this Patient Portal.

Why can I not see information from the other hospital or doctors' offices that I go to on the Portal?

The Springfield Hospital Patient Portal relates to services provided only at Springfield Hospital and will not include health information from any other health care facilities that you may have used for health services.

If you are a patient of Springfield Medical Care Systems' physician practices, you are invited to access the SMCS Physician Practice Patient Portal (called Follow My Health). Please contact the Health Information Management Department at (802) 885-7395 for assistance or questions about the SMCS Physician Practice Portal.

What if I change my mind and do not want my son or daughter to be my representative on the Patient Portal any longer?

If your son or daughter, or other authorized representative, had access to your Patient Portal by using your User ID and password, you can go to *"My Settings"* and change your password to remove their ability to log into your Patient Portal.

However, if he or she has access through their email account on your hospital ID account, please submit your request in writing to Health Information Management to restrict any access to your Patient Portal. You may call the number listed below to find out the best method for you to accomplish this task.

Help Line - Please call 802-885-7395.

Please remember, if you have any further questions or need assistance, please call the Health Information Management Department at 802-885-7395, Monday through Friday from 8:00 am to 4:30 pm. The staff is here to assist you and will be happy to answer any of your questions.
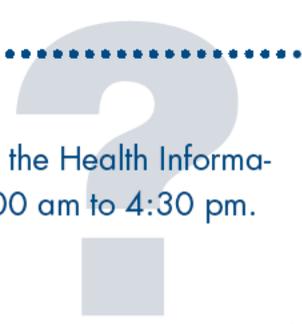
Common Lab Test Normal Ranges:

Chemistry:	Ranges for Adult Female	Ranges for Adult Male
Glucose	74 - 106 mg/dL	74 -106 mg/dL
BUN	7 - 18 mg/dL	7 - 18 mg/dL
Creatinine	0.43 - 0.83 mg/dL	0.63 - 1013 mg/dL
Sodium	136 - 145 mmol/L	136 - 145 mmol/L
Potassium	3.5 - 5.1 mmol/L	3.5 - 5.1 mmol/L
Chloride	98 -107 mmol/L	98 -107 mmol/L
CO_2	21 - 32 mmol / L	21 - 32 mmol / L
Calcium	8.5 - 10.1 mg/dL	8.5 - 10.1 mg/dL
Total Protein	6.4 - 8.2 g/dL	6.4 - 8.2 g/Dl
Albumin	3.4 - 5.2 g/dL	3.4 - 5 g/dL
Total Bili	0.2 - 1.0 mg/dL	0.2 - 1.0 mg/dL
Alkaline Phos	0 - 136 U/L	50 - 136 U/L
SGOT/AST	0 - 40 U/L	15 - 37 U/L
SGPT/ALT	12 - 78 U/L	12 - 78 U/L
Phosphorus	2.5 - 4.9 mg/dL	2.5 - 4.9 mg/dL
Magnesium	1.8 - 2.4 mg/dL	1.8 - 2.4 mg/dL
Lactic Acid	0.4 - 2.0 mmol/L	0.4 - 2.0 mmol/L
Lipase		73 -393 U/L
TSH	0.36 - 3.74 uIU/mL	0.36 - 3.74 uIU/mL
HbA1c	4.8 - 6.0 %	4.8 - 6.0 %
eGFR	Normal: = or greater than 60	Normal: = or greater than 60
Estimated Glomular Filtration Rate		

Lipid Profile:				
Cholesterol	Low=100	High = 240	Low=100 High = 199	
HDL Cholesterol	Low = 28	High= 86	Low = 40 High= 80	
Triglycerides	Low = 10	High = 260	Low = 0 High = 149	
LDL Cholesterol Direct	Low = 0	High = 99	Low = 0 High = 99	
VLDL Chol/ Calculation	Low = 5	High = 40	Low = 5	High = 40
LDL/HDL Ratio	Low = 0.0	High = 3.2	Low = 0.0	High = 3.2
Chol/HDL Ratio	Low =0.0	High = 4.4	Low =0.0	High = 4.4

Cardiac:		
CPK	21 - 215 U/L	35 - 232 U/L
CKMB	0.0 - 3.6 ng/mL	0.0 - 3.6 ng/mL
Troponin I	0.02 - 0.06 ng/mL	0.02 - 0.06 ng/mL
NT-pro BNP	0 - 450 pg/mL	0 - 450 pg/mL

Hematology:	Ranges for Adult Female	Ranges for Adult Male
WBC	4.5 - 11.0 x10^3	4.5 - 11.0 x10^3
RBC	3.7 - 5.10 x 10^6	4.2 - 5.8 x 10^6
Hemoglobin	11 - 15 g/dL	13 - 17 g/dL
Hematocrit	34 - 36.0 %	40 - 51 %
MCV	80 - 100 fL	80 - 100 fL
MCH	25 - 33 pg	25 - 33 pg
MCHC	31 - 36 g/dL	31 - 36 g/dL
RDW	0 - 15 %	0 - 15 %
Platelets	130 - 400x10^3	130 - 400x10^3
%Neut	40 - 75 %	40 - 75 %
%:Lymph	15 - 50 %	15 - 50 %
%Mono	0 -10%	0 -10%
%Eos	0 - 7 %	0 - 7 %
%Baso	0 - 2%	0 - 2%
#Neut	1.8 - 7 x 10^3	1.8 - 7 x 10^3
#Lymph	1 - 4x10^3	1 - 4x10^3
#Mono	0 - 0.8 x 10^3	0 - 0.8 x 10^3
# Eos	0 - 0.45 x 10^3	0 - 0.8 x 10^3
# Baso	0 -0.2 x 10^3	0 -0.2 x 10^3

Coagulation:

INR   2 - 3

Note: Therapeutic range for most patients on anticoagulant therapy is 2 -3

Urinalysis:

Color	Straw - Yellow
Clarity	Normal: Clear
Glucose	Normal: Negative/None
Bilirubin	Normal: Negative/None
Ketone	Normal: Negative/None
Spec Gravity	1.000 - 1.030
Blood	Normal: Negative/None
pH	Normal: 5 -7
Protein	Normal: Negative/None
Urobilinogen	Normal: 0.2 - 1
Nitrate	Normal: Negative/None
WBC	Normal: None
RBC	Normal: None
Bacteria	Normal: None