



BMH (Brooks Memorial Hospital) - 716-363-7327  
BRMC (Bradford Regional Medical Center) - 814-362-8253  
CMH (Cuba Memorial Hospital) - 716-375-6206  
OGH (Olean General Hospital) - 716-375-6206  
TLC (TLC Health Network) - 716-363-7327

## Frequently Asked Questions about the YourHealth Hospital Patient Portal

### What is the YourHealth Hospital Patient Portal?

A secure website through which you may view your laboratory and radiology results, your hospital visit(s), medications as of last visit, and upcoming/ recent hospital appointments. The YourHealth portal allows you to have convenient, easy access to your personal health information anytime and anywhere.

### What information can I see in YourHealth Hospital Patient Portal?

You can view information from your medical record such as laboratory and radiology results, medications, allergies, immunizations, medical history upon your last discharge from your hospital, as well as recent and upcoming appointments with any of our affiliated hospitals. You may also view/ print/ download your personal health summary.

### Is the YourHealth Hospital Patient Portal secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through a personal username and password that should not be shared. YourHealth uses the latest encryption technology.

### What do I need on my computer to access the YourHealth Hospital Patient Portal?

In order to access the YourHealth Patient Portal, you must have one of the following browsers installed: **Internet Explorer** (version 11 or higher), **Google Chrome**, or **Mozilla Firefox**. You must also have **Adobe Reader** installed on your computer to view any of your reports. Install link listed below:

**Adobe Reader Install:** <https://get.adobe.com/reader/>

### Are there any restrictions on the YourHealth Hospital Patient Portal?

Yes, there are a few limitations.

- Nobody under the age of 18 will be granted access to the YourHealth Portal.
- Patients cannot use a shared email address.
- Any Laboratory or Radiology results completed before 01/01/2013 will not be present within your portal.
- All confidential visits will be restricted from the YourHealth Portal.

### Is there a fee to use the YourHealth Hospital Patient Portal?

No! YourHealth is a free service offered to our patients.

### How can I signup?

There are **two ways** to receive your YourHealth Hospital Patient Portal credentials.

1. On your next visit to one of our affiliated hospitals, registration will request an email address from you. If provided, registration will print out a form with sign-up instructions and four pieces of your medical information:
  - a. First and Last Name
  - b. Date of Birth
  - c. Email Address
  - d. Medical Record Number



Once receiving the form, log onto your hospital's homepage, click the "YourHealth" logo at the top of the page, and click the Self Enrollment option. Fill out the correlating information and check your email for your new YourHealth portal credentials.

2. Visit our Health Information Management Department at your hospital and ask about the YourHealth Portal. HIM will verify your personal information by viewing your driver's license or identification card and proceed to sign you up for the portal. Once the sign-up is complete, you can log into your email for your new YourHealth portal credentials.

## **I don't have an email address, how do I get one?**

There are many free email services available to use. Any email service is compatible with YourHealth patient portal. If you are looking to create a free email account, some of the more established email providers are:

- Gmail from Google (<http://mail.google.com>)
- Outlook.com from Microsoft (<http://www.outlook.com>)
- Yahoo! Mail from Yahoo (<http://login.yahoo.com>)

## **What if I need help?**

Please call our Health Information Management department at your hospital. Phone numbers are listed next to each hospital at the top of the first page.

## **How do I communicate my medical concerns?**

The YourHealth Hospital patient portal is not intended to communicate medical concerns.

**IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR VISIT YOUR NEAREST EMERGENCY ROOM.**

## **Some of my information is wrong, how do I correct this?**

If you notice any incorrect personal information, such as your address or phone number, please submit a change request through the portal. The change request can be found by clicking **Profile**, and then **Update Profile**.

If you see incorrect information within your medical history, please notify our Health Information Management department. Phone numbers are listed next to each hospital at the top of the first page.

## **How do I see my test results?**

Your laboratory results and radiology reports are available by clicking on the Health Record button from the portal home page. Click **Results** to view your Laboratory Results or click **Reports** to view your radiology reports.

Laboratory and radiology results are available **36 hours after** being resultated.

## **How can I update my email address for the YourHealth Hospital Patient Portal?**

To change the email address that YourHealth uses for sending activity notifications, password resets, or other communications, click the **Profile** icon, select **Update Profile**, enter the new email address and click **Submit**.

## **How do I get the complete set of my medical records?**

You can obtain your medical records by contacting the Health Information Management department at your hospital. Phone numbers are listed next to each hospital at the top of the first page.

## **What if I need more information than is available through the YourHealth Hospital Patient Portal?**

If you need additional information than what is available through the YourHealth Hospital Patient Portal,

please contact the Health Information Management department at your hospital. Phone numbers are listed next to each hospital at the top of the first page