Crawford Memorial Hospital Patient Portal

The [Crawford Memorial Hospital Patient Portal](#) is a website that offers personalized and secure online access to portions of your medical record. It enables you to securely use the internet to help manage and receive information about your health. MyHealth only displays patient information that occurred on or after January 7, 2019.

If you have difficulty using the Crawford Memorial Hospital Patient Portal, we can help! Call the Hospital or your Practitioner's Office.

[LOG-IN to Crawford Memorial Hospital Patient Portal](#)

How to Access the Crawford Memorial Hospital Patient Portal

What if I have no upcoming appointments/scheduled hospitalizations but want to sign up for the MyHealth Patient Portal?

You can self-enroll on our website if you meet the qualifications or you will need to visit (in person) the Crawford Memorial Hospital Registration Department located at the entrance to the hospital or one of our CMH Rural Health medical practices or other medical facilities. In order to protect your privacy and promote health system security, portal access cannot be granted over the phone. Please note that if you have not had a visit to a CMH facility/service on or after January 7, 2019 you will not have any health reports in the MyHealth portal.

Crawford Memorial Hospital Patient Portal FAQs

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Enrollment Questions

What is MyHealth from CMH & Cerner?

MyHealth is the Crawford Memorial Hospital Patient Portal from Cerner. MyHealth offers personalized and secure online access to portions of your medical record. It enables you to securely use the internet to help manage and receive information about your health.

What is Cerner?

Cerner is Crawford Memorial Hospital's Health Care Information System (HCIS). Cerner allows many of our services to all use one computer platform, making electronic communication between departments much easier. With this system comes a patient portal called, MyHealth.

What services can I access with the MyHealth Patient Portal?

Your health is important to you around the clock - not just during office hours. With MyHealth, you can connect to Crawford Memorial Hospital District's (CMH) Health System online to:

- Request appointments from Medical Practice practitioners

- Request prescription refills from CMH practitioners

- Review your medications with instructions

- Review your visit history for appointments at CMH facilities occurring on or after January 7, 2019.

- Review your hospital test results such as lab and radiology results

- View immunization records

- Send and receive secure messages to and from your CMH health care team

- Update your personal information

- Practitioner visit notes and summaries

How do I set up an account on the MyHealth Patient Portal in person?

The next time you are a patient at Crawford Memorial Hospital or one of our CMH medical offices, we will offer to send you an invite to set up your MyHealth Patient Portal account. We can do this as long as we have your current email address on file. Please provide your email address at the time of your next visit if you are not sure we have it on file. After your discharge from the hospital or after your office visit, a secure email will be sent to your email address. We encourage you to log in when you arrive home to be sure your information is correct and to ensure that your MyHealth Patient Portal is ready when you need it! You will have 90 days to log in. If you do not log in within 90 days, you will need to contact our help desk at 618-544- 3131 to have a new link to MyHealth emailed to you.

Note* An email address can only be assigned to one patient. If a household email is used the other patients would need to grant proxy address to their accounts to the patient that registered with the unique email address.

Patient Portal – Self Enrollment Frequently Asked Questions

Can anyone self-enroll for a patient portal account?

Self-enrollment is available for Crawford Memorial Hospital and Clinic patients who are age 18 or older who don't currently have access to a patient portal account. . If you manage the health of a patient, talk to the patient's health care provider during the next visit to receive a personal invitation to Crawford Memorial Hospital. Self-enrollment is not currently available to caregivers or guardians.

What does it mean to "verify your account"?

To help ensure the privacy and security of your information, we require you to verify your information. Once your information is verified, you will receive a verification code that you will need to complete the self-enrollment process.

I tried to self-enroll but got a "More Information Is Needed" message. What does that mean?

If the information you provided on the self-enrollment form does not match what is on file at Crawford Memorial Hospital and Clinics, you will not qualify for self-enrollment.

If I do not qualify for self-enrollment what can I do to sign up?

To request an invitation for Patient Portal, tell the staff at your next hospital or office visit that you would like to create a portal account and provide them with your email address.

I self-enrolled but I am not seeing any data in my portal. What happened?

In this case, please contact us at 618-544-3131.

The activation code that CMH sent me in my email does not work. What should I do?

For your security, your temporary activation code expires after 90 days if you do not activate your account. Also, once you activate your account, the activation code will no longer work. An activation code cannot be reused. If you need a new activation code, call 618-544-3131.

Is there an App I can download for my smart phone and/or tablet?

Yes, you can log onto the website just as you can with a desktop computer. There is also an App is called "HealtheLife" to use on your smart phone or tablet. Go to the App store on your mobile device, search for "HealtheLife," and download it for free. The MyHealth Patient Portal can be accessed directly through your web browser. If you use

the HealtheLife app, you will receive notifications about your health record and upcoming appointments, etc. directly to your mobile device. The App is not required to view MyHealth on your mobile device.

Is there a guest option for users to access the MyHealth Patient Portal?

There is no guest option for the MyHealth Patient Portal. Any user that has access to a patient's record would need to have access as a proxy user. Minor children proxy is allowed up until the child reaches an age of 12.

Your Medical Information & Communication with Your Medical Team

Will all my past history of medical information be available on the MyHealth Patient Portal?

Only health information gathered on or after January 7, 2019 will be available on the MyHealth Patient Portal. While information prior to January 7, 2019 is stored in your hospital medical record, your MyHealth Patient Portal will display information added after the creation of the portal.

What information is included in the "Medication" section of the MyHealth Patient Portal?

The medication area of the MyHealth Patient Portal provides you with a way to view your active medications, access information about the drugs you are taking and request medication renewal. Medications may be accessed directly from the health record.

Why are some of my medications not listed on the MyHealth Patient Portal?

Medications listed on your health record in the MyHealth Patient Portal are those that are prescribed to you by a CMH owned and operated medical office or prescribed while at Crawford Memorial Hospital. If you receive care at a medical office that is not owned and operated by CMH, then medications prescribed by practitioners at those facilities will not be included on your patient portal. Medications are updated on MyHealth each time you are a patient. So if you were prescribed a short-term medication such as an antibiotic that may not be included in your current list of medications. Also, old medications cannot be removed, but will be updated at your next visit.

Is my practitioner visit information available on the MyHealth Patient Portal?

If you receive care at a CMH owned and operated medical office, your Practitioner's visit summary will be included in the patient portal. Only CMH medical offices and practitioners employed by Crawford Memorial Hospital Health System are linked to the MyHealth Patient Portal. For a list of offices that are owned and operated by CMH please visit www.crawfordmh.org.

When can I see my test results using the MyHealth Patient Portal?

Your test results are released to your account after resulted. Please allow the practitioner 72 hours to review the results prior to contacting the office. The practitioner may have additional recommendations based on their review of the results.

Can I view or send messages to my CMH practitioner or nurse *using the MyHealth Patient Portal?*

Yes, you will be able to communicate via secure online messages with a CMH owned and operated medical office. You will not be able to communicate with various departments of the hospital. You will also receive portal notifications in the messaging inbox.

If I send a message to my practitioner or nurse, when can I expect a reply?

You will generally receive an answer within three business days. Please note that the MyHealth Patient Portal should not be used for urgent situations. Please go to your nearest medical center if the situation requires immediate attention or dial 911 if it's an emergency.

Can I request a prescription refill using the MyHealth Patient Portal?

Yes, you can ask your practitioner for a refill in the medication section of your health record.

What should I do if I don't understand my health information?

You can discuss any questions with your practitioner at your next office visit or call their office for explanations.

My Appointments

Can I request an appointment using the MyHealth Patient Portal?

You can request an appointment in the Appointments section. Simply choose the "Schedule a New Appointment" link and follow the prompts.

Once you make an appointment request, it will not show on your portal until the appointment has been scheduled by your medical team. Once the appointment has been scheduled, you will see the appointment listed under "View upcoming appointments." You will also receive an e-mail notification that your appointment has been scheduled if you have your settings configured to receive email notifications.

What information will show within the "Upcoming Appointments" section on MyHealth Patient Portal?

All appointments that have been successfully booked will appear within the "Upcoming Appointments" list on your portal. If you have 'pending' appointments that have not yet

been scheduled, these will display within the 'Appointments' section of your portal showing a pending status.

Updating Information/Paying Bills

Where can I update my personal information such as my home address and phone number?

You can update information such as your address, marital status, etc. in the Patient Information section on your portal. Access this section from your MyHealth Patient Portal home page. Click the dropdown next to your name in the upper right corner of your homepage. Choose "Patient Information." If you have a question about the information in your medical record, please contact your Practitioner's office.

Where can I update my personal information such as my user name and password?

You can update your user name and password in the Account section on your portal. You may access this section from your MyHealth Patient Portal home page. Click the dropdown next to your name in the upper right corner of your homepage. Choose "Account."

How can my preferred pharmacy be changed?

When you request a prescription refill through the portal, you have the opportunity to add additional comments. Please provide the Pharmacy information to send the prescription to if it changes frequently or has recently changed.

Can I pay my hospital bill through the MyHealth Patient Portal?

Yes, currently this feature is available on the home page of MyHealth. All charges that occur on or after January 7, 2019 can be paid online through a system called "Quick Pay." You will need the access code located on your statement in order to make a payment. If you do not have your statement, please contact the Hospital Business Office 618-546-2658 or Clinic Billing 618-546-5517 so they can provide that access code to you.

Technical Questions

Is my medical information secure?

Security measures within the MyHealth Patient Portal prevent unauthorized persons from reading communications. Health records and information can only be read by someone who knows the correct username and password to log in to your portal site.

hat is the CMH Privacy Policy?

Crawford Memorial Hospital Health System 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 to your health records and will never be sold or leased by Crawford Memorial Hospital and its affiliates.

Do I need any special computer equipment to use the MyHealth Patient Portal?

No, all you need is access to a computer or mobile device, an email account and an internet connection.

What happens if I forget my password?

If you forget your password, you will be able to go into the portal, click on "Forgot Password" and enter answers to a series of questions (that you previously responded to). You will then be assigned a one-time password. Once you sign in with the one-time password, you will be prompted to enter in a new one.

Does the portal have an automatic timeout?

Yes, if you are logged in to your portal with no activity for 30 minutes, you will be logged out for your security.

Can I ask emergency-related questions via the MyHealth Patient Portal?

No, the MyHealth Patient Portal should not to be used for emergency-related health care issues. If you are experiencing a health care emergency, call 911 or visit the emergency room.

How do I cancel my patient portal account?

Call the Crawford Memorial Hospital or your Practitioner's Office at 618-544-3131 to request that an administrator cancel your account.

Who do I contact if I have additional questions?

If you have additional questions, please contact your Practitioner's Office.