

# Frequently Asked Questions about LaneRMC's MyPatientPortal

## What information can I see in MyPatientPortal?

You can see information from your medical record such as laboratory and imaging test results, medications, allergies, immunizations, medical history, current health issues and due dates for preventive care. You may also print a Health Summary for your records.

## Is there a fee to use MyPatientPortal?

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

## Is MyPatientPortal secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal IDs and passwords. MyPatientPortal uses the latest encryption technology. All MyPatientPortal messaging is done while you are securely logged on to our website.

## How do I see my test results?

Your test results and reports are both available by clicking on the Health Record button on the portal home page. Once you click on the Health Record button you will be taken to the Health Record page where you will see a button on the right labeled **Results** where you will have access to your Laboratory and Imaging Results. Results are available 36 hours after they are resultated.

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

You may obtain your medical records by contacting the Health Information Management department at 225-658-4311.

## 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 MyPatient 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>)

## How can I update my email address in MyPatientPortal?

To change the email address that MyPatientPortal uses for sending activity, password reset, or other communications, once you login go to Profile and update your information there. Please allow 48 business hours to see the change.

## Some of my information is wrong. How do I correct this?

If you notice an error in your personal information, such as address and phone number, please send us a change request through the portal. The change request can be found by clicking Profile, and then Update Profile.

## Can I also see my family members' health records?

Yes, this is called Proxy Access. For a child under 18, this allows a parent or legal guardian to log into their personal MyPatientPortal account, and then view information regarding their child. Once a child turns 18, a parent can only access to the child's patient medical record information with the patient's authorization.

It is also possible to request access to another adult's health record if you help manage that adult's medical care. For more information please contact the Health Information Management department at [mr@lanermc.org](mailto:mr@lanermc.org).

## How do I communicate my medical concerns?

MyPatientPortal is not used to communicate medical concerns to your doctor. **IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR YOUR PHYSICIAN'S OFFICE IMMEDIATELY.**

## How can I signup?

If you know your Medical Record Number and you have provided your email address when you last registered, you can go to <http://www.LaneRMC.org/MyPatientPortal> to enroll.

If you do not know your Medical Record Number then you must fill out a [Request For Access Form](#). Once the form has been received and processed, you should receive an email detailing next steps in order to verify your identity. At that time you will be able to choose your username and password. Processing normally takes 48 business hours after our office receives the completed form.

Instructions for completing the form:

- Go to <http://www.LaneRMC.org/MyPatientPortal>
- Click on Request for Access Form
- Complete the form and submit

Once the form is submitted, the Health Information Management department will process your request within 48 business hours and you will receive an e-mail with your login instructions to get into the portal and view your record.

**If you have any questions regarding this process, please email the Lane Regional Medical Center Health Information Management department at [mr@lanermc.org](mailto:mr@lanermc.org).**

## What if I need help?

Please notify the Health Information Management department at 225-658-4311 or [mr@lanermc.org](mailto:mr@lanermc.org). The department is available Monday through Friday, 8:30 a.m. – 4 p.m.