Henry County
HEALTH CENTER

MYCARECORNER™

# A Patient's Guide to Using MyCareCorner (MyCareCorner.net)

Welcome to MyCareCorner, your personal portal to your health record. We created this simple, yet comprehensive guide to help you navigate through your new portal.

## Getting Started

Your healthcare provider (hospital or clinic) will provide you with an email (if you provided an email address) or a printed copy of instructions for accessing the MyCareCorner website.

## Using the Email

1. Click the link in the email. The MyCareCorner welcome page is launched in your web browser.

2. Click **Continue**. A security question is displayed to confirm your identity. Answer the question and click **Next**.

3. A question is displayed: ***Do you already have a MyCareCorner account?*** Click the appropriate answer.

   - If you click **Yes**, the Sign In page is displayed. Enter your **Email** and **Password** and click **Sign In**. An Invitation to Access page is displayed, indicating records that can be associated with your account. See the next section of this document for next steps: I Have an Existing MyCareCorner Account.

   - If you click **No**, the Create Your MyCareCorner Account page is displayed. Proceed with step 4.

4. In the fields on the Create Your Account page, enter your first name, last name, an email address and password.

5. Check the **I agree to the Terms and Conditions** box.

6. Click **Next**. The Create Health Record page is displayed.

7. Enter the information for the health record in the fields provided: First Name, Last Name, Relationship to You, Country, Postal Code/Zip, Sex, and Date of Birth. NOTE: This could be a person other than you if you are

setting up the health record for a child, spouse, or you are a patient representative.

8. Click **Next**. An authorization message is displayed indicating the access being given. Click **Authorize**.

9. An *Access approved* message is displayed. Click **Home** to enter the patient portal.

## I Have an Existing MyCareCorner Account

If you have an existing MyCareCorner account and have received an invitation to create a health record for an additional person (or for yourself), you must select the health record to associate with your account.

1. Click the link in the email. The MyCareCorner welcome page is launched and displayed in your web browser.

2. Click **Continue**. A security question is displayed to confirm your identity. Answer the question and click **Next**.

3. A question is displayed: *Do you already have a MyCareCorner account?* Select **Yes**.

4. An Invitation to Access page is displayed with the name of the person's health record that you are accessing.

5.  If the invitation is for you and your health record is listed, select it and click **Finish**. If you are managing another person's health record, you will need to create a new record. Click **Create New Record**.

    *NOTE* *It is important to note that multiple patients can be set up under one account (or email address/password combination) so that spouses and/or children can be accessed from a single account holder.*

6.  Enter the information about the person whose health information you are managing (this may be you or someone else). Enter their first name, last name, sex, and date of birth (you may also enter their relationship to you) and press the **Next** button. Your account and health record is now created!

7.  Click **Home** to go to the MyCareCorner patient portal home page.

## Using the Printed Instructions

1.  Open your web browser, type the URL from the printed invitation into the address bar, and press **<Enter>**. The Welcome page is displayed.

2.  Click **Continue**. The Identity Code screen is displayed.

3.  Enter the invitation code from your printed instructions.

4.  Click **Submit**. The Create Your MyCareCorner Account page is displayed.

5.  The remaining steps are the same as in the *Using the Email* section on page 1. See steps 3-9 of that section to complete the process.

# Accessing Areas of Your Health Record

MyCareCorner provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. Or, you can use the menu on the left to navigate to the other areas of your record.

| Click: | To: | Click: | To: |
|---|---|---|---|
| **Allergies** | View, edit, delete, and add allergies in your personal health record. | **Encounters** | View basic information about the medical visits/encounters recorded in your Consolidated Clinical Document (CCDA) record, edit or delete previous visits, and add new visits. |
| **Appointments** | View your upcoming and past appointments and add new appointments. | **Height** | View and enter height values in a graph format. |
| **Blood Glucose** | View and enter values for blood glucose and HgA1c levels. | **Immunizations** | Manage the immunization data in your personal health record. |
| **Blood Oxygen** | View historical blood oxygen values in a graph format and add new entries. | **Procedures** | View the procedures included in your personal health record, edit or delete previous procedures, and add new procedures that have been performed. |

| Click: | To: | Click: | To: |
|---|---|---|---|
| **Concern** | View and manage a list of health concerns, including start and end dates. | **Reminders** | Keep a list of reminders for appointments or other tasks. |
| **Conditions** | View a list of medical problems in your record and add, delete, or edit problems to mark inactive (i.e., indicate that you no longer have the condition). | **Vital Signs** | View and modify the blood pressure values and other vital signs recorded in your personal health record. |
| **Documents** | View, manage, and download documents to your record. You can also view your health data audit log. | **Weight** | View and enter weight values in a graph or list. |
| **Lab Results** | View lab results that have been uploaded to your personal health record. | **Medications** | View the medications listed in your personal health record, edit or delete existing medications, and add new medications you are taking. |
| **Messages** | View and send messages to and from your providers. | | |

## Viewing and Managing Your Health Information

Information in your health record can either come from the hospital information system or you can add it manually. If information comes from the HIS, you will not be able to edit it. However, you are able to edit or delete the information you enter manually. It is important to note that your providers and their staff cannot view any information you add to your personal portal record manually. If you have information that your provider should know, please call the provider's office to notify them.

After clicking a link on the home screen, use these methods to work with the corresponding area of your personal health record:

- Click a row within the list (e.g., a specific appointment within the list of appointments) to view more details about that entry. The details appear in a pop-up or flyover window on the right side of the screen.

- From the flyover window, click **Delete** to delete the entry or **Edit** to edit it. To close the flyover window, click the "X" in the upper-right corner of the window.

- To add a new entry (e.g., a new allergy from the Allergies screen, or a new appointment or reminder from the Appointments screen), click the plus sign (+) in the lower-right corner of the screen. Enter the appropriate information and click **Save**. Be sure to complete all required fields (those marked with a red asterisk).

- If the list can be filtered to view the data differently (e.g., to view immunizations, medications, or procedures for a specific date range, or to view only upcoming appointments or only past appointments), a **Show Filter Options** button appears above the list of items. Click this button to apply a filter.

- To sort the data in a list differently, click the column heading you want to sort by. Click the same heading again to reverse the sort.

**IMPORTANT REMINDER!** You cannot edit information that is displayed from the hospital information system. And, your providers <u>are not able</u> to see your portal record. If you have information that your providers need to know, please send a message or call your provider's office to notify them.

## Viewing and Editing Your Profile

To view and update your profile information, click the circle with your initials on it (in the upper-right corner of the screen) and select **My Profile**. Enter any missing information and/or edit the existing information. If you want to upload a picture to use in place of your initials to access your profile, click **Choose File**. When finished updating your profile, click **Save**.

# Sending and Receiving Messages

You can see messages on the Home screen in the Messages widget. Or, use the **Messages** menu option to view the messages full screen and send messages to your care providers.

- The list defaults to messages you have received in your Inbox. Click the **Sent** button to display sent messages. Toggle back to received messages by clicking the **Inbox** button.

- To view, delete, or reply to a message, click the row for that message. The message and corresponding options appear in the message detail window.

- To send a new message, click the plus button (lower right corner) and send a message using one of the following methods:

  o Click the **To** field to select a recipient from your list of authorized providers.

  o Type an email address in the **To** field.

  Type a subject and the message text, and add any attachments, if necessary. (You can select attachments from the files stored in the Documents section of My Care Corner or upload files from your computer.)

  *It is important to note that if you are sending sensitive information, this message is not encrypted and is an **unsecure** way of sending your Personal Health Information.*

# Notification Settings

You have the ability to receive customized notifications when new messages, files, or data elements have been added to your health record. To view and/or set up your notifications, click the **Notification Settings** option. From the Notification Center, click the red add button to create a new notification.

# Need More Help?

When using the patient portal, you can click the **Need Help?** button located in the upper right corner of the screen to access online application help.