

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

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

While you may see some differences compared to what you are used to, your new portal offers an enhanced experience and ability to effectively manage your health with your provider.

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. From the email, click the link in the email. The MyCareCorner page is launched.
2. Click **Continue**. The Invitation Code screen is displayed. When launching directly from the email, your customized invitation code is automatically displayed in the boxes.
3. Click **Submit**. The Create Your MyCareCorner Account page is displayed.
4. If you already have an account created, enter your **Email** and **Password** and click **Sign In**. You may skip to step 10. Otherwise, click **Create Account** and proceed with step 5.
5. Enter your information in the fields provided: First Name, Last Name, Relationship, Sex, and Date of Birth.
6. In the Create Account fields, enter an email address and password using the fields provided: Email, Password, Confirm Password.
7. Enter the characters you see in the field provided.
8. Check the **I agree to the Terms and Conditions** box.
9. Click **Create Account**. A verification question may be displayed. If so, answer the question and click **Submit**. The Information Transfer page is displayed.
10. In the **Select the record that MyPortal will be able to access** field, use the drop-down list to select the record (or person's name) whose information is being transferred to MyCareCorner (see note below). **IMPORTANT:** If you do not see the correct person's name, click the **Add record** button to add the person to the drop-down list so that it can be selected. [To add a record, click **Add record**. In the Create New Record screen, enter the First Name, Last Name, Relationship, Sex, and Date of Birth of the patient record you wish to add. Enter the characters and click **Create**. The new record is now an option in the drop-down list.]



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.

11. Click **Allow**. The Access Approved screen is displayed. Click **Home** to go to the MyCareCorner patient portal home page. As the home page is displayed, a **Your Data is Loading** message is displayed. Once the message disappears, refresh your browser to ensure the health record data is displayed. If an **Error Occurred while getting your data**. **Please talk to customer service** message is displayed, contact your healthcare provider/facility.

Using the Printed Instructions

1. From your internet browser, enter the URL from the printed invitation into the browser window. The Welcome page is displayed.
2. Click **Continue**. The Invitation 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. See steps 4-11 above 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.
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. If you add information manually, it is important to note that your providers nor their staff are able to view your personal portal record - 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 are not able 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:
 - Click the **To** field to select a recipient from your list of authorized providers.
 - Or, you can type an email address in the **To** field. **NOTE:** 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.

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.)

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.

FAQ

1) **How do I print information from MyCareCorner?**

You can use your browser's print option to print different pages. We are planning to add more robust printing options in the future.

2) **Why are my lists not sorting in alphabetical order?**

Sorting is case-sensitive with upper-case first, then lower-case. We are reviewing to make sorting non-case sensitive.

3) **Is there a mobile app for MyCareCorner?**

We expect a mobile app to be available soon.

4) **Why do I not have any weights showing up on the weight graph?**

This view is only for weights recorded in the last 14 days. If you want to see a larger date range now, you can access the weight section in the list on the left side of MyCareCorner.

5) **I am logged in and the loading spin has completed, but I'm not seeing my data. Why is this occurring?**

Each time the user logs into their account, the system will search for new information from all facilities the patient is registered with. Once the load is complete, the system does not automatically refresh with this new data. The user will need to refresh their screen display with the browser's refresh icon or press F5 on their keyboard.

6) **How is the "TO" field sorted?**

The TO field is sorted alphabetically by first name.

7) **Do patients get notified by email when a message is sent to them?**

The patient will need to log in to check for the existence of new messages when they are expecting return dialogue or results to arrive.

8) **Are patients able to send and receive messages to/from an outside email address from their portal account?**

When composing a new message, the patient can enter any outside email address to send an email from the portal. However, any email responses are not received back in to the portal. The outgoing emails are not secure; therefore we do not recommend patients send any PHI when sending an email to an outside email address. There are plans to add a warning message to alert the patient of the unsecure email when sending an email to an outside email address.