

## FAQS for Current Users Moving to Our New EHR

### **When is my patient portal changing?**

Your clinic will update to the new Cerner patient portal when they “go-live” on the new system. This will happen at different times for different practices, so we can ensure that our staff has the support they need to ensure your care continues smoothly. Check with your provider’s office to learn the date of your go-live.

### **Why is my patient portal changing?**

Currently, while you log in on one screen, your patient records are fed into our patient portal from two different systems – one for your hospital visits and another for your outpatient, or clinic, visits.

We are changing to a single, systemwide electronic health (EHR) record. Once this new system is up and running all of your healthcare information will be recorded and saved to one place. This is great news; it means your entire healthcare team will have complete and up to date information to treat you.

### **Do I need to do anything?**

If you’re already a patient portal user, you do not need to re-register. However, some information and messages will not be visible in the new portal.

Rest assured, your providers will still have access to this information to treat you, but you may not have the same access to this older information in the new system after the switch. We encourage you to save or print any information in the system that you want ahead of this transition. Your clinic team can let you know the date they will be turning on the new system.

### **Should I still send messages to my provider in the old system?**

You should stop sending messages using the old system now, we encourage you to call your provider’s office with any questions that you may have until the new system launches.

### **Should I still send medication renewals through the old system?**

We encourage you to call your provider’s office for renewals until the new system launches.

### **What if I forget to save this information, but need it later?**

You can still get copies of your medical records by contacting our Health Information Management office at 207-768-4175.

*Please make sure your web browser is up to date so you can easily access all features of [www.myNorthernLighthealth.org](http://www.myNorthernLighthealth.org)*

### **What is myNorthernLighthealth?**

It's our patient portal that will allow you to securely access your health information electronically.

### **How long does it take to sign up?**

It only takes a few minutes and I can help you do it before you leave.

### **What will I need?**

You just need a photo ID and an email address. If you don't have an email address, we can help get you set up with one.

### **Will my email be used for anything else?**

We won't sell your email address to anyone. We won't send you junk email. We will use it to engage you in your healthcare.

### **What would I use it for?**

You can review your medical records, view lab and test results, request prescription renewals, receive reminders about your care, request to change an appointment, and securely email with your provider and healthcare team.

### **Can my account be hacked?**

We take the security of your information very seriously. We have many safeguards in place to protect your information. The only people who will have access to your information are the people you want to have it.

**As a caregiver, can I request access to someone else's medical information (child, spouse, parent, etc.)**

Absolutely, please ask your practice office staff how.

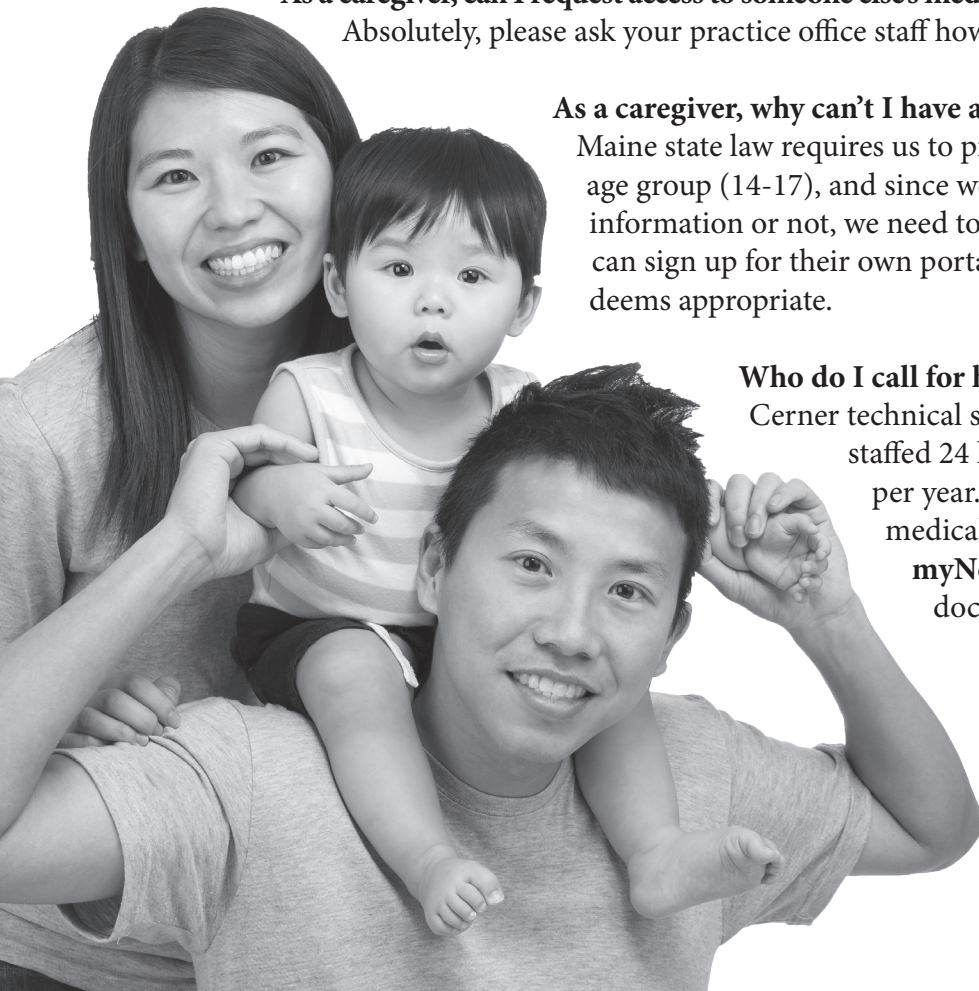
### **As a caregiver, why can't I have access to my teenager's information?**

Maine state law requires us to protect certain information for this age group (14-17), and since we can't tell the portal when to display information or not, we need to withhold all information. Your teenager can sign up for their own portal between the ages of 14-17 if provider deems appropriate.

### **Who do I call for help/support?**

Cerner technical support at (877) 621-8014. This number is staffed 24 hours a day, 7 days a week, 365 days per year. If you have a question about your medical care or health information seen on **myNorthernLighthealth**, please contact your doctor's office.

## Patients and Families Frequently Asked Questions



My providers, my information,  
myNorthernLighthealth!