



## FAQs

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

### **What is myEMHShealth?**

It's our new 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 only use it to engage you in your healthcare. We only need it so that we can give you access to your own medical records.

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

You can review your medical records, view lab and test results, request prescription refills, receive reminders about your care, 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.

### **I am my mother's/child's primary caregiver. Can I have access to her/their information?**

Absolutely, with her permission. Please ask your practice office staff how.

### **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 once they turn 18.

### **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 **myEMHShealth**, please contact your doctor's office.