

## **NOCH Patient Portal FAQs**

### **How do I sign up for the Portal?**

You can enroll during the registration process in the Emergency Department. Otherwise, you can enroll at the Health Information Management (HIM) department during normal business hours (M-F 6:30am-5:30pm). You should bring a valid state issued ID with you. You will be asked to provide your e-mail address and will receive an e-mail within 1 business day with instructions for logging on.

### **I'm having trouble logging into the Portal, what should I do?**

Forgot Password: Click on the Forgot Password link on the log on page. You will need to enter your e-mail address and log on ID. You will receive an e-mail with a one-time password that is used to reset the account.

Forgot Log on ID: Call the HIM department at 616-847-5532 or visit the HIM department during normal business hours (M-F 6:30am-5:30pm). Please expect a response time of 1 business day.

Technical Issues (pages aren't loading, printing isn't working, etc.): Call the HIM department at 616-847-5532. Please expect a response time of 1 business day.

### **I have questions about the contents of my medical record (i.e. there may be a discrepancy). Who do I call?**

Call HIM at 616-847-5532 or visit the HIM department during normal business hours (M-F 6:30am-5:30pm).

### **I have questions about specific lab results, discharge instructions, medications, or other health-related concerns -- including the interpretation of my results. Who do I call?**

Call your Primary Care Provider

### **What if I have a question about an upcoming appointment, or need to cancel or reschedule the appointment?**

Call Central Scheduling at 616-844-4800

### **Certain results are not appearing in the Patient Portal. What should I do?**

Call HIM at 616-847-5532 or visit the HIM department during normal business hours (M-F 6:30am-5:30pm). Please note that the following results are not currently available in the Portal: Radiology reports, Transcription reports, Pathology reports, Blood Bank reports, HIV results, Substance Abuse results, Pregnancy results, and Sexually Transmitted Disease results.

### **Will NOCHS use my e-mail address for other purposes, or will it be sold to a 3<sup>rd</sup> party?**

NO. NOCHS will only use your e-mail address to sign you up for the Patient Portal. We do not sell or use the e-mail address for other purposes, including the sending of Spam e-mail.

### **Why should I sign up for the Patient Portal?**

The Patient Portal provides you with 24-hour access to certain results, instructions, and health information that you can access from almost anywhere. You are also able to use the Portal to update your contact information, view upcoming appointments, and gain access to our online bill payer (coming soon).