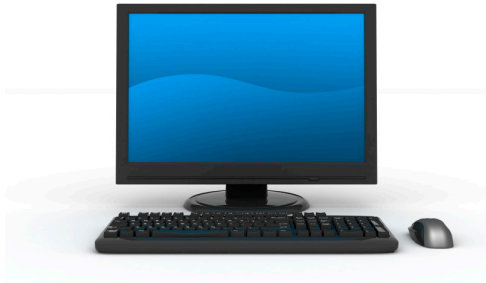


SOMC Patient Portal

Frequently Asked Questions



What is the Patient Portal?

The Patient Portal is an application that allows patients to access portions of their electronic health records, including laboratory and medical imaging results securely and conveniently from any computer or device that connects to the internet.

Is my medical information secure?

Security measures within the Patient Portal prevent unauthorized persons from reading communications. Health records and information can only be read by someone who knows the correct user name and password to log in to the portal site.

Is there a fee to use the Patient Portal?

The Patient Portal is a free service offered exclusively to all patients of Southern Ohio Medical Center.

What will I need to create a Patient Portal account?

In order to create a Patient Portal account, you will need:

- » Activation Code
- » Basic Demographic Information
- » Email Address
- » Date of Birth
- » Social Security Number
- » Must be a current patient of SOMC

How do I register for the Patient Portal?

There are two ways to sign up for the portal:

In person:

- » You should receive a document with an activation code during a visit to the SOMC Main Campus, Emergency Room, or the SOMC Urgent Care Centers. You can then visit the SOMC Patient Portal web site at <https://patientportal.somc.org> to enter the activation code and the last four digits your social security number to complete your registration.

Online:

- » Fill out a form on the SOMC web site to request an activation code. Once SOMC verifies your identity, you will receive an email with the account activation code. You can then visit the SOMC Patient Portal web site at <https://patientportal.somc.org> to enter the activation code and last four digits of your social security number to complete your registration.

How do I log in?

You will log in to the SOMC Patient Portal by visiting <https://patientportal.somc.org> and entering the user name and password that you created upon registration.

What do I do if I forget my password?

If you have forgotten your password, please click the “*Forgot password*” link on the log-in page of the Patient Portal and follow the steps to obtain a new password. If you are having technical difficulties, please call the Patient Portal Technical Support Hotline at 740.356.2727 or email somcpatientportal@somc.org.

What services can I access via the Patient Portal?

The Patient Portal menu contains options to edit your personal information, view your electronic health records (including laboratory and medical imaging results from 2 years prior to the date of signing up and all future results), and manage your health history and personal calendar. There is also a Wellness Tracker resource.

Can I view point of care test results performed in my physician's office?

No. If you had point-of-care tests performed in your physician's office, the results will not be included in your Patient Portal account.

When can I see my test results using the Patient Portal?

Your test results are released to your account once results have been finalized.

What should I do if I see a discrepancy or information is not up-to-date on my chart?

If you see a discrepancy in your online medical record, please call the SOMC Patient Portal Technical Support Hotline at [740.356.2727](tel:740.356.2727) or email somcpatientportal@somc.org.

Can I view or send messages using the Patient Portal?

Yes. Patients and SOMC Patient Portal staff will be able to communicate via secure online messages. Patients will also receive notifications in the messaging inbox.

Can I request an appointment using the Patient Portal?

No. Though this service may be available in the future, we are not able to schedule appointments through the SOMC Patient Portal at this time. Please contact your provider with any questions or requests you might have.

Can I request a prescription refill using the Patient Portal?

No. Though this service may be available in the future, we are not able to accept or fill prescription requests through the SOMC Patient Portal at this time. Please contact your provider with any questions or requests you might have.

Can I view a family member's health record through the Patient Portal?

Yes. This can be granted through Caregiver or Pediatric Access.

Caregiver Access

Yes. This is called Caregiver Access and allows a parent (or guardian) to log into their personal portal account, then connect to information regarding their family member. To do so, you must complete a Caregiver Consent Form available via the SOMC web site and return it in person to SOMC's Health Information Management department with accompanying legal documentation of your relationship to the patient. The Health Information Management department is located adjacent to the main lobby of SOMC on the first floor. The phone number is [740.356.8286](tel:740.356.8286).

Pediatric Access

Yes. Pediatric access is granted through a similar process, in which a parent provides documentation of a child's relationship to them and presents a valid social security number and date of birth. If the child is with a parent during a visit to SOMC, this process can be completed during the visit. If the child is not accompanying the parent during a visit to SOMC, the parent must complete a Caregiver Consent Form available at the SOMC web site and return it in person to SOMC's Health Information Management department with accompanying documentation of your relationship to the patient. The Health Information Management department is located adjacent to the main lobby of SOMC on the first floor. The phone number is [740.356.8286](tel:740.356.8286).

Is there a way to allow another person, such as an Emergency Contact, access to my patient portal account?

Yes. If your emergency contact, or another person appointed by you, would like to be able to view information in your Patient Portal account, they must also have a Patient Portal account. You can then share your account information with this person.

Is there a way to view my child's patient portal information from my patient portal account?

Yes. Once your relationship to your child has been documented and you have created a Patient Portal account for your child, you may choose to share your child's account with any active patient in the Patient Portal.

Can I ask emergency-related questions via the Patient Portal?

No. The Patient Portal should not be used for emergency-related health care issues. If you are experiencing a health care emergency, call 9-1-1 or visit the emergency room. All other health-related questions should be directed to your physician's office.

How do I log out?

Clicking on "log out" will log you out of the Patient Portal and return you to the login window.

How do I cancel my Patient Portal account?

Call the Patient Portal Technical Support Hotline at [740.356.2727](tel:740.356.2727) or email somcpatientportal@somc.org to request that an administrator cancel your account.

Who do I contact if I have more questions?

If you have additional questions, please contact the SOMC Patient Portal Technical Support Hotline at [740.356.2727](tel:740.356.2727) or email somcpatientportal@somc.org.

**Southern Ohio
Medical Center**

Very Good things are happening here