

INTRODUCING

# MY HEALTHPOINT

at Haywood Regional Medical Center



## Secure, Free, Fast, and Confidential access to information about your recent hospital stay.

My HealthPoint was created with you, the patient, in mind. By agreeing to participate and providing your e-mail address to us, you will have access to important information about your recent hospital stay including:

- Procedures performed during your stay
- List of current and past medical issues
- Discharge instructions
- List of current medications and your medication history
- Laboratory test results
- Additional valuable information

My HealthPoint is an effort to enhance communication and coordination of care with our patients. By creating a platform where you can access the important health information related to your stay, our hope is that you will feel better prepared to take an active role in your care. This is the first phase of development for My HealthPoint and new features will continually be added to enhance your experience in the future.

At this time, My HealthPoint registration is only available to those patients 18 years and older that were Inpatients in our hospital. Once registered, you will be able to view both inpatient and outpatient information from your visits. We hope to make it available to Outpatient registrations in the near future.

**See the back side of this flyer for basic instructions for setting up and using your My HealthPoint account.**

# Setting up Your Account

As a patient who has recently been discharged from our facility, all you need to do is register with My HealthPoint. If you've provided us your e-mail address, you should receive a welcome message from our hospital in your email inbox. Simply click the link in that email and follow the instructions on the screen.

The screenshot shows the homepage of the My HealthPoint website. At the top, there's a blue header bar with the "MY HEALTHPOINT" logo on the left and "Help" and "Sign Out" links on the right. Below the header is a navigation menu with tabs for "Home" (which is highlighted), "Your Providers", "Message Center", "Health Records", and "Account".

The main content area starts with a "Message Options" sidebar on the left containing links like "Appointments", "Prescriptions", "Send Payment to Provider", "Lab/Test Results", "Referrals", "Message the Office Staff", "Message Your Provider", and "webVisit®".

The main content area features several sections:

- Welcome:** A section with a doctor icon and the text: "Use the Message Options to begin a message to your healthcare provider. When your provider replies, you will be notified at [redacted]@nomail.com. Use this service only for non-urgent communications."
- New Messages:** A table showing one message: "Subject: Instructions for Getting Started", "From: RelayHealth Customer Support", and "Sent Date: Sep 11, 2013". A note says "You can view all messages in your [Message Center](#)".
- Reminders:** A list of tasks with clock icons: "Do you need to update Health Records for [redacted]", "Link to a New Doctor", "Add a Family Member to your account to send messages on their behalf", and "Set Up Your Account".
- Health Records:** A table showing a single record: "Patient Name" (with a person icon), "Email Address" (with an envelope icon), and "Last Updated" (with a clock icon).
- Export or Download Health Data:** A section featuring a "Blue Button" icon and the text "Download My Data".

My HealthPoint is powered by our partner, RelayHealth. If you have any questions or need technical assistance, please contact RelayHealth Customer Service at 1-866-RELAY-ME (1-866-735-2963) or by email at support@relayhealth.com.

We hope you find this new tool helpful. Thank you for choosing us as your trusted healthcare provider.