

# 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
- Discharge instructions
- Laboratory test results
- List of current and past medical issues
- List of current medications and your medication history
- 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 My HealthPoint patient portal. At the top, there is a navigation bar with links for Home, Your Providers, Message Center, Health Records, and Account. Below this, the page is divided into several sections:

- Message Options:** A sidebar menu with links for Appointments, Prescriptions, Send Payment to Provider, Lab/Test Results, Referrals, Message the Office Staff, Message Your Provider, and webVisit@.
- Welcome:** A central message area with a "Welcome" heading and instructions on how to use the Message Options to begin a message to a healthcare provider.
- New Messages:** A section titled "New Messages" with a sub-header "You can view all messages in your Message Center". It contains a table with one message:

Subject	From	Sent Date
<a href="#">Instructions for Getting Started</a>	RelayHealth Customer Support	Sep 11, 2013

- Reminders:** A section titled "Reminders" with four items, each with a clock icon and a link: "Do you need to update Health Records for", "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 section titled "Health Records" with a table:

Patient Name	Email Address	Last Updated

- Quick Links:** A section with links for Update Your E-mail Address, Change Your Password, Change Your Security Questions, and Change Your User ID.
- Provider Web Pages:** A section with a link for Link to a New Provider.
- Export or Download Health Data:** A section with a "Blue Button Download My Data" icon.

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](mailto:support@relayhealth.com).

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