



Charlotte Hungerford Hospital

*My*HEALTH

SECURE ONLINE PATIENT HEALTH INFORMATION ACCESS

Frequently Asked Questions

Where does the health information in the MyHEALTH Portal come from?

All of the information in the Portal comes from your Charlotte Hungerford Hospital Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Will all of my medical information be available to view?

Some of your medical information that is deemed sensitive may either be omitted or delayed.

How long does it take to for my test results to be posted to MyHEALTH

Laboratory Test and screening results will be posted to your **MyHEALTH** account within 36 hours from the time of result.

Is my personal health information secure?

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

What if I need medical advice?

MyHEALTH is offered to give patients access to their medical information and not meant to solicit medical advice or to replace a call or visit to see a physician or healthcare provider. If you have questions about your health or medications, contact your primary care provider to discuss your concerns.

What Internet Explorer version do I need to access MyHEALTH?

Accessing **MyHEALTH** requires that your computer use Internet Explorer version 7 or newer.

How do I sign-up or log into MyHEALTH?

To log into an existing **MyHEALTH** account, visit www.charlottehungerford.org and click on **MyHEALTH**.

From this page click on the ENROLL button you will enter the **MyHEALTH** enrollment screen. Here you will need to fill out the REQUIRED information and you will receive a User ID and Password via an e-mail to your personal e-mail address.

Once you receive your information you will have 72 hours to log into **MyHEALTH** to reset your own User Id and Password, and define two personal security questions. After this step you can log into the **MyHEALTH** system anytime by going to the CHH website and clicking the LOG IN button.

To log into an existing **MyHEALTH** account, visit www.charlottehungerford.org and click on the **MyHEALTH**. From this page click on the "LOG IN" button and simply enter your User Id and Password.

What information do I need to sign-up for MyHEALTH?

You will need the following required information ready when you enroll:

- Name
- Date of birth
- Medical record number
- E-mail address on file at CHH



Frequently Asked Questions

Who has access to my online health information?

MyHEALTH is a personal account that is password-protected and only accessible to you. It can only be accessed using your LOG IN and password. If you wish to keep yours private, be sure to protect your LOG IN information. If you want to give someone else permission to see your account, you can set up proxy access.

May I give family members or caregivers access to my health information?

No one person is automatically granted access to another person's information. **Proxy Access** allows you to give your designee (family member, power of attorney) access to your personal and protected health information via the online patient portal **MyHEALTH**. By giving someone else proxy access to your patient portal, they will see all the information available on **MyHEALTH** that you do, including any HIV/AIDS, mental health and or drug and alcohol abuse and treatment information about you.

You can give family members, and others, including powers of attorney, access to your Portal. To do so, please print the [Proxy Consent Form](#). As the patient requesting to give proxy access to your designee you must:

1. Bring the signed form to the CHH Health Information Management (HIM) Department with your valid photo identification. The CHH HIM office is located on the first floor of the hospital's main building. The office is open Monday through Friday, 8 am - 4:30 pm.

OR

2. Fax or mail the signed and notarized form to the HIM Department at:
Health Information Management Department
Charlotte Hungerford Hospital
540 Litchfield Street, Torrington, CT 06790
Attn: Privacy Officer
Phone: 860-496-6672
Fax Number: 860-496-6629

This proxy form will be scanned into and kept as a part of your permanent medical record until revoked, in writing by you. All proxy consents expire with the patient.

Proxy access only ends when you revoke the consent for the access. Your request must be made in writing, using the hospital approved [Authorization for Cancellation or Revocation of Proxy Access Form](#).

Fax or mail the signed form to the HIM department at:
Health Information Management Department
Charlotte Hungerford Hospital
540 Litchfield Street, Torrington, CT 06790
ATTN: Privacy Officer
Phone: 860-496-6672
Fax Number: (860) 496 6629

What is my Medical Record Number?

You will need your hospital Medical Record Number. The number always begins with an uppercase **H** followed by a series of numbers. The **H** is case sensitive and must be capitalized when entering or you will receive an "enrollment error" message.

If you are unsure of your medical record number, it can be found on the documents you received during your hospital visit. If this is unavailable, you can obtain it from the Hospital's Medical Records Office. As it has been our long held hospital policy and to ensure the security and privacy of all patient medical records, CHH requires that you visit the Medical Records office in person.

The CHH Medical Records Office is located on the first floor of the hospital's main building, 540 Litchfield Street, Torrington. It is open Monday thru Friday from 8 AM to 4 PM. Contact the office with questions at 860-496-6670.

What e-mail address do I use to enroll in MyHEALTH?

You will need the personal e-mail address that matches the e-mail address that is on record at the hospital's Medical records Office. If you attempt to input a different e-mail the system will not recognize you as the same patient. Your attempt to enroll will result in an "enrollment error" message. The system allows for one e-mail per patient. More than one person cannot use the same e-mail address when enrolling.

Frequently Asked Questions

What if I have problems connecting with the MyHEALTH portal?

If you have any issues with the enrollment or LOG IN process, click on the "Technical Support" section on the **MyHEALTH** homepage that allows you to submit any questions you have to the CHH Information Technology Department. Please allow up to **3 business days** for a telephone or e-mail response.

What if I have changes to my medical information?

You have the right to request an amendment to your medical information located in **MyHEALTH**. Your request must be made in writing, using the hospital approved [Request for Amendment Form](#). The request should be submitted to:

CHH Health Information Management Department
Charlotte Hungerford Hospital
540 Litchfield Street, Torrington, CT 06790
Attn: Privacy Officer
Phone: 860-496-6672
Fax Number: 860-496-6629

The Hospital's Privacy Officer coordinates the completion of your request. All requests for amendment are submitted to the practitioner responsible for the documentation. The practitioner may accept or deny your request and may or may not adjust the documentation accordingly. Please see the Notice of Privacy Practices for more information.

Are there any age Restrictions to using MyHEALTH?

Yes, in order to enroll you must be 18 years of age or older.



SECURE ONLINE PATIENT HEALTH INFORMATION ACCESS