



YourCare Community™

Frequently Asked Questions (FAQs) about YourCareEverywhere and Panola Medical Center Patient Portal.

OVERVIEW

What is YourCareCommunity and YourCareEverywhere?

YourCareCommunity is the patient portal where you can access your medical records from inpatient and outpatient hospital visits.

What is a Patient Portal? Our hospital Patient Portal is a secure online website where you can access portions of your personal health information and interact with our facility. It provides you with a 24/7 connection to important clinical information and allows you to:

- Receive test results, including labs, radiology, and procedures
- Securely message your physician and care team
- View current health issues
- Track immunizations
- View a list of your medications
- View allergy information
- Manage personal information and delegate status ... and more.

Our patient portal is designed to help you be a more informed and active partner in your healthcare with us and your care team.

YourCareEverywhere is a new online personal health and wellness content website with a variety of health management tools and a customizable Wellness Dashboard to make keeping track of your health information a lot easier. You can even consolidate your patient portal links

and self-generated health data from personal wearables, apps or devices – like your Fitbit or a personal glucometer - in one easy to access location. After signing up for

YourCareEverywhere, you will be able to:

- Link to your secure YourCareCommunity patient portal to interact with your personal medical records and much more
- Explore relevant health and wellness content important to you like current articles, videos, recipes, and more
- Record and consolidate your self-generated health data from over 150 devices or apps (like Fitbit, Nike Running or your glucometer) in one easy-to-use online location on your personal Wellness Dashboard.
- Interact with your information via our Android or iOS mobile app for anytime, anywhere access.



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With **YourCareEverywhere** as the front door to patient portal, managing yours or a family member's health information is simplified through this one easy-to-use, mobile-friendly platform.

What information is available in the Patient Portal?

When you create an account in the Patient Portal, you will be able to do these things and more:

- Have online access to view and share your personal health record (PHR) related to your hospital stays.
- You will be able to view your lab results, list of medications, diagnoses, allergies, and other healthcare information related to your hospital visit.
- You can access your hospital discharge instructions to help you take better care of yourself once you are home.
- You can review and update your personal information located in the Patient Portal.
- Manage family member health records once you are authorized.

Who is eligible for a Patient Portal and YourCareEverywhere?

You must be 18 years old or older and have been a patient in our hospital to be eligible to enroll in the patient portal. If you are the guardian or parent of a minor who is a patient, you will be able to access your child's information as well. For more information, please call (*Facility PH*).

Everyone is eligible to utilize the YourCareEverywhere wellness content site. You as a consumer or community member may register with YourCareEverywhere, even without having been a patient at the hospital.

Is there a fee to register and use the Patient Portal or YourCareEverywhere?

It's complimentary and absolutely **free!** The service is provided from our hospital to you as a service where you can become a healthier, more informed patient and/or care giver.

Will the Patient Portal let me know when something new has been added?

Yes. We will send you an email or text message based on your preference as specified during your patient portal enrollment. In addition, and after you register with **YourCareEverywhere**, you will see red alert icons at the top blue bar of your web page as well as within your personal

Wellness Dashboard to direct you to new patient portal information for your review. Red alert icons are also visible within the YCE app, available in Android and Apple iOS.

Do I need any special equipment to use the Patient Portal?

No, just access to the internet. You will be sent a personal link to the email address you provided at registration. From there, you just click to start your portal registration process. You may also access your information via the YourCareEverywhere app which can be downloaded from App Store or Google Play.

How do I set up a Patient Portal account?

Here are the few simple steps to sign up while you are at *<Facility name>*:

1. Present your photo identification at Registration and provide your email address.
2. You will receive an email from YourCareUniverse with a link to begin your Patient Portal enrollment.



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3. Verify your personal information, set your private password and select a security question.
4. After accepting the standard terms and conditions, a series of four YourCareEverywhere (YCE) overview screens will open. Click Start Now button on the final screen to set up your YCE profile.
5. Once your YCE profile is completed, you can link to our Patient Portal or access other information within the YCE Wellness Dashboard and website.
6. Remember to download the YCE app from either the Android or Apple iOS store for 24/7 access to your YCE health information and our patient portal.

How do I set up a YourCareEverywhere account?

1. You may log onto www.yourcareeverywhere.com and register by following the prompts given on the screen to create an account.
2. You will need an email address, first name, last name, zipcode, and password.
3. Select to agree to the Terms of Use and Privacy Policy, then select Register.
4. Follow the coach marks along the screen and complete your profile.

What is the Wellness Dashboard on YourCareEverywhere?

The Wellness Dashboard on YourCareEverywhere is a customizable online solution for centralizing important information, tools, and data from both our hospital as well as other health and wellness sources that are important to you. This free solution of YourCareEverywhere takes managing personal health easy and informative. Here's how ...

After completing the registration process for both our patient portal and the YourCareEverywhere website, your YCE Wellness Dashboard will be a primary entry point for our patient portal and other information you add to customize your Wellness Dashboard. This may include links to other patient portals or important website, as well as your ability to input and sync self-generated health data from a wearable device or app.

With your Wellness Dashboard, we want to make accessing and managing your health world easier.

As a caregiver or designated guardian, how can I access my child's or other family member's health information?

With proper authorizations, Representative Accounts can be created that allow you to access and/or manage selected family members' health information just as with a personal account. We're happy to help you with this process.

Can I give others access to my information?

Yes. On the Representative page, you will be able to add access for others once you log into the Portal. Only those you authorize, your clinical team and you will be able to see or gain access to the secure information in your Portal.

Can I log-in to the Patient Portal from my smart phone?



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Yes. Both your Patient Portal and YourCareEverywhere website are mobile-friendly and accessible from any computer, tablet or mobile device – including smart phones -- with internet connection. Just download the YCE app from the Android or Apple store after you complete the YourCareEverywhere profile to gain access to your account and our patient portal.

What if I forget my password or security answer?

No problem. There is a “Change Password” option on the log in screen to your patient portal. Anytime you change your password, you will receive an alert email to verify that **you** did submit this request.

Will my information in the Patient Portal be secure?

Yes, your personal and medical information within the Patient Portal uses a secure, encrypted connection that meets the highest industry standards to provide you with the highest protection and peace of mind.