



# Health Portal

## Frequently Asked Questions

### What is a patient portal?

A patient portal is a secure, personal web site that allows a patient access to their medical record, as well as other hospital resources.

### Who can use the patient portal?

The portal is available to P&S Surgical Hospital patients and authorized users who are at least 18 years of age.

### What is “proxy access”?

You can access the health records of others, provided they have approved your access. This is done by a visit to our Medical Records (Health Information Management) department to complete a Proxy Access form.

### How do I get access to the patient portal?

There are two ways to gain access: via self-enrollment and via hospital-enrollment.

As long as we have your email address recorded in our electronic medical record, you can attempt to perform a self-enrollment by visiting the Patient Portal page of Pssurgery.net and clicking on the “Need to setup an account” button. If we have yet to record your email address, we can do so the next time you come to our facilities for services.

If you wish to get a Portal account, but we neither have your email address recorded nor are you scheduled for services anytime soon, you can visit our Medical Records (Health Information Management) department. Medical Records will then create your Portal account via a hospital-enrollment.

You must use a hospital-enrollment to attain **proxy access** to others medical records. A self-enrollment is not possible for **proxy access**.

For both the hospital and self-enrollment, you will receive an email with a temporary ID and password, along with a link to the Portal. When you first log on using this temporary information, you must know your Medical Record Number. We will provide you with this information at Registration or when you visit Medical Records to enroll.

### How do I change my password?

Changing your password is very simple. You will click on the Preferences link at the bottom of the portal main page and then click on the Change Password button.

### What should I do if I can't log in?

If you have any issues logging in, or experience other problems, you can email us at [portal@pssurgery.com](mailto:portal@pssurgery.com). You can also call us at (318) 388-4040 (*Mon - Fri, 8a to 5p*). If you experience issues while logged in, each page contains a Contact Us link that will send an email message to us.

### Can I use Portal to ask emergency health questions?

No. The portal should never be considered a replacement for expert medical advice, nor should the Contact Us link be used to send emergency messages.

### Can I send the information I view in my record to my doctor?

Yes, one of the features is the electronic secure sending of your medical information (in the form of a health summary, also known as a Continuity of Care Document) to another healthcare provider. You will go to the Health Record section and click on Health Summary.

While this feature exists, you must know your doctor's secure patient portal email address. This is a special healthcare email address your doctor may not have yet acquired.

You will need to contact that doctor's office and ask for their secure patient portal email address.

### How soon are my lab results available for viewing?

Your lab results are posted 12 hours after the test is completed.

You will receive an email alerting you to new activity in your record.