

Frequently Asked Questions about the Patient Portal

[Patient Portal Reference Guide](#) - provides step-by-step instructions on how to use the features of the patient portal.

Q. How can I contact support for the Patient Portal?

A. The “Help” link at the bottom of the page will open an email message. Use this to explain your issue or request in detail. All inquiries should be submitted to sm.tch.patientportalsupport@premisehealth.com.

Q. What should I do if I forget my password?

A. The Patient Portal allows you to reset your password by correctly answering the security questions you selected when your account was created. Simply click the “I Need Help with my password” link on the Patient Portal login page and follow the steps to reset your password.

Q. What should I do if I forgot my User ID?

A. The Patient Portal allows you to retrieve your user ID by prompting you for your identity data and matching the entered data against our records. Simply click the “I need help with my user ID” link on the Patient Portal home page and follow the steps to retrieve your User ID.

Q. In which languages is the Patient Portal available?

A. Currently the Patient Portal is only available using the American English language. Future releases of the Patient Portal may include other languages.

Q. Does the Patient Portal provide medical advice?

A. No. But it does provide access to a wide range of reliable information on health-related issues and activities at regional and national levels. The Patient Portal provides simple, clear and scientifically sound information about measures to protect health and prevent diseases.

Q. Is the Patient Portal Web Accessibility Initiative (WAI) compliant?

A. Yes. The Patient Portal is accessible to everyone, including people with disabilities, as it adheres to the internationally recognized rules on accessibility (Web Accessibility Initiative).

Q. Are there any non-restricted areas within the Patient Portal?

A. No. The Patient Portal is a secure site and a unique User ID and password are required to enter the site and access any information within.

Q. Can I print out of the Patient Portal from the hospital, home or office?

- A. Yes. The Patient Portal is accessible from any computer equipped with Internet access and one of the supported browsers. You can save or print a PDF or CCD file containing your health information by navigating to the *Save Health Information* page under the *My Healthcare* tab. If your computer has access to a printer, data from the Patient Portal should be easily printed by holding the Control button down while pressing the P key.

Q. Does the Patient Portal Protect My Personal Information?

- A. Yes. Confidential provider-related or client-related data is not disclosed on the Patient Portal's public pages. Information about your private health information is accessible only by you. To ensure the protection of your confidential information, the portal encrypts any data being passed to and from your computer across the Internet. In addition, access to the secure area requires entry of your unique User ID and password.

Q. What browsers are recommended for accessing the Patient Portal?

- A. The Patient Portal has been optimized for Microsoft Internet Explorer versions 9 and 10, Google Chrome, Safari version 6 for Mac OS, or Firefox version 8 or later. Although other browsers will work, please upgrade to one of the browsers mentioned above to have the most optimized viewing experience.