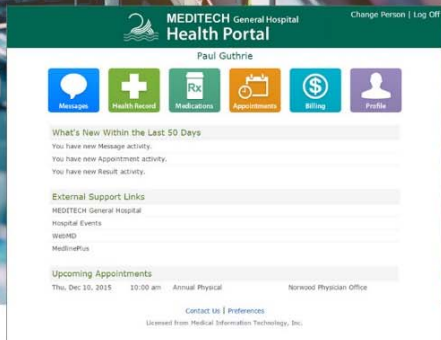


How the Portal Works for You

FAQs: You Have Questions, We Have Answers



AVAILABLE AT YOUR CONVENIENCE

We understand that your time is valuable. The Portal makes time-consuming tasks simple... a few clicks, and you're done.

Access health information online, versus over the phone or in person

YOU CHOOSE THE WHEN AND WHERE

Access to the Portal is on your schedule, whether at home or on the go.

- Access a mobile version of the Portal from your smartphone or tablet
- Manage information 24/7, without waiting

KEEP THE MOST IMPORTANT PEOPLE IN THE LOOP

You can connect with your providers and keep your family informed at the same time.

- Exchange messages with your provider between visits
- Give authorized family members access to your health information

All of Your Information, in One Place

The East Hawaii Patient Health Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.

- **HEALTH INFORMATION**
Lab Results
Radiology Reports
Visit History
Discharge Instructions
Health Summary
- **ALLERGIES AND MEDICATIONS**
Allergies and Conditions
Immunizations
Medication Instructions
- **APPOINTMENTS**
Appointment Requests
Upcoming Visits



WHERE DOES MY HEALTH INFORMATION IN THE PORTAL COME FROM?

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

HOW DO I LOG INTO THE PORTAL?

To log into the Portal, visit the link on **our Patient Portal Page**.

Then, simply enter your user name and password (see enrollment information on the reverse side of this page).

CAN MY FAMILY ACCESS MY PORTAL?

Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and your family members.

IS MY INFORMATION SAFE?

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 EVER HAVE TECHNICAL PROBLEMS WITH THE PORTAL?

Click on easthawaiiportal@hhsc.org section on the homepage of the Portal that allows you to submit any questions you have regarding the Portal.