

What is My Health Portal?

My Health Portal provides you with secure, confidential, online access to your health information.

What features can I access through My Health Portal?

- View medications and allergies
- View laboratory and radiology results
- Request and view appointments
- View billing information
- Update personal information

Where does the information in the portal come from?

All of the information provided on the portal comes from Highlands Medical Center's electronic health records. This ensures that you have access to the most accurate and up-to-date information possible.

How do I log into the Portal?

If you are already registered click on the Log-In Button on the website. Then simply enter your user name and password.

What if I am not registered to use the portal?

If you have not received any log-in information via email after being discharged, you will need to stop by the admitting office and register for the portal. Another option would be to use the self enrollment button located in the My Health Portal section of the website. To use the self enrollment option, you must have a current email address on file with the hospital and you will also need your medical record number located on your discharge papers.

Are my Physician office records available here?

No. You will need to contact your healthcare provider for information regarding appointments and office visits.

Who do I contact for possible errors in my record?

Please contact the HIM (Medical Records) Department for more information on how to amend your record 256-218-3738.

How will I know when my results are available to view on the Portal?

You will receive an email regarding new activity on your portal account. Results and reports should be available within 24 hours after completion.

Is my information safe?

Yes. Portal passwords are encrypted. 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 My Health Portal page open.

What if I need medical advice?

The portal is meant to make your medical information more accessible for you. It is not meant to solicit medical advice or to replace your visit to see your healthcare provider. If you have questions about your health or medications, make an appointment to see your healthcare provider to discuss your concerns.

Who else will see my portal account?

Your account can only be accessed using your password. Just as with anything that is password-protected your portal is your personal account, only accessible to you and whoever you give your account information to. 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.

What is proxy access?

No one is automatically granted access to another person's information. Even parents and legal guardians of minors must request proxy access to view a child's account. Proxy access enables individuals to view a child's, family member's or companion's online health information. Contact the admissions office for more information and to set up proxy access.