


Memorial

*my*HealthRecord
User Guide





Navigating through your myHealthRecord will differ between the various desktop and mobile devices, but the information available will be the same.

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- ▲ Health Record
- ▲ Messaging
- ▲ Appointments
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Who Can Access myHealthRecord?

An adult 18 years or older can access their health record. Parents or guardians may create an account on behalf of a minor age 0 to 12 years. Minors age 13 to 17 years currently cannot join MyHealthRecord.

If you have been a patient at Memorial Hospital or Memorial Physician Clinics after 2014 and have not previously created an account in the patient portal, you can self-enroll for myHealthRecord.

If you have not received your invitation to join myHealthRecord, contact your healthcare provider.

Technical support is available at any time by calling 1.877.621.8014. For questions about your health information or enrollment in myHealthRecord, contact your healthcare provider.

MyHealthRecord secure messaging is intended for routine health-related inquiries, not for urgent issues. If you are having a medical emergency, call 911.

Health Record

Health Profile- An overview of health information including current medications, immunizations, allergies, and health issues.

Results- The latest 10 results show on the home page. Selecting the Results hyperlink will take you to the list of results Memorial publishes to the portal. All test results are not published in the portal. Please contact your provider for results you cannot find in MyHealthRecord.

Documents- You may not have documents available on this link if your health care provider has not specifically sent a document to this location. Documents can also be found in the Visit Summaries and your Message Inbox.

Medications- A list of your current medications. This information is from your medical record at Memorial Hospital and Physician Clinics Gulfport. Dose, frequency and route information displayed may have changed when your prescription was filled. Always consult your pharmacy or health care provider for instructions and medication information.

Procedures- A list of procedures documented in your electronic medical record at Memorial Hospital and Physician Clinics Gulfport.

Visit Summaries- A summary of important information regarding your care received in the Memorial Hospital and Physician Clinics health system.

Radiology- A list of radiology reports since June of 2019. All radiology results may not appear in the patient portal. If you have questions regarding your results, please call your provider.



Online Bill Pay



1. Select the Online Bill Pay link from the table of contents. You are linked to our main www.gulfportmemorial.com website.
2. Select "Click Here to Pay Your Bill"
3. Enter the last name of the bill recipient and their date of birth.
4. Enter the access code from your billing statement.
5. Check the box to accept the Terms of Use.
6. Select "See Accounts Next Step".
7. Enter the required credit card information and payment amount.
8. Click "Make Payment".



Simple Mobile Access With The HealtheLife App!

HealtheLife helps you to stay informed, stay educated, and take a more active role in your health. Through the HealtheLife mobile app, you have real-time and easy access to Memorial's online portal.



Scan the code with the camera app!

Messaging

Messaging links to your inbox within the patient portal to your Memorial health care providers.

How to Send a General Message

1. Click on Messaging located in the table of content of the MyHealthRecord patient portal.
2. Select "Inbox".
3. Select "Send a Message".
4. Enter the name of your provider in the "To" search field then select the provider's name from the drop down list. Please contact your provider's office if you do not see their name or do not know which provider to choose.
5. Click inside the "Subject" field and select an appropriate topic. Documents can be attached.
6. Add your text message then click "Send".

How to Retrieve Messages from Your Provider

You will be alerted by email when you have a new message in your MyHealthRecord account. Please allow a minimum of one business day for a response.

How to Request a Medication Renewal

1. Click on Health Record then Medications from the table of content
2. Select "Renew" from the Current Medications list.
3. Choose the provider that will receive the request. Enter the name and select your provider from the drop down list
4. Select the prescription(s) you would like renewed and how it will be made available.
5. Include the best way to contact you with questions along with any additional comments.
6. Click "Send" to submit your request.

How to Request an Appointment

1. Click on Appointments from the table of content.
2. Select "Request Appointment".
3. Choose the provider that will receive the request. Enter the name and select your provider from the drop down list.
4. Complete all required visit information
5. Click "Send Request".

How to Send Summary Records to Other Parties

1. Click on Health Record then Visit Summaries.
2. From the list of summaries, click on "Send" by the appropriate visit.
3. Enter the email address of the intended recipient.
4. Include the best way to contact you with questions along with any additional comments.
5. Click "Send".

How to Change the Email Address for Notifications

1. Click your account name at the bottom of the table of content.
2. Select "Notifications" from the drop down menu.
3. Update the email address and click "Save".

Notifications from the portal are sent to this email address. Your notification email address can be different than the email address associated with your sign-in account.

How to Request a Change in Health Information

The health information provided in MyHealthRecord is in the electronic medical record at Memorial Hospital and Physician Clinics Gulfport. If you believe any data is incorrect, please notify the office or the medical records department at Memorial Hospital.

How to Request a Change in Patient Information

1. Click your account name at the bottom of the table of content.
2. Select "Patient Information" from the drop down menu.
3. Make desired changes to the information that appears in the editable fields.
4. Choose the provider that will receive the request. Enter the name and select your provider from the drop down list.
5. Add any additional comments.
6. Click "Send Update Request".

MyHealthRecord secure messaging is intended for routine health-related inquiries, not for urgent issues. If you are having a medical emergency, call 911.