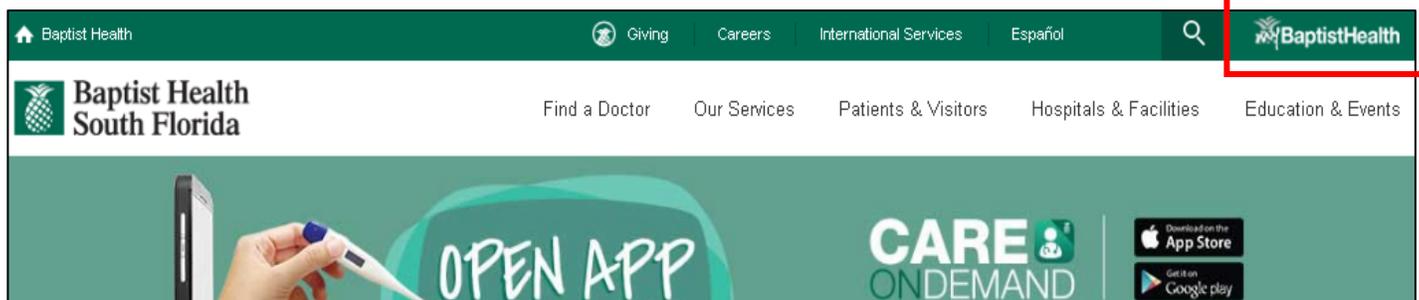


A Guide to the Patient Portal

✓ How can patients find the Patient Portal?

There are two ways patients can find the portal:

1. Patients can type myBaptistHealth.net in their web browser, or
2. Patients can go to the external BHSF website by typing in BaptistHealth.net in their browser and clicking on the myBaptistHealth logo found on the right hand corner of the page (see below).



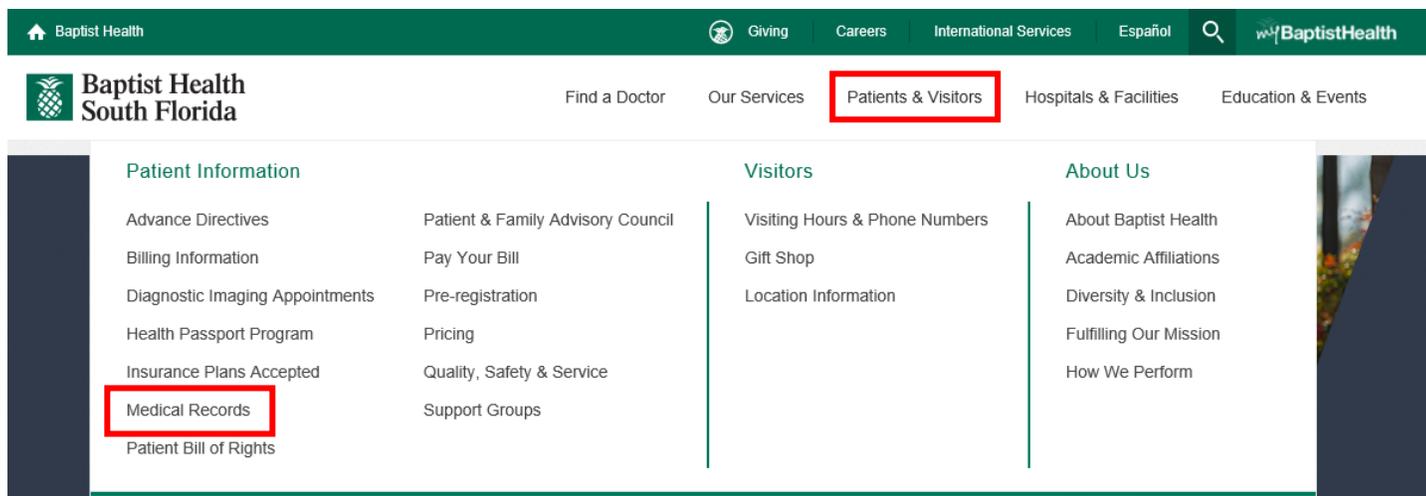
✓ Who is eligible for enrollment in the Patient Portal?

Any 18+ year old patient who has been seen at a BHSF location AND has a valid email address on file in Soarian Financials. *ONLY patients with a valid e-mail address in Soarian and ages 18 and over are able to Self Enroll at a later time. (At time of registration this is WHY we request the email and should verify by reading it back to patient)

✓ Can parents set up the Patient Portal for their child?

If the child is 0-11 years old, the parent must send an e-mail requesting a proxy invitation to mybaptisthealth@baptisthealth.net. This will allow the parent to claim an invitation on behalf of the child.

If the patient is between the ages of **12-17**, parents **would not** be able to set up or view the child's information through the portal. Copies of those records would be available through our Medical Records department. As a system, we have adopted the current national norms of privacy. The parent may request the records at a BHSF location or they may do so online by going to baptisthealth.net



✓ **When will patients receive the email invitation to enroll in the Patient Portal?**

Patients should receive the invite by email immediately after the check-in process takes place and their name, date of birth; address, zip code, gender and correct email address have been entered into Soarian Financials. **Note – The email invitation **will only arrive** if the email is captured at registration and if portal participation is set to “Yes” (please see below).*

✓ **How soon are patient test results available for viewing on the portal?**

Patient test results are posted to the portal as soon as they are uploaded to the patient’s Cerner record. There is no delay.

✓ **If an e-mail address is already on file and Soarian states that “Z-Portal invitation sent- DO NOT SELECT”, does that mean the patient already has access to the portal?**

This means an invite was sent to that e-mail at some point. However, it does **NOT** always mean the patient signed up. Please **VERIFY** patients e-mail address and change to “Yes, I will participate” to resend.

The screenshot shows a web form for patient enrollment. At the top right is a button labeled "Address Changes" with a dropdown arrow. Below it, the form has several sections: "Person doesn't have:" with a checkbox for "a telephone"; "Geographic area:" with a dropdown menu; "Incorrect (Mail returned)" and "Person is Homeless" checkboxes; "Living arrangement:" with a dropdown menu; "Email:" with a text input field containing "abc123@yahoo.com"; "If no Email:" with a dropdown menu; and "POrtal Participation" with a dropdown menu containing "Yes, I will participate". Two yellow arrows point to the "Email:" and "POrtal Participation" fields.

✓ **If there is an email on file but the patient has NOT joined the portal, do I re-enter the email address?**

No, you don’t need to re-enter the e-mail address, but you should confirm that it is correct and then go to the Portal Participation field dropdown and select “Yes I will participate”.

✓ **If an established patient calls requesting to enroll in the portal or claims they never received an invitation what should I do?**

Confirm that we have the correct email on file for the patient then send an email request on behalf of the patient, to myBaptistHealth@BaptistHealth.net. Include the patient’s name, DOB, email, and zip code.

✓ **Who can I reach out to for questions or additional information on the Patient Portal?**

Contact Cerner Support telephone number 1-877-621-8014 for Password reset and to resend a link only. For **any other** issues regarding the portal, please send an e-mail to myBaptistHealth@BaptistHealth.net.