HealthConnect FAQs and Portal Use Tips

FAQs: You Have Questions, We Have Answers

Where does my health information in the Portal come from? The information available within the Portal comes from your Hancock Regional Hospital Electronic Health Record including but not limited to Hancock Physician Network and Hancock Surgery Center records. 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 HealthConnect link on Hancock Regional Hospital's or Hancock Physician Network's websites. Then simply enter your user name and password. Be sure to add Healthconnect@hancockregional.org to your safe senders list so that messages from us will not get blocked from your Internet Service Provider or sent to your spam folder.

Can my family access my Portal? Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. A proxy form may be obtained from any Hancock Physician Network office or Health Information Services at Hancock Regional Hospital and requires signatures from you and your family member(s). You may also request to have a proxy form emailed to you by emailing healthconnect@hancockregional.org.

Is my information safe? Yes. Portal passwords are encrypted and password Web addresses are re-written so that they can't 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 with no activity for longer than 30 minutes.

What if I ever have technical problems/questions about the Portal? There is a Contact Us section on the homepage of the Portal that allows you to submit any technical questions that you have regarding the Portal.

How do I access reports/results prior to July 1, 2011? To obtain results prior to July 1, 2011 please call the Health Information Services Department at (317) 468.4407.

How do I update my insurance information available on the portal? By calling the Patient Financial Services Department at 317-468-4900.

Why is my profile information that I updated not appearing within the portal? Please allow up to 1 business day for the requested changes to appear within the portal. Each requested change requires a step on the provider's end.

HealthConnect Portal Use Tips

How do I send a message to my provider's office?

For direct communication with your Hancock Physician Network's office you will need to access the portal, click the "Messages" icon, and then click the "Send Message" button on the right side of the page. **If you have a family member's portal connected to your portal, please make sure to send your message from the correct patient's portal. Make sure the correct provider's name is showing. (If it is**

not, click the drop-down arrow to the right of the provider name, and choose the correct provider you want to send a message to.) Type your message in the space provided, then click the "Send" button near the lower right corner of the message box. (Please see screenshot below.)

When will my test results be available in the portal?

Lab results are available for viewing in the portal immediately after they become complete. Radiology and other dictated reports become available immediately after they are signed by the dictating provider. Pathology reports become available seven days after they are signed by the pathologist.

From your Home page, click the "Health Record" icon. To view lab results, click the "Results" button on the right side of the page. To view details of the test results and previous results of the same test, click directly on the test result on the list. To view radiology and pathology reports, click the "Reports" button on the right side of the page. (Please see screenshot below.)

What are Family Accounts?

We do not create portal accounts for children under the age of 18, since they are minors. We do however create "family accounts" by enrolling a parent or guardian in the portal, then attaching the children/spouse/senior parents to that account, provided we have a portal proxy form on file. A proxy form may be obtained from any Hancock Physician Network office or Health Information Services at Hancock Regional Hospital and requires signatures from you and your family member(s). You may also request to have a proxy form emailed to you by emailing healthconnect@hancockregional.org. PLEASE COMPLETE A SEPARATE PROXY FORM FOR EACH FAMILY MEMBER YOU WANT TO BE CONNECTED TO YOUR PORTAL. IF THE CHILD IS 12 YEARS OLD OR OLDER, THEY MUST SIGN THE FORM AS THE PATIENT.

You may return the completed form by scanning and emailing it to healthconnect@hancockregional.org. You may also mail the form to Hancock Physician Network, HealthConnect Patient Portal, Attn: Patricia, P.O. Box 129, Greenfield, IN, or fax it to 317-468-6267. You may also return the form to any Hancock Physician Network office or Health Information Services at Hancock Regional Hospital.

You should know that once your children reach the age of 12 they will be removed from your portal account. However, if the child signs a new portal proxy form we can add them back to the parent's account until the child reaches the age of 18 and/or becomes emancipated.
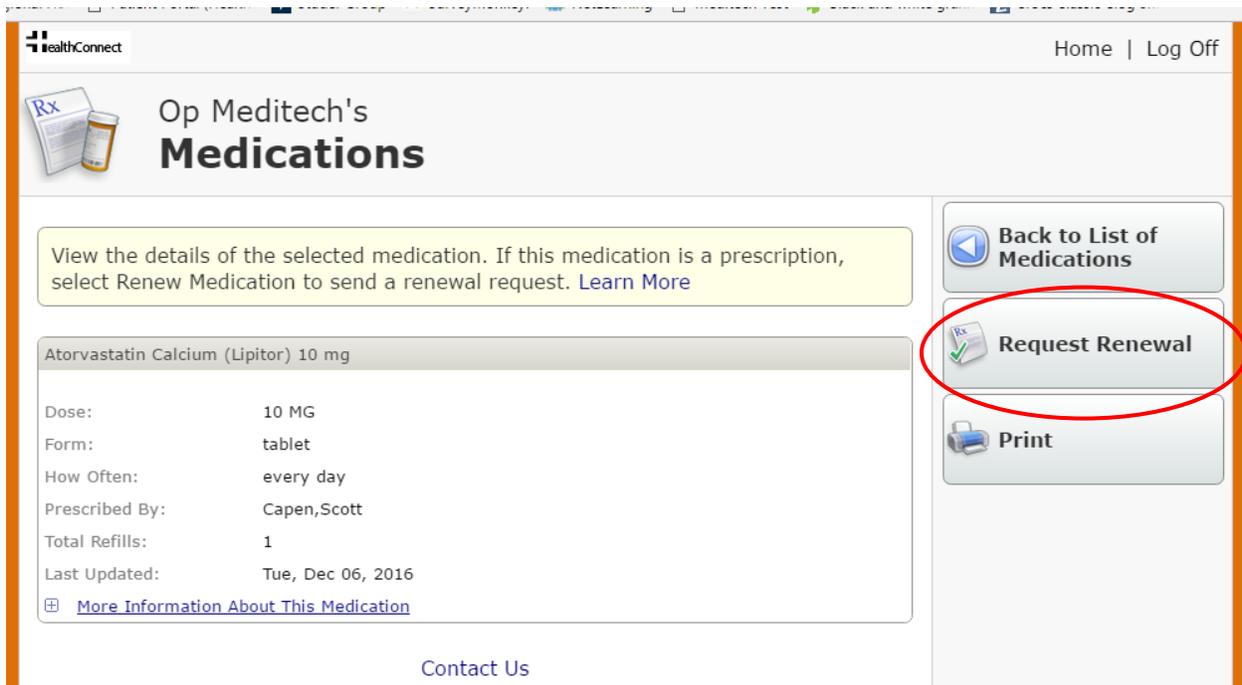
How can I self-enroll in HealthConnect?

Go to www.hancockregional.org/healthconnect and click "Enroll". Enter your last name first, your date of birth, your medical record number and the email address you wish to use for portal correspondence. **You must type an "M" in front of your medical record number. If you do not know your medical record number, please call your Hancock Physician Network office or the HealthConnect Help Line at 317-468-6060.**

You must have your email address on file with the Hancock Health master data base in order for the self-enrollment process to be successful. You can add your email address to the data base by calling your Hancock Physician Network office or the HealthConnect Help Line at 317-468-6060.

How do I get prescriptions refilled through HealthConnect?

There are two ways you can request medication refills through HealthConnect. From the Home page of the portal, click the "Medications" icon. Click directly on the medication you wish to get a refill for. Click the "Renewal Request" button (if it is showing on the right side of the page), answer the questions and click "Submit" at the bottom of the page.

If the "Renewal Request" button does not show up on the right side of the page after clicking the medication you wish to get a refill for, it is because it is time for your provider to review that medication. You can send a message to your provider to request a refill. Please read the following instructions on how to send a message to your provider:

For direct communication with your provider's office you will need to access the portal, click the "Messages" icon, and then click the "Send Message" button on the right side of the page. **If you have a family member's portal connected to your portal, please make sure to send your message from the correct patient's portal. Make sure the correct provider's name is showing. (If it is not, click the drop-down arrow to the right of the provider name, and choose the correct provider you want to send a**

message to.) Type your message in the space provided, then click the "Send" button near the lower right corner of the message box. (Please see screenshot below.)