



Patient Portal Access Frequently Asked Questions

What is the Patient Portal?

The Southern Coos Hospital Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR).

The clinical data on the Patient Portal includes:

- Test results
- Medications
- Allergies
- Immunizations
- Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the Southern Coos Patient Portal **after** you have completed the initial setup process, you can log in at:

<https://www.mymedicalencounters.com>. Remember; use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an internet connection, and access to the email account that you provided during hospital registration.

How do I set up and account?

Step-by-Step instructions on how to set up an account are included in this brochure.

Once you have entered your information and have been prompted to create a username

And password, you will only need your username and password to sign into your Patient Portal account in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given them permission. As a patient of Southern Coos, you can choose to give an authorized representative access to specific hospital visits.

You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the HCCH Patient Portal?

If you have trouble logging in or accessing Southern Coos Hospital's Patient Portal, contact the hospital registration department at 541-347-2426 Monday through Friday from 8am – 4:30pm PST.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will post to your Patient Portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each new visit.

What if I have questions about my medical records?

If you have questions about your medical records, or feel an error has been made, please contact Southern Coos's Medical Records Department at 541-329-1037.

Accessing your account

To access your account or additional accounts at a later time, please visit:
<https://www.mymedicalencounters.com/>.

The Patient Portal relates to services provided at Southern Coos Hospital ONLY and will not include health information from any other health care facilities that you may have utilized for health services.