

FREQUENTLY ASKED QUESTIONS

1. Will all my information be available on the portal?

Most laboratory, cardiology and radiology results will display. Some information is currently not being sent to the portal until the information can be displayed in a way that is more easily read. Behavioral Health visits will not be displayed according to State and Federal Government regulations.

2. Why can't I see ALL my test results?

It may take up to 14 days for some results to display in the portal. In fact, in accordance with state and federal regulations, some results will never display. If after two weeks a result has not displayed as you expect, please call the provider who ordered the test. **

3. Is my health information secure?

MyHealth is a secure and encrypted website. This means that you and your healthcare providers are the only people who can access your health information in MyHealth.

Remember: do not share your password and keep it in a safe location to keep your data secure.

4. What if I have questions about my results? Will the doctor's office continue to call me with test results?

Your physician's office will continue to notify you as they do now.

At this time, St. Mary Medical Center is unaware of any physician's office considering a change in this process. For medical questions and advice, contact your doctor. Please remember, MyHealth is not for emergency situations. For medical emergencies, call 911

5. Who do I contact for questions about the portal?

There is an email address on the landing page that you may use to contact the portal administrators with questions or issues. MyHealth@che.org

6. What should I do if I forget my password?

Currently, you email the portal administrator at MyHealth@che.org. Coming soon there will be a way for you to reset your password