

## MyPalomarHealth FAQs

### Enrollment Questions

#### What is MyPalomarHealth and how will it benefit my health care?

MyPalomarHealth offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyPalomarHealth, you can use the Internet to:

- › View your health summary from Palomar Health's Electronic Health Record (EHR)
- › View your hospital or emergency department discharge information
- › Access trusted health information resources
- › View scheduled hospital-based medical appointments
- › View and download portions of your medical record from Palomar Health's Electronic Health Record (EHR)
- › View test results (ie Lab results)
- › Update your personal information
- › Pay a bill (coming soon!)

#### How do I access my health information on MyPalomarHealth?

You can access your health information online anytime by going to [www.palomarhealth.org/MyPalomarHealth](http://www.palomarhealth.org/MyPalomarHealth). Select "Login" to access MyPalomarHealth, Palomar Health's patient portal.

#### Who can sign up for MyPalomarHealth?

MyPalomarHealth is available for all Palomar Health patients. It can be accessed at [www.palomarhealth.org/MyPalomarHealth](http://www.palomarhealth.org/MyPalomarHealth).

#### How do I sign up for MyPalomarHealth?

You must sign a consent form and provide us with identification and a valid email address. You can also sign up in person with your identification at the Medical Records Department at the Palomar Health Downtown Campus.

Once registered, users will receive a custom invitation via email with instructions to complete the sign-up process.

### When should I sign up for MyPalomarHealth?

MyPalomarHealth is available at any Palomar Health registration location. At registration, you will have the option to receive an email invitation with instructions on activating your MyPalomarHealth account.

If you don't sign up for MyPalomarHealth during your registration, you may visit Registration again at any time during your stay to request an invitation and sign up for a MyPalomarHealth account.

### What do I need to enroll in MyPalomarHealth?

You will need to bring proper identification with you to enroll during your registration / admission process or if you enroll in person. Acceptable forms of ID include:

- > Driver's license
  - > State issued ID
  - > U.S. Military ID
  - > Passport
  - > Adoption papers\*
  - > Birth certificate\*
- \* must be accompanied with a valid picture ID*

### Is there a fee to use MyPalomarHealth?

MyPalomarHealth is a free service offered to our patients.

### Who do I contact if I have further questions?

Please contact the Medical Records Department for questions about MyPalomarHealth.

**Phone:** 760.480.7901

**Email:** MyPalomarHealth@PalomarHealth.org

## Your Medical Record

### When can I see my test results in MyPalomarHealth?

Your test results are usually released to your MyPalomarHealth account as soon as they are available in Palomar Health's Electronic Health Record (EHR). Certain restrictions apply.

### **What kind of test results can I expect to see in MyPalomarHealth?**

You will be able to receive most laboratory results. Test results for sensitive information will not be available in MyPalomarHealth.

### **If some of my health information on MyPalomarHealth is not correct, what should I do?**

A Medical Record Correction/Amendment Form must be completed and submitted in person with your identification to the Medical Records Department at the Palomar Health Downtown Campus. The form can be accessed online by clicking [here](#) and selecting the **Medical Record Correction/Amendment Form** link.

### **Can I use MyPalomarHealth to communicate an emergency or medical concern?**

No, if you are experiencing a medical emergency, please call 911 and do not use online messaging.

## **MyPalomarHealth for My Family**

### **Can I view a family member's health record in MyPalomarHealth?**

Yes you can. This is called proxy access and it allows a parent, guardian or designee to log into his or her own personal MyPalomarHealth account, and then connect to information regarding the family member. Proxy access can be used to view health records for minor children and adult patients. Proxy request forms can be completed in the Medical Records Department at the Palomar Health Downtown Campus. If you are requesting access after discharge, complete the form(s) located at MyPalomarHealth and submit in person with your identification to Palomar Health Downtown Campus Medical Records Department.

On your child's 12th birthday, the Parent Proxy view will automatically be terminated.

### **Can my spouse and I share one MyPalomarHealth account?**

No. Due to the sensitive nature of medical information, each adult must sign and submit a Patient Portal consent form and establish his or her own MyPalomarHealth account.

### **Can I ask questions regarding a family member from my MyPalomarHealth account?**

No. Your MyPalomarHealth account is specific to your health care and is tied only to your medical record.

## After I Have Enrolled

### I forgot my password. What should I do?

You may click the “Forgot password” link on the sign-in page to reset your password online. You may also contact Cerner’s Consumer Care at (877) 621-8014 to request a new, secure password.

### Can you send me a new invitation if I have lost it, let it expire or did not receive it?

You may call the Medical Records Department to obtain a new invitation to MyPalomarHealth. If you have changed your email address recently, you must present in person and fill out another consent form with your new email address.

2227 Enterprise Street  
Escondido, CA 92029  
760.480.7901

### Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into MyPalomarHealth and on the top right corner, go to the Account Settings and select the appropriate option. Note: Updates to this setting does not update information on your medical record.

## Technical Questions

### How is MyPalomarHealth secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyPalomarHealth uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with MyPalomarHealth.

### What is MyPalomarHealth’s privacy policy?

MyPalomarHealth is owned and operated by Palomar Health, partnered with Cerner Corporation, and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records and will never be sold or leased by MyPalomarHealth.

### **I was logged out of MyPalomarHealth, what happened?**

We aim to protect your privacy and security of your information. While logged into MyPalomarHealth, if your keyboard remains idle for 20 minutes or more, you will be automatically logged out. We recommend that you log out of your MyPalomarHealth session and close your internet session if you need to leave your computer for even a short period of time.

### **To use MyPalomarHealth what do I need?**

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer).

### **My invitation link does not work. What should I do?**

For your security, your invitation expires after 14 days and is no longer valid after the first time you use it to create an account. If you still have problems, call the Medical Records Department at Palomar Health's Downtown Campus. They will be able to tell you if you still have a valid Access Code or if you need to obtain a new one.

### **Can I access MyPalomarHealth through a mobile device?**

Yes, MyPalomarHealth is mobile enabled.