



## **South Lyon Medical Center**

### **Patient Portal**

Thank you for choosing South Lyon Medical Center as your provider of medical services. Our goal is to provide you with excellent care and hospitality. In compliance with the Federal Government's Meaningful Use incentive, all hospitals will soon be required to provide patients access to their patient record electronically. Having access to your record will allow you to view your medical record during your stay and at your convenience through a secure email. Once you have completed the registration process you can access your record at any time, by going to [www.mymedicalencounters.com](http://www.mymedicalencounters.com).

Having this access will provide you with the ability to view a summary of your care during your stay with us. It includes but is not limited to the ability to view your medical procedures completed, medical history, medications taken, allergies, existing medical conditions, lab results, and basic demographics.

Upon discharge from our facility, the email address you provided during the registration process will receive an auto generated email from our electronic health record system. This email will direct you on how to register for your Patient Portal access.

You can also access frequently asked questions and answers, step by step directions on how to register for the portal and the link to the My Medical Encounters website on the South Lyon Medical Center website. [www.slmcnv.org](http://www.slmcnv.org)

If you have questions regarding this service you can call us at (775)463-2301 and /or contact the Centers for Medicare and Medicaid services website and search "Meaningful Use."

Thank you again for choosing South Lyon Medical Center, we hope you had a pleasant stay with us.



## South Lyon Medical Center

### Patient Portal

### Frequently Asked Questions

#### **What is the Patient Portal?**

The South Lyon Medical Center Patient Portal is an online summary of your care at South Lyon Medical Center. This summary includes but is not limited to:

- Test Results
- Medications
- Allergies
- Immunizations
- Procedures
- Health Issues
- Medical conditions

#### **How do I access the patient portal once I have completed the email invitation/registration process?**

For future visits to the South Lyon Medical Center Patient Portal **after** you have completed the initial registration process, you can log in at <https://www.mymedicalencounters.com>. Remember you can use this link after you have registered through the secure email Invitation.

#### **Do I need special equipment?**

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



### **How do I set up an account?**

Step by step instructions on how to set up your account will be included in the education provided by the nursing staff during your stay at SLMC and they will also be available via the web at [www.slmcnv.org](http://www.slmcnv.org).

### **Can my friends/family access the information found on my portal?**

Only if you have given them permission to do so. You will be asked during the registration process if there is an Authorized representative that you would like to have access to certain visits.

### **Who should I contact if I have trouble logging in or accessing the SLMC Patient Portal?**

If you have trouble logging in or accessing the SLMC Patient Portal you can click on the link [forgot my user ID and password](#) on the my medical encounters website or you can call (775)463-2301 for assistance.

### **Will I receive emails after each visit 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 and the Unit secretary will assist you in accessing it during your stay, to give you a better idea and any assistance you may need with registering. Once the initial email has been sent, the patient or Authorized representative will not be sent new emails with every visit.

### **What if I have questions about my medical records?**

If you have questions about your medical records, or feel that an error has been made, please contact the SLMC Medical Records department at (775)463-2301 extension 6460

**The South Lyon Medical Center Patient Portal relates to services provided at SLMC only and will not include any health information from other facilities**



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#### **Step-by-step process**

##### **Step 1 :**

You will receive an email invitation to the patient portal account. Click on the link provided in the email to start the registration process.

##### **Step2:**

Enter your first and last name and date of birth. The profile # and email will pull from the link provided in the email. Next create a user ID and password. Select the checkbox verifying the information is correct and select register.

##### **Step 3:**

Select the three security questions and provide answers. These are needed in case your password is forgotten.

##### **Step 4:**

Select the main menu button

##### **Step 5:**

Select View clinical information

##### **Step 6:**

Select the applicable patient account to view (if you are an authorized representative for more than one account you will see all of them listed here)



Step 7:

Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.

Step 8:

To view another account, select "View Clinical Information"



This page is for your records:

\*\* Username

\*\* Password

\*\* Security Question #1

\*\* Answer

\*\* Security Question #2

\*\* Answer

\*\* Security Question #3

\*\* Answer

