

My Health Information

**at
Memorial Hospital**



*Accessing your health information
online through our patient portal -*



**Memorial Hospital
511 NE 10th St
Abilene, KS 67410**

785-263-2100

Welcome to Memorial Hospital's patient portal. This information system gives you online access to your personal health information, some of which may be sensitive in nature. Your full medical record is not available through the portal.

It is possible that the results may be available to you before your ordering provider has reviewed them. Your patience and understanding are appreciated.

For health information prior to April 1, 2014, please contact the Health Information Management Department at Memorial Hospital at 785-263-6680.

Getting started:

1. After you enroll, you may receive several emails. Make sure you open the initial email. This will have a subject line of "**New Patient Registration (Welcome)**". The email will be sent from - ***noreply@yourcarecommunity.com*** Click the link to open the **Sign In** page.
2. You will need to verify your personal information, set a password, and select a security question.

Signing in:

1. Go to <https://mhs.yourcarecommunity.com>. The **Sign In** page will display.
2. Type your **User Name**, which is your email address.
3. Type your **Password**. (Passwords are case-sensitive.)
4. Answer your security question. Click **Submit**. The **Home** page opens.

Frequently Asked Questions

- **How can I sign up for the portal?** During your visit, we will ask for your email address. Obtaining this information must be done *in person* to protect the privacy and security of your health information.
- **What if I don't have an email address?** You can obtain a free email address from any service including the following: Gmail (mail.google.com), Outlook (mail.live.com) or Yahoo (mail.yahoo.com). *To protect your privacy, spouses, parents and legal guardians may not share one email address. Separate accounts must be created.*
- **Who is eligible to enroll in the patient portal?** Patients or their proxies (authorized users) must be 18 years of age or older. A proxy must be the patient's legal guardian or medical durable power of attorney. Memorial Health System must have a copy of your medical durable power of attorney on file.
- **Can I create a message to my healthcare provider?** At this time, Memorial Hospital, Heartland Health Care Clinic, and Comprehensive Pain Solutions are not set up to receive messages from Your Care Community (the Patient Portal). You will be unable to send emails to external mail clients such as Gmail (mail.google.com), Outlook (mail.live.com) or Yahoo (mail.yahoo.com).
Messages can only be sent to hospitals or providers that are connected to a Health Information Service Provider (HISP). Please contact the hospital or provider to determine if they are connected to an HISP before submitting a message to your provider.
- **How do I know when new information is available?** You will receive an email from *noreply@yourcarecommunity.com*. The subject line will state **New Information Available**.
- **How can I change my email address?** Please contact the Information Technology Dept. (IT) at Memorial Health System at 785-263-6689. IT is available Monday through Friday from 9 a.m. to 4 p.m. If no one is available to assist you, please leave your name and telephone number and someone will return your call. ***Note, if you change any information in the patient portal, you will still need to contact the Memorial Health System IT Department to complete the process.**
- **What if I forget my password?** From the **Sign-in** page, click **Forgot Password**, type your user name (your email address) and click GET NEW PASSWORD. A new page will open directing you to your email for further instructions.
- **Who do I contact for technical support?** If you have a question regarding portal technical support, please contact the Memorial Health System IT Department at 785-263-6689. IT is available Monday through Friday from 9 a.m. to 4 p.m. If no one is available, please leave your name and telephone number and someone will return your call.
- **Who do I contact if I have questions about my healthcare?** Please contact your healthcare provider. **If this is an emergency, call 911.** *Please note: Memorial Hospital staff will not be able to provide information related to the results of your tests. You will need to contact the ordering provider regarding your results.*

Frequently Asked Questions (continued)

• **Who do I contact if I have questions or concerns regarding my medical record, or wish to obtain a copy of my medical records?** Please contact the Health Information Management (HIM) Department at Memorial Hospital at 785-263-2100. Ask for extension 6190. The hours available are Monday through Friday from 9 a.m. to 4 p.m.

Contact Information:

Memorial Health System

511 NE 10th St.

Abilene, KS 67410

785-263-2100

<https://mhs.yourcarecommunity.com>

<http://caringforyou.org>

IT Support:

785-263-6689

Health Information:

785-263-2100 ext. 6190

Heartland Health Care Clinic:

785-263-4131

Thank you for choosing Memorial Hospital.