Copley Hospital's Patient Portal FAQ's

What is the Patient Portal?

The Copley Hospital Patient Portal is an online health management tool that includes a view of clinical data from your Medical Records at Copley Hospital and at Copley Hospital-owned practices.

There are two (2) portals: the Hospital Portal and the Physician Practices Portal

Why are there two different portals?

We use the C.P.S.I. electronic health record for hospitalized patients, which also provides access to lab tests and diagnostic imaging.

Hospital-owned outpatient clinics use the eClinical electronic health record. eClinical is being used by:

The Women's Center (OB/GYN)
Mansfield Orthopaedics
Cardiology
General Surgery

How do I access the Patient Portal?

You need to set up an account. Do so by giving the hospital or practice registrar your email address so we may give you information to activate your account.

*Only one email address can be used per person. No two people can use the same email address.

Do I need special equipment?

No, all you need is access to a computer, an internet connection, and an email account that matches the one you provided when you registered at the hospital and/or at the clinic.

To activate your patient portals:

- At the hospital or physician's office/clinic registration desk (where you "check-in"), ask the registrar to activate your Patient Portal
- You will be sent an email with a link to the patient portal and directions on how to set your password
- Click on the link and follow the directions to set your password
- Log out of the portal. You have now activated your portal.

To access your portal:

- Go to www.copleyvt.org/patients-and-visitors/patient-portal and click on either the Hospital Portal link or the Physician Practices Portal link.

  *If you do not access your portal for three months it will need to be reset.

Can my family/friends access the information found on my Patient Portal?
Yes, but only after you have given permission. As a patient of Copley Hospital, you can choose to give an authorized representative access to specific hospital visits.

Whom do I contact if I have trouble in or accessing my Patient Portal?
Contact Copley Hospital's Health Information Management (HIM) Department at 802-888-8362 during regular business hours.

Will I receive emails after each hospital or clinic visit?
No. Once you have completed the initial sign-up the emails are not sent after each visit.

After each admission to the hospital, a new summary of care document will automatically be posted to your patient portal. You may access the document any time after you are discharged.

After each clinic appointment, a summary of your visit will automatically be posted to your patient portal.

What if I have questions about my medical records?
If you have questions about your medical records, please contact Copley Hospital's Health Information Management Department at 802-888-8352.