



## **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 household to set up a portal account.

### **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](http://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.