

What is CareNotify™?

CareNotify™ is a system to help you be informed about your care and what you need to do to stay healthy. CareNotify™ includes a Patient Portal as well as capabilities for direct communication to patients via text or email.

Do I need to download an application to use CareNotify™?

No. You may access the CareNotify™ Patient Portal and receive CareNotify™ messages without using an app on your smartphone, tablet, or computer. You simply need an Internet connection.

Is there a fee to use CareNotify™?

It is absolutely free! The service is provided to help you become a healthier, more informed patient. Please note standard text messaging rates (from your mobile phone provider) may apply; however, you can opt out from receiving messages at any time by replying STOP to the text message.

Who receives communications from CareNotify™?

If you have provided a smartphone number when you were admitted (or the hospital has your smartphone number on file), you will receive a text message from CareNotify™. If you provided an email address rather than a smartphone number, you will receive an email instead of a text message.

When will CareNotify™ communicate with me?

You will receive a welcome message when you first provide your smartphone number or email address at hospital registration. And, a text message or email will be sent after you are discharged, typically within 36 hours.

What kind of information will CareNotify™ share with me?

When you are discharged from the hospital, we want you to have easy access to information related to your visit. Text or email messages you receive from CareNotify™ will provide a link to view your post-care summary, educational content about your condition(s), and medical history. CareNotify™ also may send you a message to help you set up a Patient Portal account to view more information than you see by clicking a message link. Other messages may include appointment reminders or satisfaction surveys.

Is the information I view from the link secure?

CareNotify™ is compliant with federal and state laws pertaining to your privacy. Your health information is treated with the same privacy consideration as health information distributed in other formats.

How long will my information be available through a CareNotify™ link?

Text/email links become “invalid” 96 hours after you receive the FIRST text message. After the 96-hour window, your care summary will be available in the CareNotify™ Patient Portal. Or you can contact the hospital’s Health Information Management Department to request health records.

What is the CareNotify™ Patient Portal?

The Patient Portal is a secure, online home for your health information. It is designed to help you be a more active partner in your healthcare –in a convenient way. You can access it on your smartphone, tablet, laptop or desktop computer.

What information is available in the Patient Portal?

You will be able to view information such as your lab results, medications, diagnoses, allergies, and other healthcare information related to your visits. Your discharge instructions will be available to view to help you take better care of yourself once you are home. Helpful, new features are added regularly, so be sure to check the portal often.

How do I access the Patient Portal?

The easiest way to access the Patient Portal is to provide your smartphone number or email address during hospital registration so that you can receive CareNotify™ direct communications. Once you

do, you will receive a text message or email with a link inviting you to create a Patient Portal account with a username and password you select. If you do not have a smartphone number or email to share, go to the hospital's website, click on "Patient Portal" and follow the instructions. Be sure to bookmark the site link for convenient access to the Patient Portal regularly.

From where does the information in the Patient Portal come?

Healthcare information related to your visit comes directly from your electronic medical record. Additional content in the portal such as education resources are provided by Healthwise, a global provider of health information and education content.

How soon will information from my visit be available in the Patient Portal?

Typically, information about your visit is available within 36 hours of your discharge.

What should I do if I my Patient Portal or other CareNotify™ documents contain incorrect information?

If you find an error, please notify us as soon as possible by calling the Health Information Management (Medical Records) Department.

Is my information in the Patient Portal secure?

Your personal and medical information in the Patient Portal will be kept confidential. The Patient Portal uses a secure, encrypted connection that meets the highest industry standards. All health data are stored on a secure server and managed with the protection of your information in mind. Only you – and those you authorize – will be able to see or gain access to the information in your Patient Portal. We will not share, sell or lease your personal information with any outside party not affiliated with our organization.

Can I share my health information with my family and friends?

You can. After logging into the Patient Portal, under "Account Setup" you will see a "Family and Friends" section. Add your family and/or friends to this section and click the "Share" button to give them access to view your information.

What if I forget my password?

A "Forgot Password" option is available on the Patient Portal login page. You will need to confirm your identity before being redirected to the "Reset Password" page.

Is the Patient Portal available in Spanish?

Yes, you may choose Spanish as your preferred language when updating your portal account. Any general information within the Patient Portal will be in Spanish. However, the contents of the clinical documents always will be displayed in English. You may change your language preference within your Patient Portal account at any time.

What should I do if I have trouble logging in or using the Patient Portal, or if I have other questions?

We're happy to help you with Patient Portal issues and answer any questions you may have. Call the toll-free support line at 1-855-624-2844, Option 2. This number is available Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.