

Hugh Chatham Memorial Hospital

Patient Portal

Thank you for Choosing Hugh Chatham Memorial Hospital as your provider of medical services. Our goal is to provide you with excellent care and hospitality.

This access provides you with:

- Medical Record information, including but not limited to, your care team during your hospital stay, medical procedures completed, medical history, medications taken, allergies, existing or developing medical conditions, laboratory and radiology results, and many other documents.
- Ability to pay hospital bills online.
- Ability to securely send messages to your provider(s) regarding medical concerns, and to receive messages from your provider(s).

You can also download your confidential medical record to your own private computer for your personal records, as well as electronically share your record with another medical professional of your choice.

Upon your discharge from the hospital, the email address you shared with us during the admission process will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record. (Please refer to the attached instructions for detailed information on accessing and using the Patient Portal.)

Disclaimer

No Medical Advice: The Patient Portal is not intended to provide medical or professional advice of any kind. Information and services available on the patient Portal should not be used as a substitute for advice provided by your personal physician. Please see your physician for interpretation of the results. The patient Portal is not intended to address urgent or emergency medical needs. IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CONTACT 911. DO NOT USE THE PATIENT PORTAL TO SEND ANY MESSAGES OR REQUESTS THAT REQUIRE IMMEDIATE OR URGENT ATTENTION, INCLUDING REQUESTS FOR PRESCRIPTIONS OR PRESCRIPTION REFILLS.

If you have any questions or concerns, you can call us at 336-527-8413 during regular business hours (Monday through Friday from 8 a.m. until 4:30 p.m. EST)

PLEASE NOTE: for security purposes and to protect your information, you must provide your email address or authorized representative email address in person, not by telephone, by visiting the Registration Department at Hugh Chatham Memorial Hospital.



Patient Portal FAQ (Frequently Asked Questions)

What is the Patient Portal?

The Hugh Chatham Memorial Hospital Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR,) Online Bill pay, and Messaging. **PLEASE NOTE:** The Hugh Chatham Memorial Hospital Patient Portal only relates to services provided at Hugh Chatham Memorial Hospital, and will not include health information from any other health care facilities that you may utilize for health services.

How do I access the Patient Portal?

You need to provide your personal email (or an authorized representative's email) when you are registered as a patient at Hugh Chatham Memorial Hospital. You will receive an invitation to register on the Patient Portal by creating a new account requiring a username and password. After you have registered as a user, the web address for the Patient Portal is ThrivePatientPortal.com.

Do I need special equipment?

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

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this packet of information.

Can my family/friends access the information found on my Patient Portal?

Yes, but only after you have given them permission. As a patient of Hugh Chatham Memorial Hospital, you can choose to give an authorized representative access to specific hospital visits. You will be asked for this information during the registration process.

Who should I contact if I have trouble logging in or accessing the HCMH Patient Portal?

If you have already registered on the Patient Portal website and are having difficulty, please call the Patient Portal Helpline at 336-527-8413 Monday through Friday from 8 a.m. until 4:30 p.m. Eastern Standard Time for assistance in resetting your login. (username/password.) You may be asked to leave a message. You will be contacted as soon as possible.

PLEASE NOTE: For security purposes and to protect your information, you must provide your email address or authorized representative email address in person, not by telephone, by visiting the Hugh Chatham Memorial Hospital Registration department.

Will I receive emails after each admission to the hospital?

No. You will only receive an invitation to register by email one time. After each new admission to the hospital, the new medical information will be posted on the Patient Portal.

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 Hugh Chatham Memorial Hospital Health Information Department at 336-527-7376.

