My Medical Records

Welcome to *My Medical Records*

This free patient portal empowers all Gila Regional Medical Center (GRMC) patients and their families to take a more active role in their care by providing easy, secure access to health information. All of the information in *My Medical Records* comes from your GRMC Electronic Health Record.

My Medical Records allows you to:
- View laboratory results and radiology reports
- Track your visit history
- Revisit your discharge instructions
- Access Health Summaries

At Registration, you will be invited to enroll for *My Medical Records*. To get started, you need to fill out a sign-up sheet. Then an email invitation will be sent to your email, so you can complete your online account set-up.

All information is private and secure. *As always, Gila Regional Medical Center respects your privacy and will not share your information with anyone. Your email will only be used for the purposes of your patient portal access.*

Want to enroll now? If you did not sign-up during registration, call or stop by for help:

GRMC Health Information Management Office
1313 E. 32nd Street, Silver City, NM
Monday - Friday, 8:00 a.m. - 4:30 p.m.
575-574-4900

24/7 secure online access to your GRMC Medical Records

Gila Regional Medical Center

www.grmc.org

Where does my health information come from?

Your information is obtained from your Gila Regional Medical Center electronic health records. Information from physician offices is not included.

How do I register for *My Medical Records* patient portal?

Enrolling in the Patient Portal is quick and easy. Here are the steps:

1. If over age 18, during registration you will be asked if you would like to enroll in the *My Medical Records.*

2. If you would like to enroll, fill out a sign-up sheet found at Registration and Health Information Management. An email invitation will be sent to you. It expires after 90 days.

3. Once you receive your invitation, click on the link in the email. Then use the provided temporary ID and password to log in.

4. The sign-up page will have step-by-step instructions.

5. Create a uinque ID and password. Please don't share it with anyone.

6. You are now able to check your GRMC test results and access your GRMC electronic medical records at your convenience.

What do I need to access the Portal?

- ✓ Access to a computer and the internet
- ✓ An email address
- ✓ An internet browser capable of supporting 128 bit US encryption, such as Internet Explorer, Google Chrome, Firefox, or Safari.

I don't have an email address, how do I get one?

There are many free email services available to use. Any email service is compatible with *My Medical Records*. If you are looking to create a free email account, some of the more established email providers are:

- ✓ Gmail from Google (http://mail.google.com)
- ✓ Yahoo! Mail from Yahoo (http://login.yahoo.com)
- ✓ Outlook.com from Microsoft (http://www.outlook.com)

Is my information safe?

Yes. *My Medical Records* portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and persons you authorized are the only ones who can access your portal.

How do I view my health information?

- ✓ Login to *My Medical Records* patient portal (found on www.grmc.org). Your recent visits will appear on the first screen on the home page.
- ✓ To access additional electronic medical information, click on "Health Record" icon under your name.

What if I don't see my medical information?

It may take up to 36 hours after your discharge or test for information to show up in the *My Medical Records*.

What if I have questions about my lab results or diagnosis?

If you have a question about any medical information in your records, please contact your healthcare provider.

Can I also see my family members' health records?

Yes, this is called Proxy Access.

- ✓ For a child under 12, this allows a parent or legal guardian to log into their personal *My Medical Records* account, and then view information regarding their child.
- ✓ Per State and Federal guidelines, after the child reaches age 12, parents/guardians will need an additional authorization signed by the child for access to their medical records.
- ✓ Once a child turns 18, a parent can only have access to the child's patient medical record information with the patient's authorization.
- ✓ If you help manage another adult's medical care, have them authorize you to access to their records.

To apply for Proxy Access, stop by, or contact Gila Regional Health Information Management Department at 575-574-4900.