

## ***Frequently Asked Questions about the NCH Patient Portal***

### **Some of my demographic/personal non-medical information is wrong. How do I correct this?**

If you notice an error in your personal information, such as address and phone number, please send us a change request through the portal. The change request can be found by clicking Profile, and then Update Profile.

To update your medical information such as current medications and/or allergies, you will be able to do so the next time you have a patient visit at/with any North Country Healthcare affiliate (NCH) (Androscoggin Valley Hospital, North Country Home Health & Hospice Agency, Upper Connecticut Valley Hospital, and Weeks Medical Center) or at Indian Stream Health Center (ISHC). The Portal allows you to view information from your electronic medical record. Medical information cannot be updated through the Patient Portal.

If you would like to request that clinical documentation contained within your medical record be amended, please forward a written amendment request to the Health Information Department of your respective NCH affiliate or Indian Stream Health Center. If you wish to speak to someone regarding an amendment, please contact your respective NCH affiliate:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)

- Upper Connecticut Valley Hospital: (603) 388-4300 (8:00AM – 4:30PM, Monday-Friday)
- Weeks Medical Center: 603 788-5636 (7:00AM – 4:30PM, Monday-Friday)

### **What if I need help accessing reports or finding information on the Patient Portal or need help logging into the Portal?**

Please notify the Health Information Management Department of your respective NCH affiliate or ISHC:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)
- Upper Connecticut Valley Hospital: (603) 388-4300 (8:00AM – 4:30PM, Monday-Friday)
- Weeks Medical Center: 603 788-5636 (7:00AM – 4:30PM, Monday-Friday)

You may also send an email to [patientportal@northcountryhealth.org](mailto:patientportal@northcountryhealth.org).  
**PLEASE INCLUDE YOUR NAME, DATE OF BIRTH, AND PHONE NUMBER.**

### **How do I communicate my medical concerns?**

The NCH Patient Portal is used to communicate non-urgent medical concerns to your NCH or ISHC provider. **IF YOU ARE EXPERIENCING AN URGENT MEDICAL PROBLEM, PLEASE CALL 911 OR YOUR PHYSICIAN'S OFFICE IMMEDIATELY.**

### **How do I see my test results?**

Your test results and reports are both available by clicking on the Health Record button on the portal home page. Once you click on the Health Record button, you will be taken to the Health Record page where you will see a button on the right labeled Results. There, you will have access to your Laboratory Results as well as a button labeled Reports. Laboratory results are available immediately after being signed by the healthcare provider. Cardiology and Radiology reports are available 24 hours after being signed by the healthcare provider. Physician documents are available 36 hours after being signed by the healthcare provider.

### **I don't see the results of certain Lab tests?**

Sensitive lab tests will not appear on the portal. These include tests related to reproduction, drugs of abuse, HIV and sexually transmitted diseases. Some tests are sent to outside labs for processing and will take longer for the results to return.

### **How do I get the complete set of my medical records?**

You can obtain your medical records by contacting the Health Information Management department of your respective NCH affiliate or ISHC:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)
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### **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 the NCH Patient Portal. 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> )

Outlook.com from Microsoft (<http://www.outlook.com> )

Yahoo! Mail from Yahoo (<http://login.yahoo.com> )

### **How can I update my email address in the NCH Patient Portal?**

To change the email address that the NCH Patient Portal uses for sending activity, password reset, or other communications, please contact the Health Information Management department of your respective NCH affiliate or ISHC:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)
- Upper Connecticut Valley Hospital: (603) 388-4300 (8:00AM – 4:30PM, Monday-Friday)
- Weeks Medical Center: 603 788-5636 (7:00AM – 4:30PM, Monday-Friday)

You may also email a detailed message to

[patientportal@northcountryhealth.org](mailto:patientportal@northcountryhealth.org). ***PLEASE INCLUDE YOUR NAME, DATE OF BIRTH AND YOUR PHONE NUMBER ALONG WITH YOUR NEW EMAIL.***

### **What information can I see in the NCH Patient Portal?**

You can see information from your medical records such as laboratory and radiology test results, medications, allergies, immunizations, medical history, current health issues and due dates for preventive care. You may also print a Health Summary for your records.

### **Is there a fee to use the NCH Patient Portal?**

No! The NCH Patient Portal is a free service offered to our patients.

### **How is the NCH Patient Portal secure?**

We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal identifications and passwords. The NCH Patient Portal uses the latest encryption technology. All NCH Patient Portal messaging is completed while you are securely logged on to our website.

### **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 NCH Patient Portal account, and then view information regarding their child. Per State and Federal guidelines, after the child reaches age 12, we can no longer offer access until age 18.

Once a child turns 18, a parent can only access the child's patient medical record information with the patient's authorization. It is also possible to request access to another adult's health record if you help manage that adult's medical care. For more information please contact your respective NCH affiliate or ISHC:

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- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)
- Upper Connecticut Valley Hospital: (603) 388-4300 (8:00AM – 4:30PM, Monday-Friday)
- Weeks Medical Center: 603 788-5636 (7:00AM – 4:30PM, Monday-Friday)

### **What if I need more information than is available through the NCH Patient Portal?**

If you need additional information not included in the NCH Patient Portal, please contact your respective NCH affiliate or ISHC:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
- North Country Home Health & Hospice Agency: (603) 444-5317 (8:00AM – 4:30PM, Monday – Friday)
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### **How can I Sign Up?**

If you know your Medical Record Number or social security number and you have provided your email address when you last registered, you can [click here](#):

If you do not have an email account on file with us, please call your respective NCH affiliate or ISHC:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
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**OR**

send an email to [patientportal@northcountryhealth.org](mailto:patientportal@northcountryhealth.org).

Once the form is submitted, the HIM department will process your request and you will receive an e-mail with your login instructions to get into the portal and view your record.

### **What if I receive an email and am unable to log into the NCH Patient Portal?**

The email link expires after 14 days. Please contact your respective NCH affiliate or Indian Stream Health Center:

- Androscoggin Valley Hospital: (603) 326-5826 (7:30AM – 4:00PM, Monday - Friday)
- Indian Stream Health Center: (603) 267-8336 (8:00AM – 5:00PM, Monday – Friday)
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**OR**

send a detailed email message to [patientportal@northcountryhealth.org](mailto:patientportal@northcountryhealth.org)  
***PLEASE INCLUDE YOUR NAME, DATE OF BIRTH AND YOUR PHONE NUMBER ALONG WITH YOUR EMAIL.***

**The appearance of my patient portal has changed. Has all of my personal health information been transitioned?**

Yes. Although the appearance and functionality may have changed slightly, your health information has been securely transferred to this new platform.

**Why have you transitioned to this new Patient Portal format?**

A universal appearance and added functionality for all NCH and ISHC patients are critical parts of our ongoing commitment to providing a common, high quality patient experience.

**I still have questions. What should I do?**

Please call your respective NCH affiliate or ISHC:

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**OR**

send an email to [patientportal@northcountryhealth.org](mailto:patientportal@northcountryhealth.org) with your question.  
Please provide as much detail as possible.