

Patient Portal

Frequently Asked Questions



NORTH MISSISSIPPI
MEDICAL CENTER

General Information

What is a Patient Portal?

It is a secure site that lets you access some of your information related to your hospital visit. You will have access to discharge summary and patient education as well as any allergies or health issues that were documented in your electronic medical record.

Where does the information in the Patient Portal come from?

North Mississippi Medical Center uses an Electronic Medical Record (EMR) system to improve patient care. The NMMC web portal makes portions of the EMR available to patients and caregivers.

Is the Patient Portal secure?

The Patient Portal is carried over a secure, encrypted connection. Encryption means the information is coded in such a way that no one can read it during transmission. This secure connection utilizes industry standard Secure Socket Layer (SSL) and Transport Layer Security (TLS) encryption methods.

Your health records are stored behind a firewall to prevent unauthorized access. In addition, a Patient Portal access requires an ID and password that you create yourself.

Why do you need my email address?

By providing your email address to us during your hospital visit, we are able to share your information with you electronically.

What is the cost of using the Patient Portal?

Patient Portal is a service provided to our patients at no charge.

Viewing Medical Information

What should I do if I have a question about my medical information?

Please contact your provider directly.

Communicating with my Provider?

Why can't I use regular email to communicate with my provider?

Regular email is not secure and does not satisfy the Health Insurance Portability and Accountability Act (HIPAA) regulations.

What about children and other individuals who rely on parents or caregivers to monitor their care?

Each person will have their own account. A parent can establish and maintain an account for each of their children under age 18 through the patient portal. Both custodial and noncustodial parents have access to medical records for children under age 18. It is their responsibility to share access information.

An adult with power of attorney for health care for another person or who is responsible for someone who is incapacitated will have access rights to his information through the patient portal.

One email address can be used for an entire family, but the required demographic information must be specific for each patient. This situation usually applies to parents with children under age 18 or adults where one spouse uses email and the other doesn't.

Registration

How do I sign up?

To access the Patient Portal and register, visit www.nmhs.net/portals.php. Select the hospital tab. The site has step-by-step instructions for first-time users and those who have used the site before. To be able to complete the account, you need to have a personal email account. For security and confidentiality reasons, we recommend that you use a personal email account and not one through your place of employment or school. You will need to provide the following demographic information to sign up for a patient portal account: name, date of birth, phone number and email. The email address must match what was given during your hospital visit to continue the process.