

MyBothwellHealth Patient Portal

Frequently Asked Questions

What kind of medical information can I access through MyBothwellHealth?

You can access information from your medical health record, including the following:

- Recent and upcoming appointments
- Physician reports
- Laboratory and radiology results
- Current medications and allergies
- View billing statements

How can I sign up?

You can sign up at www.BRHC.org or through the app Meditech mHealth. Select Bothwell Regional Health to download the app. For patients that have their email address already on file with Meditech, you may use the first time logon ID setup. You must enter the information that you receive in the logon email within 96 hours of receipt.

If you choose not to use the self-enrollment option, you may fill out the Authorization/Declination for Access to Patient Portal form and return it to the Health Information department at the hospital or any clinic for processing. Please contact Bothwell's Health Information Management department at MyBothwellHealth@brhc.org or by calling 660-827-9594 for additional information and assistance.

Is there a fee to use MyBothwellHealth?

No. MyBothwellHealth is a free service offered to our patients.

Is MyBothwellHealth a secure site?

Yes. We take great care to ensure your health information is private and secure. Access to information is controlled through personal IDs and passwords. MyBothwellHealth uses the latest encryption technology, and all messaging is done while you are securely logged on to our Web site.

If I don't have an e-mail address, how do I get one?

There are many free e-mail services available to use. Any e-mail service is compatible with MyBothwellHealth. If you would like to create a free e-mail 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>)

Some of my information is wrong. How do I correct this?

To correct your personal information, such as address and phone number, please send us change request through the portal. The change request can be found by clicking Profile, and then Update Profile. If you see information in your medical history that is incorrect, you may request corrections, which are sent to our Health Information Management department to review. Questions also may be directed to MyBothwellHealth@brhc.org or 660-827-9594.

What if I need help?

Please notify Bothwell's Health Information Management department at 660-827-9594. The department is available Monday through Friday, 8 a.m. to 4:30 p.m.

How do I communicate my medical concerns?

MyBothwellHealth should never be used to communicate medical concerns to your doctor. Responses to communications will be answered within 48 working hours. **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, which can be accessed at brhc.org. 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" where you will have access to your laboratory results and a button labeled "Reports" where you will have access to general radiology reports. Laboratory results and radiology reports are available 72 hours after they are resulted or signed by a physician.

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

You can obtain your complete medical records by contacting Bothwell's Health Information Management department at MyBothwellHealth@brhc.org or call 660-827-9594.

How can I update my e-mail address in MyBothwellHealth?

To change the e-mail address that MyBothwellHealth uses for sending activity, password reset or other communications, please contact Bothwell's Health Information Management department at MyBothwellHealth@brhc.org or call 660-827-9594.

What information can I see in MyBothwellHealth?

You can see information from your medical record, including your laboratory and radiology test results, medications, allergies, immunizations, medical history, current health issues, due dates for preventative care, appointments, prescription refill requests and billing statements. You may also print a Health Summary for your records. Records prior to August 2014, select sensitive reports/results, and scanned documents will not be available in the Patient Portal.

There are frequently used web/internet links that can be used from the home page of the patient portal for access to the BRHC.org website for online bill pay and the pre-registration link .

Can I also see my family members' health records?

For a child under 13, a parent or legal guardian may log into their personal MyBothwellHealth account as a proxy, and then view information regarding their child. Per State and Federal guidelines, after the child reaches age 13, parents/guardians will need an additional authorization signed by the child to have access to the child's medical record information. The Health Information Management department should be notified to update the Patient Portal once a child reaches the age of 13 to comply with the State and Federal guidelines.

It is also possible to request access to another adult's health record with their authorization if you help manage that adult's medical care. To request Proxy Access, complete and return the Proxy Form on this website or contact MyBothwellHealth@brhc.org or 660-827-9594.