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
- Discharge summaries
- Laboratory and radiology results
- Current medications and allergies

How can I sign up?
For your protection, you need to sign up for MyBothwellHealth in person. Bothwell will provide assistance to inpatients at the hospital and provide trained staff to assist patients who have an appointment at one of our clinics. Please contact Bothwell's Health Information Management department at MyBothwellHealth@brhc.org or by calling 660-827-9594. You also may contact your Bothwell physician's office 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 a 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 make corrections, which are sent to our Health Information Management department to approve and accept. 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 or MyBothwellHealth@brhc.org. 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. **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. Your information will be available in MyBothwellHealth for approximately 120 days.

How do I get the complete set of my medical records?
You can obtain your medical records by contacting Bothwell's Health Information Management department at 660-927-9754.

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 and due dates for preventive care. You may also print a Health Summary for your records.

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, 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.

It is also possible to request access to another adult's health record 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.