## FAQs: You Have Questions, We Have Answers

Where does my health information in the Patient Portal come from?
The information available within the Patient Portal comes from your East Hawaii Region Hospital Electronic Health Record including but not limited to Hilo Medical Center, Hale Ho'ola Hamakua, Kau Hospital and Hilo Outpatient Clinic records. This ensures that you have access to the most accurate, up-to-date information possible.

How do I log into the Patient Portal?
To log into the Patient Portal, visit the Patient Portal link on the Hospital's website, www.hilomedicalcenter.org. Then simply enter your user name and password.
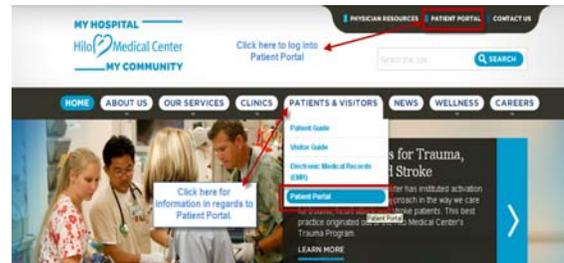
Is my information safe?
Yes. Patient Portal passwords are encrypted and URLs are re-written so that they can't be copied and pasted. You and authorized family members are the only ones who can access your Patient Portal. Also, a timeout feature protects your information if you leave the Patient Portal page open.

What if I ever have technical problems with the Patient Portal?
There is a Contact Us section on the homepage of the Patient Portal that allows you to submit any questions that you have regarding the Patient Portal.

When I click on the Download Health Summary button nothing happens?
Here is a list of supported browsers: IE9, Firefox & Chrome.