

HAWAII HEALTH SYSTEMS CORPORATION

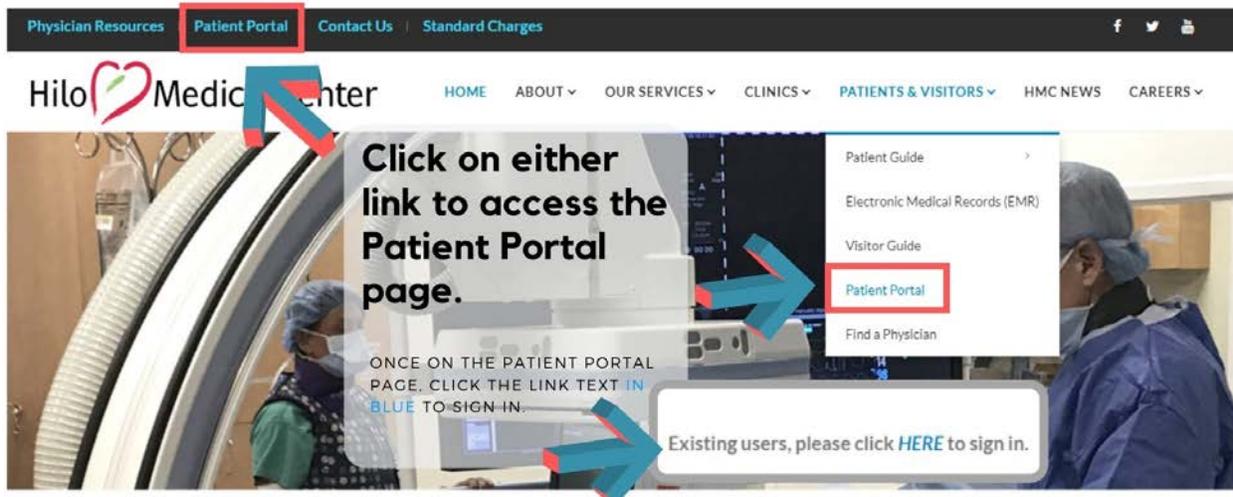
## FAQs: You Have Questions, We Have Answers

### 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 page, Existing users link on the Hospital's website, [www.hilomedicalcenter.org](http://www.hilomedicalcenter.org). Then simply enter your username 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.

### Can I only use the temporary password once?

The temporary one time password is just to get you into portal so you can setup a password for yourself. For security purposes it is recommended that you change your password.

### Is there a time limit on using the temp password?

Yes - For security purposes the temporary password will expire in 72 hours (3 days) from the time it was issued. If you have exceeded this time limit you can click on "Forgot Password" link at the portal log on screen, fill in the Logon Id: and your email

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address then click on the Submit button or you can send us an email message:  
[easthawaiiportal@hpsc.org](mailto:easthawaiiportal@hpsc.org)

What if my information needs to be updated?

After you click on Profile, please review your demographic information. If there are any corrections to be made click on Update Profile on the right side of this screen. You will be able to update your marital status, race, religion, address, phone and mother's name information, next of kin and person to notify. You will only be able to update your name information if you come into the facility with a valid ID.

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, or email us your question at [easthawaiiportal@hpsc.org](mailto:easthawaiiportal@hpsc.org) please allow 72 hours for a response.

When I click on the Download Health Summary button nothing happens?

Here is a list of supported browsers: IE9, Firefox & Chrome.

Below are information details about the buttons you see while logged into your Patient

Navigating the Health Record

Health Record	Medications	Appointments	Profile
Health Summary Latest information from recent visit(s)	Allergies & Conditions Current allergies and medical conditions	Medications Current medication list	
Reports Inpatient Radiology and Diagnostic Reports	Preventative Care Ambulatory (Clinic) Immunizations	Visit History Historical Visit History	



Download your health record & take it with you when you visit your health care

Navigating Patient Portal

Medications Current medications list including medication instructions	Appointments Upcoming appointments including those in the hospital and HMC clinics	Profile Current demographics (address, contact information, etc.) with ability to update
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