

## Baptist Health Patient Portal Frequently Asked Questions

### **What if I need help?**

Please contact our technical support line at 877-621-8014 (available 24/7) or use our [Support Portal](#).

### **How old do I have to be to enroll within the patient portal?**

Adults must be 19 years of age to enroll within the patient portal. Minor access can be granted through proxy enrollment from birth to 14 years of age.

Please note: the medical information for minors, between the ages of 14-18, will not be available through the Baptist Health Patient Portal.

- Please view our [Medical Records](#) page to complete an Authorization to Request Medical Records form.
- *Please note: A copy of a state or federal issued photo identification is required for processing any release of medical information. Fees and Charges May Apply.*

### **What type of internet browsers are supported through the Patient Portal?**

All internet browsers can be used to access the patient portal.

### **Is there an app for Baptist Health Central Alabama Patient Portal?**

Yes, current patient portal users can download the HealthLife application on iOS and Android, available at no cost. Patients will be prompted to select our organization- Baptist Health Central Alabama. This application allows access to the full patient portal.

### **Can I receive notifications through the HealthLife Application?**

Yes, HealthLife app users may opt-in to receive an email notification when messages are sent from the clinical staff. These notifications do not contain any personal health information. These notifications can be disabled as well.

### **May I change my email address associated with my patient portal?**

Yes, you can change your email address within your patient portal by logging into your current account. Within the settings dropdown, click the Sign in and Security tab. On this screen, click the Edit button next to the Email Address field.

- *Please note: This will require an authentication code, sent to the new email address to verify security. Changing your email address within the patient portal does not update your email address within Baptist Health Systems.*

### **What type of email is needed for claiming a patient portal account?**

Any type of email can be used for enrollment within the patient portal. If you do not have an email address, you will need to get one. There are several web-based services, free of charge, within the community. This email should not be a shared inbox, to keep your protected health information secure.

## Portal Access Questions

### What if I want access to my minor child or another adult's records through my patient portal?

Manage the health of your children (under 14 years of age) or another adult, to whom you have been designated to serve as a health care proxy.

- *Please note: Medical information for minors, between the ages of 14-18, will not be available through Baptist Health Patient Portal.*
- If you are in need of requesting access to the portal on behalf of a patient (as a health care proxy), please fill out the [Patient Portal Proxy Access form](#) with all requested supplemental documentation. Once complete, please submit to [patientportalsupport@baptistfirst.org](mailto:patientportalsupport@baptistfirst.org).

### How do I sign up for the patient portal?

If you are 19 years of age or older you can use our [Self-Enrollment Tool](#) to claim a patient portal account. You will enter your first and last name, date of birth, and email OR full social security number. This will then prompt you to create an account once the system has verified your security.

### Why am I receiving a disqualification message, when using my social security number or an email address to claim my patient portal account?

Be sure the email address is the one you provided at time of your visit. If you have not provided a social security number or email address at a previous visit, these personal identifiers will not work for self-enrollment. Please contact us at 877-621-8014.

- Please note: There is no access to the patient portal for patients between the ages of 14-18.
- Please view our [Medical Records](#) page to complete an [Authorization to Request Medical Records form](#).
  - *A copy of a state or federal issued photo identification is required for processing any release of medical information. Fees and Charges May Apply.*
- At the age of 19 you can complete the registration process through our [Self-Enrollment Tool](#).

### Do I already have an account?

If there is an existing patient portal account with the email that you are using to enroll, you will get a message asking, "Do you already have an account?" If you wish to connect to the existing account, simply sign in with the password for the existing account. You may complete a password reset if necessary.

- Only one patient portal account can be created per email address.
- However, multiple patients can be connected to a single patient portal account via the [Proxy Access Form](#), found on our [Patient Portal](#) page. This allows for a single account to be connected to:
  - Multiple patients at a single facility (Proxy Process)
  - A single patient to be connected to multiple facilities
  - A combination of the above
- If you receive a "You need an invitation" message when logging into the patient portal, it is caused by logging in with a patient portal account that does not have a health record connection to that specific patient portal. Scenarios that could cause this include:
  - You may have an existing patient portal account from another patient portal but have not yet claimed an invite for this portal
  - You may be at the wrong login page for the portal that you have an account with.
  - You may have had a connection for a child who has since been emancipated.

- You may have multiple patient portal accounts and are logging in with an account that does not have a connection to this portal.

## Medical Records Questions

### What medical records are available within the patient portal?

In the Health Record section of the patient portal, you can see medications, immunizations, allergies, health issues, lab results, documents, visit summaries, diagnostic results, pathology results, clinical notes, microbiology notes.

- *Please note: Images and scans are not available within the patient portal, but you are able to see interpreted reports related to these items.*

### How can I obtain scans, images, etc. that are not viewable within the patient portal?

Please view our [Medical Records](#) page to complete an [Authorization to Request Medical Records form](#).

- *Please note: A copy of a state or federal issued photo identification is required for processing any release of medical information. Fees and Charges May Apply.*

### What information is available, within the patient portal, in addition to my health records?

The patient portal provides you the ability to communicate with your clinical team, view upcoming appointments, and request new appointments.

### Who do I contact for Montgomery Cancer Center patient records prior to October 5, 2023?

Patient should contact the MCC Health Information Management Department at 334-273-7000 then choose option #4. This line is operated Monday-Friday 7:30 am – 4:40 pm.

## Messaging

### How do I access messaging?

- Click the “Messaging” icon in the left-hand menu.
- A number will appear on the messaging icon with the number of unread messages.
- You will be brought directly to the inbox.

### How do I go to my messaging sent box?

- Click “Sent” in the left-hand menu.
- A list of messages from the user to the provider will appear.
  - Sent messages will display “Unopened” if the provider has not yet seen the message.
  - Sent message will display “Reviewed” if the provider has opened the message.

### How do I go to my messaging inbox?

- Click “Inbox” in the left-hand menu.
- A list of messages from the provider to the user will appear.
  - The most recent messages are displayed at the top.
  - Unread messages will appear bolded and have an orange stripe on the left-hand side.
- Click on a message to open it.
- Click “Back to inbox to return to the inbox.

### How do I send a message to my provider?

- While in either the Inbox or Sent folder, click “Send a message.”
- In the “To:” field begin typing the physician’s last name.
  - A drop down will appear of the physicians that match the search
  - Choose the desired physician
- Enter a message subject in the subject field
- Type the message
- Click “Send”

### If the Send button has a red, “no?” symbol when you attempt to click it:

- **Cause:** there is an unsupported special character in the message, sometimes this can be an emoticon or other character inserted from copy/pasting another source.
- **Resolution:** Remove the characters from the message, if you are unable to locate the character you will need to remove the formatting or re-type the message.

### What do I do if I am missing messages?

- Past Messages:
  - Messages can be set to delete after a specified period.
  - Messages can be deleted by your provider.
  - Contact your provider’s office if you wish to have a copy of a past message.
- New Messages:
  - Contact your provider to ensure the message was sent correctly.

### How do I recover a message from my trash folder?

- Moving a message back to the inbox
  - Click the trash folder in the left-hand menu.
  - Open the message you wish to move.

### How do I delete a message?

- Open the message you wish to delete.
- Click on the trash icon.
- Your message will be moved to the trash folder.

### How do I permanently delete a message?

- Click on the Trash folder in the left-hand menu.
- Open the message you wish to delete.
- Click on the Delete icon.
- Click delete

### How do I locate my provider in the “Select a Recipient” field?

If you are having difficulty locating your provider in the “Select a Recipient” field, follow the below troubleshooting steps:

- Ensure you are not entering “Dr” with your provider’s name.
- Try just entering the first few letters of your provider’s last name. The system will filter and locate your provider.

- If you are still unable to locate your provider, they may not participate in the messaging system. Call the office for assistance.

## Appointments

### How do I request an appointment?

This form submits a request to the patient's provider with preferred dates and times for an appointment to be scheduled. The provider will find an available appointment with the patient's specifications and schedule them.

- Click the "Appointments" tab on the left-hand menu.
- Click the "Request Appointment" tab in the left-hand menu.
- Enter the provider's name in the "Send request to:" field.
- Enter your preferred date and time in the "When would you list to visit" field.
- Enter the reason in the "Why is this appointment needed?" field.
- Choose a preferred contact method in the "If follow-up is needed regarding this appointment, how should we contact you?" field.
- Click "Send Request"
- The request will be sent to the provider for review.