



## **Patient Portal FAQ's**

### **What is Compass Health Connection?**

Compass Health Connection is a free, highly secure web-based portal that provides Compass Medical patients with access to their healthcare information anytime.

### **How can Compass Health Connection assist me?**

Compass Health Connection allows you to manage your personal health information online. As of right now, you will be able to:

- View detail information about your upcoming and past appointments
- Review your clinical visit summaries
- Review lab test results
- Request prescription refills
- Update demographic information

Compass Medical is passionate about bringing you additional features in the future such as appointment scheduling. We will notify you if and when additional features become available.

### **What do I need in order to access Compass Health Connection?**

To access Compass Health Connection, you need a working computer or smartphone with:

- Internet access and a working e-mail account that you check regularly
- A current, up to date internet browser
- To download the Healow APP (for smartphone users only)

### **Who can use Compass Health Connection?**

All Compass Patients ages 18 and over with a personal email account can utilize Compass Health Connection.

### **Can I create an account for my child?**

At this time, Compass Health Connection does not offer accounts for children or young adults for security purposes. We are working hard to bring you additional features in the future.

### **What if I do not have a personal email account?**

Having a personal email account is the only way to register for Compass Health Connection. Your personal e-mail account is where we will send all notifications when you have a message waiting on the Compass Health Connection. If you have internet access through your home, Phone or a local library, you can establish a FREE e-mail account by going to Yahoo Mail, Microsoft Hotmail or Google Mail (*Compass Medical does not endorse any specific email provider.*)

### **How do I sign up for Compass Health Connection?**

All Compass Medical patients who are eligible need to complete and sign the "Terms and Conditions" Form in your primary care's office.

### **Why do I have to be in the office to sign up for Compass Health Connection?**

As an added security measure, Compass Medical requires patients to sign up for Compass Health Connection in the office so that we can directly confirm your identity.

**Can I come in and sign up for Compass Health Connection even if I don't have an appointment to see the doctor that day?**

Absolutely! Please see the receptionist and we will be happy to set up your account.

**What happens after I sign the Terms and Conditions Form?**

Once you sign the necessary forms, an **email** will be sent to you with your username and temporary password which you will need to change when you log in to your Compass Health Connection account for the first time. In addition, you will be expected to create and answer security questions to validate your Compass Health Connection account. Please note that it is extremely important that you keep these items listed above confidential as anyone who has this information will have access to your medical information.

**How long do I have to activate my account after signing the necessary forms?**

If a patient does not activate their account online through Compass Health Connection within 30 days of receipt of their username and password, the account will be made inactive as a security measure. If this happens, please call the Compass Health Connection Help Line at 508-350-2509 for assistance. In order to re-activate your account over the phone, you will be required to verify your email address and answer your security question.

**My access code doesn't work — what should I do?**

Please call the Compass Health Connection Help Line at 508-350-2509 for assistance. In order to re-activate your account over the phone, you will be required to verify your email address and answer your security question.

**What happens if I forget my username or password?**

Your username should be your email address you provided us when you first signed up for the portal in your PCP's office. If you need further assistance or forgot your password, please call the Compass Health Connection Help Line at 508-350-2509 for assistance. In order to re-activate your account over the phone, you will be required to verify your email address and answer your security question.

**Are there any reasons my account may be deactivated?**

A Compass Health Connection account may be deactivated for a number of reasons:

- A patient leaves the practice
- A patient becomes deceased
- If the patient has abused the use of the portal
- Upon written request from the patient or adult/legal guardian, or by court order

**What happens if I leave Compass Medical?**

If you decide to leave Compass Medical, please notify your Primary Care Office and they will deactivate your account. You can also call the Compass Health Connection Help Line at 508-350-2509 for assistance. In order to deactivate your account over the phone, you will be required to verify your email address and answer your security question.

**How do I cancel my account?**

If you would like to cancel your Compass Health Connection account for whatever reason, please call the Compass Health Connection Help Line at 508-350-2509 for assistance. In order to cancel your account over the phone, you will be required to verify your email address and answer your security question.

**I've locked myself out of my Compass Health Connection account. What should I do?**

Please call the Compass Health Connection Help Line at 508-350-2509 to have a new password generated. In order to have your password reset over the phone, you will be required to verify your email address and answer your security question.

**How secure is Compass Health Connection?**

Compass Health Connection uses highly secure automatic encryption software to process your sessions. Unlike your home e-mail account, all of your messages on the Compass Health Connection are created and transmitted in an internal secure database behind a firewall. This helps to ensure that messages cannot be intercepted or tampered with.

Your Compass Health Connection username and password are essential to protecting the confidentiality of your information. We highly recommend using a strong password which:

- does not contain your user name, real name, company name, or a complete word.
- is significantly different from previous passwords.
- contains a mix of upper and lower case letters, numbers and symbols.

You create your own Compass Health Connection username and password; it is your responsibility to keep your password confidential. You should not share this information with anyone else. The Compass Health Connection web site is encrypted, so no information is identifiable in transit between our servers and your browser. We recommend accessing the web site from a trusted network connection.

If you believe that your password has been compromised, please change it immediately! You can change your password online at any time, log into Compass Health Connection, and select "My Account," then "Change Password" from the left-hand navigation options.

**My account has been disabled/locked out.**

For your protection, your account will be temporarily locked after six (6) incorrect login attempts. Please call the Compass Health Connection Help Line at 508-350-2509 to unlock your account. In order to have your password reset over the phone, you will be required to verify your email address and answer your security question.

**What do I do if my notifications from Compass Health Connection keep landing in my Spam, Junk or Bulk folders?**

You may need to change a setting in your e-mail security so that the Compass Health Connection notifications don't get stuck in your SPAM filter. Follow the steps below according to the email service provider you utilize.

AOL: may send them to your SPAM folder. Add [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com) to your "address book".

Google mail: may send our e-mail to your SPAM folder. Add [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com) to your "contact list".

Microsoft Hotmail: may send to your Junk e-mail folder. Add [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com) to your "safe list".

Yahoo!Mail: may send to your SPAM or bulk e-mail folder. Add [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com) to your "address book".

Microsoft Outlook: sends SPAM to your Junk E-mail folder. Add [reminders@eclinicalmail.com](mailto:reminders@eclinicalmail.com) to "safe senders".

**What if some of the information in my record is inaccurate?**

*If your personal information is incorrect:* Please call the Compass Health Connection Help Line at 508-350-2509 to update your personal information. In order to make changes over the phone, you will be required to verify your email address and answer your security question.

*If your medical information is incorrect (ie: list of medications or allergies):* Please contact your Physician's office and discuss your concerns with your Provider. You will need to fill out a "Request to Amend Record" form in the event your medical information needs to be changed.

**How will I know that my visit summary, lab or diagnostic results are in?**

When your visit summary, lab or diagnostic results are ready to be viewed in your Compass Health Connection account, you will receive a generic email letting you know they have arrived. You will need to log into your Compass Health Connection account to view the summary and results.

**What is the general turnaround time for my clinical visit summary to show up in Compass Health Connection?**

Clinical visit summaries should be available in your Compass Health Connection account within 3 business days from your visit.

**What is the general turnaround time for my lab results to show up in Compass Health Connection?**

Deciding on a turnaround time for labs and diagnostic tests depends on a few factors such as the type of test/lab it is, where the results can be processed (in-house lab vs. being sent out) and how quickly can your Provider review your results.

Considering the above factors, your lab and test results may be available to you in your Compass Health Connection account anywhere from 4-10 days.

Important notice about labs: If the results are normal, you will receive the results in your portal but you will most likely not receive a letter or call from your Physician's office. However, if your results come back not normal, your Physician's office will contact you with a letter or a phone call to discuss the results and create a treatment plan.

**Will all lab and test results be available through my Compass Health Connection account?**

At Compass Medical, we understand there are a number of labs that are sensitive in nature and therefore will not show up on your Compass Health Connection account unless you specifically request them to be pushed to your portal. Please see the list below for the list of lab results that will not show up on Compass Health Connection.

- HIV
- Gonorrhea
- Chlamydia
- Hepatitis C Antibody
- HSV (Herpes Simplex)
- RPR (Syphilis)

If you are waiting for any of the above lab results to come in, please touch base with your Physician's office directly via phone.