Frequently Asked Questions: Lourdes Patient Portal

Which offices are not on the Lourdes Patient Portal?
Lourdes Orthopedics and Lourdes Oral Health have their own Patient Portals.

How can I enroll for the Lourdes Patient Portal?
There are two ways to join!
Option 1: You can enroll in the Lourdes Patient Portal by talking to your Lourdes Provider's office staff or the Hospital's Registration Department staff, in person. You will receive your e-mailed invitation to join the portal from our staff.   To complete your registration, an e-mail invitation with a secure, unique link will be sent to you. When you click the link, confirm your name, enter the 4 digit number you requested of our staff when they sent the email, date of birth and ZIP code. Next, choose a username and password. You will then be asked to answer security questions in case you ever forget your password.

Option 2: To self-enroll, go to https://lourdes.iqhealth.com/self-enroll/. You will be asked to enter your name, date of birth, the last 4 digits of your Social Security number, and your Medical Record Number (MRN) for security purposes. The MRN is located on your discharge paperwork. There are step by step directions with screen shots located on the FAQ web page.
Note: You must be at least 18 years of age to register using this method.

Can I enroll to view my children's medical information?
Yes, parents or guardians of children up to age 13 can access their children's medical information on the Lourdes Patient Portal. Once the child turns 13 years of age their portal account will be disconnected and you will receive an e-mail notification. At your child's next visit **they** may sign up again for the patient portal, which they have the option to give you proxy access to.

Will my information be kept confidential?
Like your paper-based record, your EHR is protected by the Health Insurance Portability and Accountability Act (HIPAA). Your privacy is very important to us. Rest assured your health information is always kept confidential.

Can I give permission for someone else to view my medical information, such as my spouse or my adult child?
Yes, any patient age 13 or older can give "proxy" access to another adult.
> Go to **Account**, click on **Update Account Settings**. You will need to sign in to **Cerner Health** and **Add a Person to Your Account**.

Can I share my password with a family member so that he/she doesn't need to sign up for proxy access?
This isn't recommended. Each person should have his or her own account.   That way, you will always have the choice in the future to stop sharing your information with another person.
> Go to **Account**, click on **Update Account Settings**. You will need to sign in to **Cerner Health** and **Add a Person to Your Account**.

How do I log into the Lourdes Patient Portal?

Once your account has been set up, you can access it anywhere that you have access to the Internet (e.g., at home, work, school, library) by visiting myLourdes.com. Also, there is an app available called **Healthelife** via the Apple Store and the Play Store for your smart phone or device.

Go to **www.myLourdes.com**:
- Click on the Patient Portal Icon
- Enter your e-mail address or username.
- Enter your password.

Where does the health information in the patient portal come from?

The information reflects the information in your Lourdes electronic medical record.
If you believe any data is wrong, please call:
- Lourdes Health Information Management at 607-798-5970 or
- The provider who ordered your test or entered the information in your chart.

What should I do if I change my e-mail address?

Log in to a portal site
- Click on the your name located at the top right corner
- Click on **Account**, then **Update account settings.**
- Click **Email** and follow the directions for entering a new email address.
- Click **Save** to complete the change.

What if I have trouble logging in or accessing my information?

If you have any technical problems with the Patient Portal or questions about your account, support is available any time by calling 1 (877) 621-8014.