Patient Portal FAQ

1. **What is the Patient Portal?**
    a. The patient portal allows physicians to share your chart online safely and conveniently. This service provides you the ability to view your medical chart over the Internet in a secure and confidential manner.
    b. My RGH Chart also helps to connect you and your health care provider by offering online secure messaging.
2. **What features does the patient portal include?**
    a. View, download, or transmit your Patient Health Summary
    b. View laboratory results
    c. View imaging reports
    d. View personal medication list
    e. View appointment history and upcoming visits
    f. View billing summaries
    g. Securely send messages to primary care providers
3. **How do I register for My RGH Chart?**
    a. Provide a valid email address and request your Medical Record Number to us during registration for an appointment or by calling our Medical Records department at 304-927-6227.
    b. Visit www.roanegeneralhospital.com and click on the My RGH Chart Logo.
    c. Select the Self-Enrollment link and enter the requested information.
4. **How do I log in to my patient portal?**
    a. Visit www.roanegeneralhospital.com and click on the My RGH Chart Logo.
    b. Select the My RGH Chart link.
    c. Enter your Username and Password when prompted.
5. **How do I view medical chart information?**
    a. Your medical information is summarized for you in your Patient Health Summary.
    b. Log in to the portal.
    c. Click Health Record .
    d. Click Health Summary.
    e. For first-time users, click Generate New Health Summary.
    f. View your patient Health Summary
6. **What is the difference between Hospital Summary and Provider Practice Summary?**
    a. Hospital Summary will include a summary of your tests and procedures received during Emergency Room visits and any overnight stays at the Hospital.

b. Provider Practice Summary will include your tests and procedures received during your visits to our Clinic offices.

7. **What should I do if I see a discrepancy or information that is not up to date on my chart?**
    a. You may submit updated Profile or Preferences information on the portal. Medical Records staff may contact you regarding changes submitted through the portal to ensure accuracy.
    b. Discrepancies in medical information should be reported by contacting Medical Records at 304-927-6227.
8. **Can I request an appointment using the patient portal?**
    a. No. The patient portal is "View Only" at this time. The abilities to request, cancel, or modify an appointment are currently under development and will be available in the future.
    b. Please continue to contact your provider's office to schedule or modify appointments.
9. **Can I request a medication refill using the patient portal?**
    a. No. We are not able to accept refill requests via the Patient Portal at this time.
    b. Please contact your pharmacy to request refills of your medications.
10. **As a parent or guardian, will I be able to see my child's patient chart?**
    a. Yes. However, proper legal documentation is required.
    b. Detailed information is provided in the Proxy Agreement which can be found on the www.roanegeneralhospital.com website by clicking the My RGH Chart logo.
    c. You may contact our Medical Records Department with any questions by calling 304-927-6227.
11. **What are the Username and Password Requirements for the Patient Portal**
    a. Username must be unique and cannot contain special characters.
    b. Password must be a minimum of 6 characters, a maximum of 18 characters, and must contain at least 2 numeric character(s).
12. **What if I forgot my password?**
    a. Visit the login page for the patient portal.
    b. Click on the "Forgot Password?" link.
    c. Provide the information requested. An email will be generated so you can reset your password.
13. **What if I forgot my username?**
    a. Please contact our Medical Records departments at 304-927-6227.
    b. We will generate a temporary username and password that will be emailed to the address on record.
    c. You will need to know the answers to your security questions that you selected when you setup your patient portal account and your Medical Record Number.
14. **I still have questions or problems connecting to the My RGH Chart patient portal. What now?**
    a. Email contact@rghwv.org with your questions or concerns. Include a call back number and best time of day to call during business hours. You can expect a response within 3 business days.
    b. Call our Medical Records department during business hours at 304-927-6227.