

Patient Portal FAQ

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the HMC Patient Portal AFTER you have completed the initial setup process, you can log in at: <https://www.MyMedicalEncounters.com/>. Remember, use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection.

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this brochure. Once you have entered your information and have been prompted to create a username and password, you will only need your username and password to sign into your Patient Portal in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given permission. As a patient of HMC, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the HMC Patient Portal?

If you have trouble logging in or accessing HMC's Patient Portal, contact HMC's Information Systems Department at 309-449-4081, Monday through Friday from 8 a.m. – 5 p.m. CST. You may also email Information Systems at support@HopedaleMC.com.

If your questions are not resolved, please contact Mark Rossi, COO at 309.449.4394. You may also email Mark Rossi at mfrossi@hopedalemc.com.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will automatically post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each visit.

What if I have questions about my medical records?

If you have questions about your medical records or feel that an error has been made, please contact HMC's Health Information Department at 309-449-4286.

Accessing your account To access your account or additional accounts at a later time, please visit <https://www.MyMedicalEncounters.com/>.