

WELCOME



Are you ready to feel like a **participant** in your own health care? Humboldt General Hospital is now offering patients easy and private access to their private health information online via a **Patient Portal** called YourCareCommunity.

This new website enables patients to access their **personal health information** easily, securely, and conveniently. Once patients have registered for the portal, they will be able to access their health records any time of day and **from any location** with an Internet connection.

Both patients who are admitted to HGH as inpatients and those who have lab work, x-rays, and other outpatient procedures will be able to quickly and **securely access** vital health information at their convenience.

Humboldt General Hospital is very pleased to provide this **easy, safe and free** health information portal for patients. All patients at Humboldt General Hospital are invited to enroll in Patient Portal via the YourCareCommunity website.

Just think, your personal health record **is now available** whenever and wherever you access the Internet!

Remember, the Patient Portal is for **non-emergency health information only**. In the event of emergency, always dial 9-1-1.

For more information or for assistance with the Patient Portal @ Humboldt General Hospital, please contact:

Lupé Diaz

Clinical Informatics Coordinator
(775) 623-5222, ext. 1697
Monday through Friday
9 a.m. to 5:30 p.m.
Se habla español



hgh.yourcarecommunity.com

PATIENT PORTAL

@HUMBOLDT GENERAL HOSPITAL



An easy and safe way to access
your personal health information



hgh.yourcarecommunity.com

WHAT IS PATIENT PORTAL?

The YourCareCommunity website makes accessing your personal information easy, secure and convenient.

With hgh.yourcarecommunity.com, you can view your health records any time of day and from any location with an internet connection.

As a registered member of YourCareCommunity, you will have access to:

Personal Health Records. Access a wide variety of key information from your health record such as lab results, prescribed medications, vital signs, diagnoses, discharge instructions, and more.

Profile. View and change information related to you and your account, such as name, marital status, address and phone numbers, your password to YourCareCommunity, and more. You can also manage notifications, and add and manage patient representatives.

Documents. Download and upload a variety of health-related documents. Also, find documents sent by your care providers.

HOW DO I REGISTER?

Show the admitting staff your photo ID, give them your personal email address and, after reviewing the Rules and Restrictions, sign the Consent Form.

Once registered, you will receive an email from noreply@yourcarecommunity.com. You will need this link in order to complete your registration. If you do not receive an email, please check your spam/junk folders. Click on the link provided to complete your registration.

You will be prompted to verify your demographic information, set a password, and select a security question.

If you do not sign up for Patient Portal during registration, you may sign up in the HGH Medical Records department.



FREQUENTLY ASKED QUESTIONS

Can I register for Patient Portal over the phone or online? For security reasons, we need to register you in person at Humboldt General Hospital, either in the Admitting or Medical Records departments, or in your treatment room or area.

Do I need special equipment for the Patient Portal? No. You will need access to a computer with an internet connection and an email address.

Why can't I access my child's account? Children under the age of 18 are not issued a Patient Portal account.

Why can't I see all the information in my records? Only certain medical information is available for display on the Patient Portal. As more data becomes available, we will add it to your access.

What if I want copies of records that are not available online? At this time, some results are not visible through the Patient Portal. Humboldt General Hospital's Medical Records department can provide paper copies of records upon your request.

What if I can't remember my password? Please log on to the Patient Portal site at hgh.yourcommunitycare.com and click on "Forgot Password." Follow the directions to retrieve your password.

Some of my information is wrong? How do I correct this? If you notice an error in your personal information or medical history, please contact HGH at (775) 623-5222, ext. 1805.

HOW DO I SIGN IN?

First, log on to hgh.yourcarecommunity.com.

Second, enter your user name, which is your email address.

Third, enter your password (passwords are case sensitive).

Fourth, click submit. The home page should display the "Patient Dashboard."

PROTECTING YOUR PRIVACY

Humboldt General Hospital is very serious about protecting your privacy. You can help keep your health information protected by making sure we have your **correct email address**, and informing us of any changes.

Also, never give out your password to anyone; **keep your password private**. We will never ask for your password, nor should anyone else.

Additionally, be assured that Humboldt General Hospital will never share your email address with any third party.

YOUR INFORMATION

Please remember that your Patient Portal at hgh.yourcarecommunity.com only includes your health information from **Humboldt General Hospital**.

You will be able to access the results from tests and studies performed in Humboldt General Hospital departments, such as Laboratory and Radiology.

However, the HGH Patient Portal will not include information from any visits with HGH physicians and/or clinics, or non-HGH hospitals, clinics, providers or facilities.

PATIENT PORTAL ADDRESS

Humboldt General Hospital's Patient Portal address is: hgh.yourcarecommunity.com.