

# Frederick Health Hospital

## CareTrack Patient Portal

### FAQs

#### **How do I enroll?**

There are 2 methods available to enroll in the Frederick Health Hospital CareTrack Patient Portal.

- The Hospital Enrollment method allows you to establish credentials at the time of your hospital registration
- The Self Enrollment method allows you to request enrollment credentials anytime from anywhere

For details see the Frederick Health Hospital CareTrack Patient Portal web page at <https://www.frederickhealth.org/Patients-Visitors/For-Patients/Patient-Portal.aspx?furl=caretrack>.

#### **What is the source of my health information in the Frederick Health Hospital CareTrack Patient Portal?**

All of the information in the portal comes from your Frederick Health Hospital electronic health record.

#### **What if I forget my Password?**

Navigate to <https://caretrack.fmh.org> and click the “Forgot Password?” link. Then enter your Logon Id & Email Address and click Reset Password. You’ll receive a Password Reset email that includes instructions to reset your password.

#### **What if I forget my Login Id?**

Navigate to <https://caretrack.fmh.org> and click the “Forgot Logon ID?” link. Then enter your Email Address and click Reset Logon. You’ll receive a Password Reset email that includes instructions to reset your password.

#### **I’ve exceeded the maximum allowed login attempts (4). What do I do?**

After the 4<sup>th</sup> unsuccessful login attempt you will receive a “User Account Locked” email. Follow the instructions in that email to reset your account.

#### **Who can access my health information?**

Access to your health information is available to you and any authorized persons via Proxy Credentials. For details on setting up Proxy Credentials, see the Frederick Health Hospital CareTrack Patient Portal web page at [www.frederickhealth.org/caretrack](http://www.frederickhealth.org/caretrack).

#### **Is my information safe?**

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and only persons you authorized can access your portal health information. Also, a timeout feature protects your information if you leave the Portal page open.

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#### **What if I have questions about the portal?**

For medical related questions, please contact your provider.

For all other questions, you can use the Contact Us button (available on every web page), email us at [caretrack@fmh.org](mailto:caretrack@fmh.org) or call us at (240) 566-3438; please allow 48 business hours for a response.

#### **Is the patient required to accept a user agreement?**

Yes. The portal user must accept the electronic User Agreement before access is activated.

#### **Can healthcare information of minors be viewed in the portal?**

Yes. Portal access to healthcare information of minors is available via Proxy Credentials. For details on setting up Proxy Credentials, see the Frederick Health Hospital CareTrack Patient Portal web page at [www.frederickhealth.org/caretrack](http://www.frederickhealth.org/caretrack).

#### **What health related information is available?**

- **Health Record** - Allergies, Conditions and Medications based upon your last inpatient visit.
- **Results** – Most lab results are available after they are resultated. A small group of results are available 14 days after they are resultated allowing time for your provider to provide guidance. Also, some results on tests sent to referral labs will not be available.
- **Reports** - Radiology reports are displayed 36 hours after they've been signed
- **Health Summary** – Document includes the following:
  - Demographics
  - Allergies, Adverse Reactions, Alerts
  - Medications
  - Problem List
  - Procedures
  - Relevant Diagnostic Tests and/or Laboratory Data
  - Hospital Discharge Instructions
  - Hospital Discharge Medications
  - Functional Status
  - Immunizations
  - Payers
  - Plan of Care
  - Social History
  - Vital Signs

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You also have the ability to download and/or send this document to a provider using their ehealth address (encrypted) or to anyone via an email address (unencrypted).

- **Visit Summary** – Various documents are available depending upon the visit type such as Summary Report, Discharge documents & Care Team
- **Appointments** – Past and upcoming

#### **How do I update health related information?**

- If your portal Allergies are not current, please use the Contact Us link to provide an updated list; we will contact you to confirm the updates.
- If your portal Conditions or Medications are outdated, they will be automatically updated at your next hospital visit.

#### **Are Microbiology or Blood Bank Test results available in the portal?**

No. Both Microbiology and Blood Bank results are not currently available in the portal.

#### **How can I electronically send my Health Summary information?**

- **To a Provider** - Obtain the providers direct address. Once this is done, navigate to the portal Health Summary page and follow the instructions in the page header.
- **To a non-Provider** – Obtain the email address. Once this is done, navigate to the portal Health Summary page and follow the instructions in the page header.

#### **What information will show within ‘Upcoming Appointments’? Does this include ‘Pending’ appointments?**

All appointments that have been successfully booked will appear within the “Upcoming Appointments” list on a patient’s portal. For all ‘pending’ appointments, the patient will see these displayed within the ‘Appointments’ section of their portal until these are booked.

#### **How can I update my demographic information, contacts or email address?**

From the Home page, click the Profile button and follow the instructions in the page header. Please allow up to 36 business hours for updates to be processed.

#### **How can I change my password?**

From the Home page, click the “Preferences” at the center/bottom and then click the “Change Password” button. Follow the instructions in the page header; you’ll need to immediately logout / login before accessing other areas of the portal.

#### **What information is contained in the Reports web page?**

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Your test result reports will be viewable in *portal* 36 hours after the results are finalized by the performing provider and put into your health record. The following reports are currently not available to view in CareTrack; results containing images & results that are web based (EKG Tracing, Heart Catheterizations, Cardiology Echo and Sleep Studies).

#### **Can I pay my Frederick Health Hospital bill online?**

Yes. Links to the Frederick Health Hospital Online Bill Payment site can be found in the [CareTrack Portal](#) under the Frederick Health Hospital Website Links as "Pay Your Bill" or on the [Frederick Health Hospital Website / Billing Information](#) page. For additional information, please use the "Live Chat" found on the [Frederick Health Hospital Online Bill Payment site](#).

#### **Still need help?**

Contact the Frederick Regional Health System at [caretrack@fmh.org](mailto:caretrack@fmh.org) or 240-566-3438.