

# Frederick Health

## Patient Portal

### Frequently Asked Questions

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

Enrollment emails are automatically sent to patients with a valid email address on file. For details see the Frederick Health Patient Portal web page at <https://www.frederickhealth.org/Patients-Visitors/For-Patients/Patient-Portal.aspx>.

#### **What is the source of my health information in the Patient Portal?**

All of the information in the portal comes from your Frederick Health System (Hospital and Medical Group).

#### **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 Out” email. Follow the instructions in that email to reset your account.

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

Access to your health information is limited to you and the authorized persons you permit through the sharing of your credentials.

#### **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.

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

For clinical questions, please contact your provider.

For technical questions, you can use the Technical Support button (available on every web page), email us at [portal@frederick.health](mailto:portal@frederick.health) or call us at (240) 566-3438.

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#### **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?**

For minors under the age of 13, please submit a completed Proxy Access Request and Authorization form found at <https://www.frederickhealth.org/Patients-Visitors/For-Patients/Patient-Portal.aspx>.

For minors between the ages of 13 and 18, please contact our Medical Records department at 240-566-3444 for non-portal access. Additional information can be found at <https://www.frederickhealth.org/Patients-Visitors/For-Patients/Obtaining-Medical-Records.aspx>.

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

- **Allergies, Conditions and Medications**
- **Results**
- **Reports** - Radiology reports are displayed 24 hours after they've been verified
- **Visit History** - You also have the ability to download, view and transmit (to another provider) your Health Summary record.

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

- For Allergies, let us know the allergy and any details and we will update your medical record
- For Conditions or Medications, contact your Frederick Health provider so that they can update your medical record.

#### **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

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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 48 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?**

Your test result reports will be viewable in *portal* 24 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 Patient Portal; results containing images & results that are web based (EKG Tracing, Heart Catheterizations, Cardiology Echo and Sleep Studies).

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

Yes. Click <https://www.frederickhealth.org/About/Billing-and-Financial-Assistance.aspx> to access the Billing and Financial Assistance page.

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

Contact the Frederick Health at [portal@frederick.health](mailto:portal@frederick.health) or 240-566-3438.