

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://www.frederickhealth.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://www.frederickhealth.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 4th 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 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 or 240-566-3438.