HOSPITAL PATIENT PORTAL

Your HEALTH PATIENT PORTAL

WHAT IS "YOUR HEALTH" HOSPITAL PATIENT PORTAL?

"Your Health" Hospital Patient Portal is a website through which you can view:

- Your hospital health records back to **October 1, 2018**
- Your medications
- Upcoming hospital appointments

"Your Health" Patient Portal allows for convenient access to your health information anytime and anywhere.

IS MY INFORMATION SAFE?

Yes. Our patients' privacy is our number one concern. The "Your Health" Hospital Patient Portal is a password protected website which gives secure access to each user so your health care information is safe. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. Each patient creates their own "new" password.

You are the only one who can access your "My Health" Hospital Patient Portal information. A time-out feature further protects you by disconnecting you from the Portal if you leave the Portal page open and your computer unattended.

No medical or personal health information will be sent to you through your personal e-mail account.

Questions? Contact

(716) 363-7327 (BMH)
(716) 951-7235 (TLC)

WHERE DOES MY HEALTH INFORMATION IN THE HOSPITAL PATIENT PORTAL COME FROM?

The information in the "My Health" Hospital Patient Portal comes from your Brooks or TLC electronic health record. This ensures that you have access to the most accurate, up-to-date information possible.

HOW DO I LOG INTO THE PORTAL?

During your hospital stay or outpatient visit, the hospital will provide you with the information you will need to enroll on the Portal. To access the "Your Health" Hospital Patient Portal log on to the Brooks or TLC homepage. Look for the "Your Health" icon link at the top of the page and click on it to access the Portal. To log into the portal, simply enter your user name and password.

WHAT IF I HAVE PROBLEMS WITH THE PORTAL?

There is a "Contact Us" section on the "Your Health" portal homepage that allows you to submit questions to our Portal team. You may also call either hospital at the telephone numbers listed to the left.

Brooks Memorial Hospital
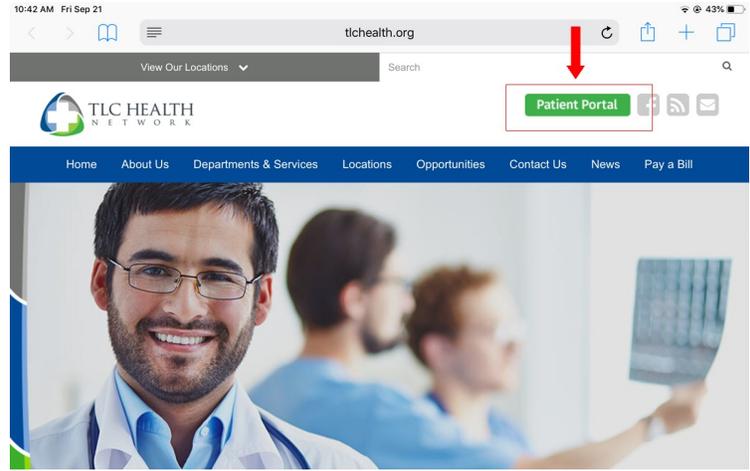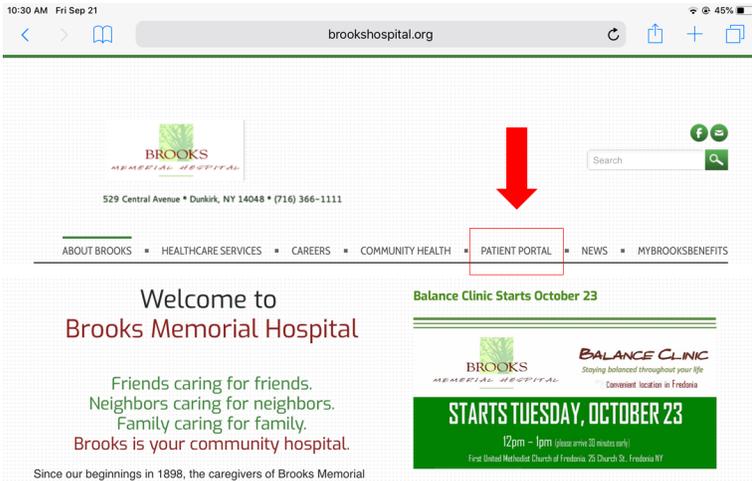529 Central Avenue
Dunkirk, NY 14048
www.brookshospital.org/patient-portal

TLC Health Network
Lake Shore Health Care Center
845 Routes 5&20
Irving, NY 14081
www.tlchealth.org/patient-portal

PATIENT PORTAL ENROLLMENT INSTRUCTIONS

1. Open your internet browser and type in **www.brookshospital.org OR www.tlchealth.org.**

2. Click on the Patient Portal tab located at the top of the page as shown below.

3. Click on the **"Self Enrollment"** tab.

4. Enter the information in the Enrollment Request window as it appears on the patient portal sheet that you received during your visit to the hospital. Please note, you need your medical record number in order to register. The Brooks medical record number begins with a K and TLC begins with a G.

5. You will receive a confirmation that you have successfully enrolled and that you will be receiving an e-mail with a temporary Logon ID and Password.

6. Go to your email and find your temporary Logon ID and Password - put this aside for a moment.

7. Go back to either www.brookshospital.org or www.tlchealth.org and the patient portal tab at the top of the page (as shown above).

8. Click on the **"Login"** tab.

9. Enter your temporary Logon ID and password as they are listed in your email.

10. You will then be asked to create a permanent Logon ID and password which you will use to access the portal going forward.

11. You have now completed the enrollment process.

12. To access your portal at any time, go to either hospital website and the Patient Portal tab.

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