

MyCareCorner Frequently Asked Questions continued...

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this brochure. Once you have entered your information and have been prompted to create a username and password, you will only need your username and password to sign into your MyCareCorner account in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given them permission. As a patient of Cary Medical Center, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the Cary Medical Center Patient Portal?

Contact our Customer Service Representative at 207-498-1380 Monday through Friday from 9am-2:30pm.

Will I get notified by email when a message is sent?

Patients have the ability to receive customized notifications when new messages, files, or data elements have been added to their health record. A patient must set up their notifications by selecting the Notification Settings option within MyCareCorner. From the Notification Center, select the red add option to create a new notification.

What if I have questions about my medical records?

If you have questions about your medical records, or feel that an error has been made, please contact Cary Medical Center's Medical Records Department at 207-498-1117.

Need More Help?

When using the patient portal, you can click the **Need Help?** button located in the upper right corner of the screen to access online application help.

How are the current registered patients for Thrive Patient Portal invited to MyCareCorner?

Once MyCareCorner is activated, when a registered patient tries to log into the previous Thrive Patient Portal, they will be re-directed to their MyCareCorner account. The account creation screen will display with an invitation code to create their new account. The patient will also receive an email with the invitation code in case they do not complete their registration process through the re-direct. If additional family members are associated with the Authorized Rep., the Authorized Rep. will get an email for each of those unique patients.

The Cary Medical Center MyCareCorner Patient Portal relates to services provided at Cary Medical Center ONLY and will not include health information from any other health care facilities that you may have utilized for health services. It is NOT recommended that you message your doctor or other healthcare provider thru MyCareCorner. We encourage you to use the patient portal provided by Pines Health Services or whichever health service you attend.

My Provider: _____

Medical Office: _____

Phone: _____



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Healthier Communities*

Cary is an equal opportunity employer and provider.

MyCareCorner

Cary Medical Center Patient Portal



*Creating
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MyCareCorner

Thank you for choosing Cary Medical Center as your provider of Medical services. Our Goal is to provide you with excellent care and hospitality. In compliance with the federal government's Promoting Interoperability Program, all hospitals are required to provide patients (and/or a patient-authorized user) access to their patient record electronically. Having this electronic access through your personal, secured email will allow you as the patient the ability to review your medical record during your stay here at our facility. This access provides you with information, including but not limited to, medical procedures completed, medical history, medications taken, allergies, existing or developing medical conditions, etc. You can also download your confidential medical record to your own private computer for your personal records, as well as electronically share your record with another medical professional of your choice if there is a need.

Upon your discharge from our hospital, if you shared an email address with us during the registration process, you will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record.

Thanks again for choosing Cary Medical Center & we hope you have a pleasant stay with us.

A Patient's Guide to Using MyCareCorner (MyCareCorner.net)

Welcome to MyCareCorner, your personal portal to your health record. We created this simple, yet comprehensive guide to help you navigate through your new portal.

While you may see some differences compared to what you are used to, your new portal offers an enhanced experience and ability to effectively manage your health with your provider.

Getting Started

Your healthcare provider, Cary Medical Center, will provide you with an email (if you provided an email address) or printed copy of instructions for accessing the MyCareCorner website.

1. From the email, click the link in the email. The **MyCareCorner** page is launched.
2. Click **CONTINUE**. The invitation Code screen is displayed. When launching directly from the email, your customized invitation code is automatically displayed in the boxes.
3. Click **SUBMIT**. The Create Your MyCareCorner Account page is displayed.
4. You will need to create an account the first time using MyCareCorner. Click **CREATE ACCOUNT** and proceed with step 6.
5. For future use, after you have created an account, enter your email and password and click **SIGN IN**.
6. Enter your information in the fields provided: First Name, Last Name, Relationship, Sex, and Date of Birth.
7. In the Create Account fields, enter an email address and password using the fields provided: Email, Password, Confirm Password.
8. Enter the characters you see in the field provided.
9. Check the I agree to the **TERMS AND CONDITIONS** box.
10. Click **CREATE ACCOUNT**. A verification question may be displayed. If so, answer the question and click Submit. The information Transfer page is displayed.
11. In the **Select the record that MYPortal will be able to access** field, use the drop-down list to select the record (or person's name) whose information is being transferred to MyCareCorner (see note below). **IMPORTANT:** If you do not see the correct person's name, click the **ADD RECORD** button to add the person to the drop-down list so that it can be selected. [To add a record, click **ADD RECORD**. In the Create New Record screen, enter the First Name, Last Name, Relationship, Sex, and Date of Birth of the patient record you wish to add. Enter the characters and click **CREATE**. The new record is now an option in the drop-down list.]

NOTE: It is important to note that multiple patients can be set up under one account (or email address/password combination) so that spouses and/or children can be accessed from a single account holder.

12. Click **ALLOW**. The Access Approved screen is displayed. Click **HOME** to go to the MyCareCorner patient portal home page. As the home page is displayed, a **YOUR DATA LOADING** message is displayed. Once the message disappears, refresh your browser to ensure the health record data is displayed. If an **Error Occurred while getting your data, please talk to customer service** message is displayed, contact our Customer Service Representative at 207-498-1380 Monday through Friday from 9am-2:30pm.

Your Online Health Management Tool

MyCareCorner lets you review test results as they become available and view personal health information.

MyCareCorner Frequently Asked Questions

What is MyCareCorner?

Cary Medical Center's MyCareCorner is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR).

The clinical data on MyCareCorner includes::

- Test results
- Medications
- Allergies
- Immunizations
- Health Issues

How do I access MyCareCorner?

If you are new to the patient portal, you will receive an invitation email from the hospital to sign up for MyCareCorner. If you are already established with your patient portal, you can use the same link that you have been using, to access MyCareCorner.

Do I need special equipment?

No. All you need is access to a computer or mobile device, an email account that matches the one provided during hospital registration and an internet connection.

Patient Portal FAQs continued on flip side.