

Patient Portal FAQs

What is the Robinson Memorial Patient Portal?

Patient Portal is a secure, online health management tool that connects Robinson Health Affiliates, Inc. patients and Robinson Memorial Hospital patients to portions of their personal health information including:

- Test results and medications
- Access to preventative care information
- Home going instructions from physicians

How do I sign up for the Patient Portal?

At the time of your appointment, you will be asked to provide the office with the following information:

- Photo ID
- First and last name
- Phone number
- Date of birth
- Email address

The information you provide is confidential and is processed through our secure system at the time of entry. The information you provide to your physician's office will be the same information you will enter to establish a user name and password on the Patient Portal website.

Do I need any special computer equipment to use the Patient Portal?

No. All you need is access to a computer, an email account and an Internet connection.

How do I set up an account on the Patient Portal?

Once you have provided your doctor's office with the necessary information, you will be able to set up your account on the Patient Portal.

1. Go to robinsonmemorial.org
2. On the right-hand side of the screen, you will see "Patient Portal" in the navigation bar, and then click "Log in." This will take you to the secure patient portal website.
3. From the secure patient portal website, click "Create an Account" on the right side of the screen in the "Sign In" section of the page.
4. You will be prompted to enter the following information:
 - a. First and last name
 - b. Phone number
 - c. Date of birth
 - d. Email address

For your security, the information entered must match the information you provided your doctor's office at the time of your appointment.

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 Patient Portal in the future.

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Can I get a Patient Portal account for a loved one?

Yes you can. Patient Portal gives parents or legal guardians of minor children (age 17 years and younger) access to portions of their child's medical records. The Patient Portal can also be used by legal guardians of dependent adults to access portions of the medical record of their loved ones.

How do I set up a Patient Portal account for my child or dependent adult?

At the time of your child or dependent adult's appointment, you will be asked to provide the office with the following information:

- Their first and last name
- Phone number
- Date of birth
- Email address

As each person has their own individual health information, you will need to provide the office with a unique email address for each person you plan on opening an account for.

For example:

Mother would like to sign up her 6-year-old child on the Patient Portal: The mother would need to provide the doctor's office with the child's first and last name, phone number (this can be the same number as the mother's phone), child's date of birth, and email address (This email address CANNOT be the same email address the mother used to signed up her own Patient Portal account. Each family member must have their own email address.).

Free email accounts can be accessed through www.hotmail.com, www.gmail.com and www.yahoomail.com if you do not currently have one.

If I am not a Robinson Memorial patient, can I still sign my child or dependent adult up for a Patient Portal account if they are a Robinson Memorial patient?

Yes. Please see "How do I set up a Patient Portal account for my child or dependent adult?" to create an account.

When can I access my information on the Patient Portal?

After you have provided your physician with the appropriate information, you can create an account that same day. The Patient Portal provides 24-hour access to your health information.

Can I email my Robinson physician through Patient Portal?

No. The Patient Portal is not an email system and we do not recommend sending any confidential information through standard Internet email. When you activate your personal Patient Portal account, you are asked to provide your email address so that you can receive email notification to log on to your secure Patient Portal account whenever new information has been made available. There currently is not an option to email your physician's office from the Patient Portal.

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Is there a charge to having the Patient Portal?

There is no charge. The Patient Portal service is offered complimentary to Robinson Memorial patients.

Is my physician on the Patient Portal?

All Robinson Health Affiliates, Inc. physician offices are on the Patient Portal.

Can I refill my prescriptions on the Patient Portal?

No. While the Patient Portal does list the current and past medications you have taken. You will still need to contact your physician's office to refill your prescriptions.