

WELCOME



Are you ready to feel like a **participant** in your own health care? Humboldt General Hospital is offering you easy access to your private health information online via the **HGH Patient Portal** at hghospital.iqhealth.com.

This new website enables you to access your **personal health information** easily, securely, and conveniently. Once you have registered for the portal, you will be able to access your health records any time of day and **from any location** with an Internet connection.

The HGH Patient Portal began archiving your personal patient information on **November 11, 2019**. It takes the place of the former mycarecommunity.com patient portal, which continues to offer access to any patient data prior to the November 11, 2019, transition.

Whether you are admitted to HGH as an inpatient or have lab work, x-rays, and other outpatient procedures, you will be able to **quickly and securely access** vital health information at your convenience.

Humboldt General Hospital is pleased to provide this **easy, safe and free** health information portal for you. All patients at HGH are invited to begin the enrollment process at hospital registration or via self-enrollment at hghospital.iqhealth.com.

Remember, the Patient Portal is for **non-emergency health information only**. In the event of an emergency, always dial 9-1-1.

For more information or for assistance with the **HGH Patient Portal**, please contact:

Lupé Diaz

Clinical Informatics Coordinator
(775) 623-5222, ext. 1697
Monday through Friday
9 a.m. to 5:30 p.m.
Se habla español

HGH
Humboldt General Hospital

hghospital.iqhealth.com



PATIENT PORTAL

@HUMBOLDT GENERAL HOSPITAL

An easy and safe way to access
your personal health information

HGH
Humboldt General Hospital

WHAT IS PATIENT PORTAL?

Accessing the **HGH Patient Portal** at hghospital.iqhealth.com makes managing your personal information easy, secure and convenient.

As a registered member of the **HGH Patient Portal**, you will be able to:

- View lab and imaging results
- View medication lists, diagnoses, discharge instructions, immunizations and more
- View, schedule, request, cancel or reschedule appointments
- Send and receive secure messages with the office of your healthcare provider
- Request prescription refills or medication refills
- View clinical summaries of your visits
- View and change your account information

HOW DO I REGISTER?

If you wish to register for the **HGH Patient Portal**, **(1)** show Humboldt General Hospital's registration staff your photo ID, **(2)** provide them with your personal email address, and **(3)** select a security key (usually your mailing zip code).

You will then receive an invitation to create a patient portal account at your personal email address. The invitation will include instructions on how to claim your account as well as details about the portal.

If you do not enroll for the **HGH Patient Portal** during hospital registration, you may self-enroll by visiting hghospital.iqhealth.com/self-enroll. Complete the required information on the Self-Enrollment page. The system will then verify your identity by sending a code via email or text message. Enter the code to claim your patient portal account.



FREQUENTLY ASKED QUESTIONS

What internet browser should I use to access the portal? To ensure the best possible patient experience, please use Apple Safari, Google Chrome, Microsoft Edge, Microsoft Internet Explorer 11, or Mozilla Firefox.

Do I need special equipment for the Patient Portal? You do not need any special equipment, only access to a computer with an internet connection and an email address.

How can I access my child's account? Children under the age of 18 are not issued a patient portal account; however, all their information, with some exceptions, can reside within your account.

What if I can't remember my password? Please log on to the patient portal site at hghospital.org.iqhealth.com and click on "Forgot Password." Follow the directions to retrieve your password.

Some of my information is wrong? How do I correct this? If you notice an error in your personal information or medical history, please contact Humboldt General Hospital Medical Records at (775) 623-5222, ext. 1805.

I can't view my patient records prior to November 2019. The HGH Patient Portal began archiving your personal patient information on November 11, 2019. It takes the place of the former mycarecommunity.com patient portal, which continues to offer access to any patient data prior to the November 11, 2019, transition.

HOW DO I SIGN IN?

First, log on to hghospital.iqhealth.com.

Second, enter your username, which you will create upon receiving your email invitation.

Third, enter your password (passwords are case sensitive).

Fourth, click submit. The home page should display the "Patient Dashboard."

PROTECTING YOUR PRIVACY

Humboldt General Hospital is very serious about protecting your privacy. You can help keep your health information protected by making sure we have your **correct email address**, and informing us of any changes.

Also, never give your password to anyone; **keep your password private**. We will never ask for your password, nor should anyone else.

Additionally, be assured that Humboldt General Hospital will never share your email address with any third party.

YOUR INFORMATION

Your patient portal information at hghospital.iqhealth.com not only includes your health information from **Humboldt General Hospital** but also any hospital that is affiliated with the Cerner Patient Portal—providing access to your healthcare information at hundreds of hospitals across the United States.

You will be able to access patient information from any Cerner-affiliate hospital through your **HGH Patient Portal**. However, the portal will not include information from any non-HGH hospitals, clinics or providers.

PATIENT PORTAL ADDRESS

Humboldt General Hospital's Patient Portal address is: hghospital.iqhealth.com.