CELEBRATING
50 years
MGH&FC
1968-2018

Mason General Hospital
& Family of Clinics

United Community, Empowered People, Exceptional Health

Get connected for medical records, appointments, and e-mail your health care team, all from your computer on...

MyMasonHealth

Simplify and save time

You will have the ability to manage your health at the click of a button with these too ls:

- **Secure Messaging:** You are able to securely send and receive messages to and from your healthcare team.

- **Manage Appointments:** You can view upcoming appointment details, reschedule, cancel or request a new appointment.

- **Medical Record:** You can view selected data from your *MyMasonHealth* electronic medical record, including test results and patient education information.

How do I access MyMasonHealth?

Once invited to *MyMasonHealth* by your health care team, you will receive an email at the email address you provided that will allow you to follow the link to *MyMasonHealth*. You will enter your email address and the last four numbers of your social security number; this will allow you to create a password and set up your account for *MyMasonHealth*. Once you confirm your account you can access the *MyMasonHealth* link from the Mason General Hospital & Family of Clinics website at www.masongeneral.com.

CLICK HERE

MyMasonHealth.org

Secure Messaging connecting you directly to your healthcare team

How do I check my messages?

After you log in to *MyMasonHealth,* you will see your home page. **Select Secure Messaging** from the navigation panel on the left and then click on **Inbox.** This will take you to your received messages. To view the contents of a message, click on that message.

MyMasonHealth

How will I know when I have a new message?

When a new message arrives in your inbox, an email alert message will be sent to the email address that was entered for your account during registration.

How do I send a message to a provider?

You can send a message to your health care team by clicking on the **Secure Messaging** navigation panel. This will take you to your message inbox.
Select **Send Message** and enter the first two letters of your provider's last name, then select your provider, type your message, and click **Send.**

Appointment Management

How do I view my scheduled appointments?

In the **Appointments** navigation panel you will view upcoming appointments. You will see details for each of your scheduled appointments. Actions for each appointment include Reschedule, Cancel, and Instructions.

How do I request a new appointment?

Click on the **Request a New Appointment** link under the **Appointments** section
on the left navigation panel.

1. Select a provider in the "To" field.
2. Enter either the first available appointment, or enter your availability in the field provided.
3. State the reason for your appointment.
4. Enter your preferred follow up method for the request – if by phone, enter your phone number for the staff to call you back.
5. Review the details of your request, and click **Send.**
6. If you choose 'secure message' as the follow up method, you will receive an email correspondence regarding your appointment request in your secure message inbox.

How do I reschedule or cancel an appointment?

From the **Appointments** menu, select **Reschedule** or **Cancel,** then complete the form and submit it. You will receive an email notification of your request in your secure message inbox.

Privacy and security your way

With your *MyMasonHealth* account you will have the ability to view selected information from your electronic medical record (EMR) from Mason General Hospital & Family of Clinics. You will have access to transmit your clinical record summaries to your personal health record. *MyMasonHealth* is HIPAA compliant
and provides you with the ability to securely view, store, and share your health information.

Questions?

Visit www.masongeneral.com/mymasonhealth.html for more information.
For technical questions that are not addressed online, please call (877) 621-8014 between 8 a.m. and 8 p.m. EST, Monday through Friday (except holidays); or send an email to patientportal@masongeneral.com.