



Online Patient Portal

The Patient Portal is an online resource which allows patients to review medical records and test results after seeking care at Penobscot Valley Hospital. The Portal provides a means for patients (and their approved family members) to securely view personal health information, download paperwork, and transmit to a secure third party like your primary care physician.

All of your personal health information is encrypted and stored securely. The patient portal abides by the HIPAA Security Rule requiring technical safeguards including access controls, encryption, and audit trails.

Using the Patient Portal is a great way to be an involved participant in your healthcare team.

How Do I Sign Up?

At registration, staff will ask for a personal email address which will be the initial step in setting you up for the patient portal. If you do not have an email address, you can set up a free account on services like Gmail.com, Outlook.com, or Yahoo.com. If you are an inpatient, PVH staff can assist you during your stay without an email address.

Next, check your email for a message from donotreply@pvhme.org containing the instructions on how to register. You'll be asked to enter your name, birth date and will create a username and password. Three security questions will then be asked.

Once you are registered, you may access the patient portal directly at <https://www.mymedicalencounters.com> or by visiting our website, www.pvhme.org/patientportal and select the CPSI Patient Portal.

Enter the login information that you've created. Next a list of names that you are authorized to view (your children, your parents, etc.) will be viewable and you'll select the name that you would like to view clinical information on. The "Summary of Care" will list the patient's entire plan of medical care for each clinical visit. No one is able to view these records unless specifically authorized by the patient.

Can Others View My Info?

You are the only person authorized to view your medical information from the Portal unless you authorize another representative to view this information. You may authorize others to access your medical records through the Portal by speaking to PVH Registration (dial 0 within the hospital, or call 207-794-3321).



This might be helpful if you have a caretaker that would like to review your hospital discharge instructions and plan of care. Just remember that once you authorize this person to review your medical records, they have access to all future medical visits unless you contact PVH Registration to have this person removed from your Portal account.

You may also download copies of your medical encounters to share your summary of care, medication lists, and test results with your caretaker or primary care physician. Some providers are set up with a certified direct message address which would allow you to securely e-mail a copy of this information to your healthcare provider.

What If I Need Assistance?

Patients may choose to access the portal prior to leaving the hospital, where guidance and support is still available to you. Speak with your nurse if you're interested in reviewing the Portal before you leave the hospital.



If you have questions about the Portal once you are at home, call the hospital at 207-794-3321 and we will direct you to the proper department.