

Frequently Asked Questions (FAQs)

Q. What is changing?

A. To better serve our patients and provide a higher quality of care, Health Quest is enhancing your patient experience and patient portal, **MyHQ247**. The newly enhanced **MyHQ247** provides secure online access to your health records for all Health Quest sites of care, including: our four hospitals (Vassar Brothers Medical Center, Putnam Hospital Center, Northern Dutchess Hospital, Sharon Hospital); The Heart Center*; Health Quest Medical Practice, P.C.; and Sharon Hospital Medical Practice.

With these enhancements, you can now:

- View lab and pathology results.
- Securely message your HQMP/Heart Center provider(s).
- View notes from your visit(s), patient education and visit/discharge summaries.
- Request prescription renewals.
- View vaccination, allergy, medical and procedural history.
- Pay your bill online.

Q. What if I am already a patient of a Health Quest hospital (e.g. Vassar Brothers Medical Center)?

A. You will now have the ability to view all of your medical records in one, secure portal through MyHQ247 if you have been a patient at one of our hospitals (Vassar Brothers Medical Center, Putnam Hospital Center, Northern Dutchess Hospital or Sharon Hospital), Vassar Diagnostics Lab or DRA Imaging, Health Quest Medical Practice (HQMP), The Heart Center or Sharon Hospital Medical Practice.

Q. How does this benefit me?

A. These enhancements allow you to more conveniently manage and access your secure healthcare records and information. You will have 24/7 easy, online access to tools and features to better manage your healthcare such as accessing your medical records, messaging your provider and requesting prescriptions renewals.

Q. How do I sign up for MyHQ247?

A. You can enroll in **MyHQ247** during a visit to your provider for a scheduled appointment. Or, if you have provided your email address to one of the hospitals or HQMP/Heart Center offices, you may self-enroll by accessing healthquest.org/MyHQ247 and clicking the *Don't Have an Account? Enroll Online* button. Follow the instructions on the screen, including adding your email address that was provided to the Health Quest facility.

*The Heart Center a division of Hudson Valley Cardiovascular Practice, P.C.

Q. If I already have a MyHQ247 account, do I need to sign up again?

A. You will not be required to create a new one if you have been a patient at one of our hospitals (Vassar Brothers Medical Center, Putnam Hospital Center, Northern Dutchess Hospital or Sharon Hospital), Vassar Diagnostics Lab or DRA Imaging and already created a **MyHQ247** portal account.

You will be required to create a new portal account if you are a Health Quest Medical Practice, Heart Center or Sharon Hospital Medical Practice patient and previously signed up with your provider's old patient portal (eCW or Allscripts).

Your provider's office can enroll you in the new, enhanced MyHQ247 portal. Or, you can self-enroll online if we have your email address on file: https://healthquest.iqhealth.com/self-enroll/#email_address.

Q. Will my medical records and information from my old portal transition to the new, enhanced MyHQ247 portal?

A. If you have been a patient at one of our hospitals (Vassar Brothers Medical Center, Putnam Hospital Center, Northern Dutchess Hospital or Sharon Hospital), Vassar Diagnostics Lab or DRA Imaging and previously had a **MyHQ247** portal account, your medical records from these visits will be visible in the enhanced **MyHQ247** portal.

If you are a Health Quest Medical Practice, Heart Center or Sharon Hospital Medical Practice patient and previously signed up with your provider's old patient portal (eCW or Allscripts), those medical records will not transition to the new, enhanced **MyHQ247** portal. But, your provider can update your medical information and history during your first visit, so it is all in one place.

Q. How do I access my old HQMP patient portal?

A. If you wish to access your old HQMP patient portal through eCW, you may access here: https://mycw32.eclinicalweb.com/portal3374/jsp/100mp/login_otp.jsp until the end of the year (2019). After that point, if you need your old medical records, you will need to contact your HQMP provider's office directly.

Q. How do I access my old Heart Center patient portal?

A. If you wish to access your old Heart Center patient portal through Allscripts, you may access here: <https://hvheartcenter.followmyhealth.com/Login/Home/Index?authproviders=O&returnArea=PatientAccess#!/default#%2FIndex> until the end of the year (2019). After that, if you need your old medical records, you will need to contact the Heart Center provider's office directly.

Q. Is there a fee to use MyHQ247?

A. MyHQ247 has no cost.

Q. How do I access MyHQ247?

A. You can access the patient portal, **MyHQ247**, two ways:

1. Visit healthquest.org/MyHQ247.
2. Download the HealtheLife App from the Apple or Google Play store.

Q. Will my bill cost more or less?

A. There will be no changes to your billing.

Q. Who do I contact if I have questions about enrolling or using the platform?

A. You may contact the 24/7 support number at **877.621.8014**.

Q. Where can I update or change my username and password?

A. Once you have signed into the **MyHQ247** portal, click the (...) in the bottom left corner of the screen next to your name. The account screen will open. Click on *Update Account Settings*. The username cannot be changed, but you may change your password by selecting *Password* from the menu on the left and following the prompts.

Q. I forgot my password. What should I do?

A. On the **MyHQ247** portal homepage, select *Forgot Password* and follow the prompts.

Q. I can't remember the answer to my security question. How do I reset the security question?

A. Once you have signed into the **MyHQ247** portal, click the (...) in the bottom left corner of the screen next to your name. The account screen will open. Click on *Update Account Settings*. Select *Security Questions* from the menu on the left and follow the prompts.

Q. Can I use MyHQ247 to pay my Health Quest bills?

A. Yes. Click on the *Bill Pay* option in the portal menu to link to the *Pay Your Bill Online* page.

Q. Can I use the portal if I speak Spanish or another language?

A. Once you have signed into the **MyHQ247** portal, click the (...) in the bottom left corner of the screen next to your name. From the menu that displays, click the down arrow next to English (United States) and select the other language available, which is Español (Estados Unidos). This will display the portal in Spanish, but not the information from the medical record. For example; if there is a note written by a provider in English, it will remain in English.