

Step 3

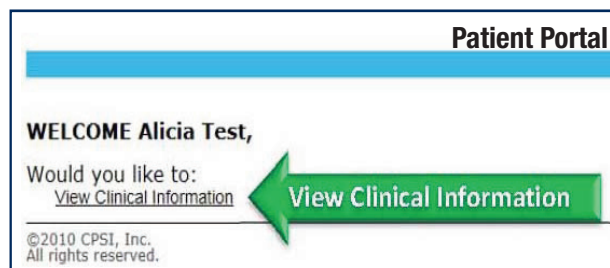
Select three security questions and provide answers. These are needed in case your password is forgotten.

Step 4

Click on Main Menu.

Step 5

View Clinical Information



Step 6

Select the applicable patient to view (if you are an authorized representative for more than one account, you will see all of them listed here).

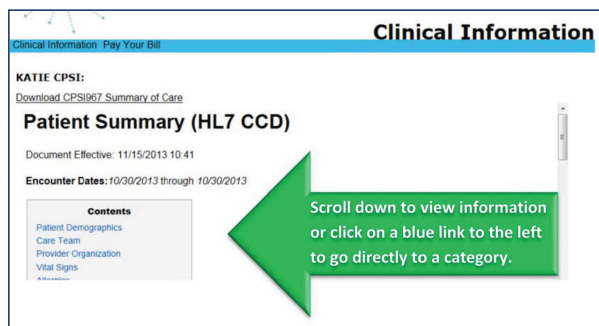
Step 7

Select applicable account. All accounts for your visits to Sterling Surgical Hospital will be listed here.



Step 8

Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.



Step 9

To view another account, select "Clinical Information."

By following these steps you will be able to successfully view your clinical information on Sterling Surgical Hospital's Patient Portal.

In doing so, you can access your vital medical history with our facility.

Through the portal, you also have the ability to download your Patient Summary to your home computer for personal use, as well as directly send this information to another medical practitioner of your choosing.

In order to do this, you will need to contact our Registration Office for further instruction at 985.690.8200.

989 Robert Boulevard
Slidell, LA 70458
985-690-8200

www.sterlingsurgical.net

STERLING
SURGICAL HOSPITAL

The Surgery You Need in the Setting You Want



Sterling Surgical Hospital provides our patients with easy and efficient access to their health information.

Through our secure patient portal, you will be able to privately access your information online.

To access your personal health information, follow the instructions given in this pamphlet. After your visit, Sterling Surgical will send instructions to the email address you provided during registration.

Frequently Asked Questions

What is the Patient Portal?

The Sterling Surgical Hospital Patient Portal is an online health management tool that includes a view of clinical data from your Sterling Surgical Hospital Electronic Medical Record.

The clinical data on the Patient Portal includes:

- Test results
- Medications
- Allergies
- Immunizations
- Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the Sterling Surgical Hospital Patient Portal AFTER you have completed the initial setup process, you can log in at: <https://www.mymedicalencounters.com/>. Remember, use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection.

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this brochure. 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.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given permission. As a patient of Sterling Surgical Hospital, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging into or accessing the Sterling Surgical Hospital Patient Portal? If you have trouble logging in or accessing Sterling Surgical Hospital's Patient Portal, contact Sterling Surgical Hospital's registration department at 985.690.8200, Monday through Friday from 8 am-4:30 pm CST.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will automatically post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each visit.

What if I have questions about my medical records?

If you have questions about your medical records or feel that an error has been made, please contact Sterling Surgical Hospital's Health Information Manager at **985.690.8245**.



Accessing Your Account

To access your account or additional accounts at a later time, please visit:
<https://www.mymedicalencounters.com/>

The Sterling Surgical Patient Portal relates to services provided at Sterling Surgical Hospital ONLY and will not include health information from any other health care facilities patients may utilize for health services.

How to Register for Sterling Surgical Hospital's Patient Portal: A Step-by-Step Process

Step 1

You will receive an email invitation to create your patient portal account. Click on the link provided in the email to start the registration process.

Step 2

Enter first name, last name and date of birth. The Profile # and email will pull from the link provided in the email. Next, create a user ID and password, select the checkbox verifying the information is correct and then hit **REGISTER**.

Patient Portal

New User Registration:

*First Name:

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #: 00043710

*Email Address: ljohnson@lchcia.com

☐ I verify that the information I have entered above is correct and my own personal information

*User ID:

*Password:

*Confirm Password:

Verify Information

Register

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