Patient Portal at Sparta Community Hospital
Frequently Asked Questions

What is the Patient Portal?
The Sparta Community Hospital Patient Portal is an online health management tool that includes a view of clinical data from your Sparta Community Hospital Electronic Medical Record and provides efficient, secure access to patient account balance information 24 hours a day, 7 days a week. It is available only to patients 18 years and older. The Patient Portal includes:

- Clinical Information
  - Lab 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 SCH Patient Portal AFTER you have completed the initial set up 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. Your email address will never be sold or otherwise released.

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 SCH, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the hospital admission or outpatient registration process.

Who do I contact if I did not receive my email invitation to the portal after my discharge?
Call 618-443-1338. They can do a portal reset which will re-send the email to the address we have on file.

Will I receive emails after each admission or outpatient registration to the hospital?
Once you register on the patient portal, no additional emails will be sent. After each registration 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.
If you do not register on the patient portal, an email invitation will be sent each time you have a service to provide you the opportunity to register.

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 the Hospital’s Health Information Department at 618-443-2177 x1449.

Can 2 people in the family have the same e-mail address?
Yes, just make sure to ask the hospital representative to give you the profile number for each person. The system fills in the profile number when you follow the email link. Set up the accounts based on matching the profile number.

I forgot my user ID or password.
On the main portal page below the Welcome information, there is a link: Forgot user id or password
Click on the link and follow the instructions.

My email address has changed.
Contact the Hospital’s Health Information Department at 618-443-2177 x1449. To protect your health information, we do not make any changes over the phone. You will be mailed a form to complete and return along with a copy of a government issued photo ID. If you present in person to request an email change, we also require a government issued photo ID to validate your identity. Once your portal is reset, you will need to sign up again for the portal with a user name and password under the new email address.

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

My User Name is:____________________________________________
My Password is:_____________________________________________

THE SCH PATIENT PORTAL DOES NOT INCLUDE INFORMATION FROM
At Home Healthcare or Quality Healthcare Clinics.

For any other questions please send an email to portalhelp@spartahospital.com
How to Register: A Step-by-Step Process

Step 1
You will receive an email invitation to create your 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 click the register button.

Step 9
Select applicable account.

Step 10
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 11
To view another account, select “Clinical Information”.

Click on this link
Verify Information
Step 3
Select 3 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
From this screen, one or more accounts can have partial payments or full payments created. If you would like to pay an account in full, you do not need to enter the payment amount, you can simply check Pay in Full. If you choose to make a partial payment, you will need to enter the amount to pay on that specific account.

Once the amounts are entered for the account(s) for payment, you will need to move to Step 2 by selecting the green arrow pointing to the right.