



A Secure,  
Online Health-  
management Tool  
for our patients provided by  
Mt. Ascutney Hospital and  
Health Center in partnership  
with Cerner Health.

Frequently Asked Questions

### IS MY INFORMATION SECURE ON *myMAHHC* PATIENT PORTAL?

Yes, it is very secure and HIPAA compliant. It is your responsibility to protect your Username and Password.

### HOW DO I GET ACCESS TO *myMAHHC* PATIENT PORTAL?

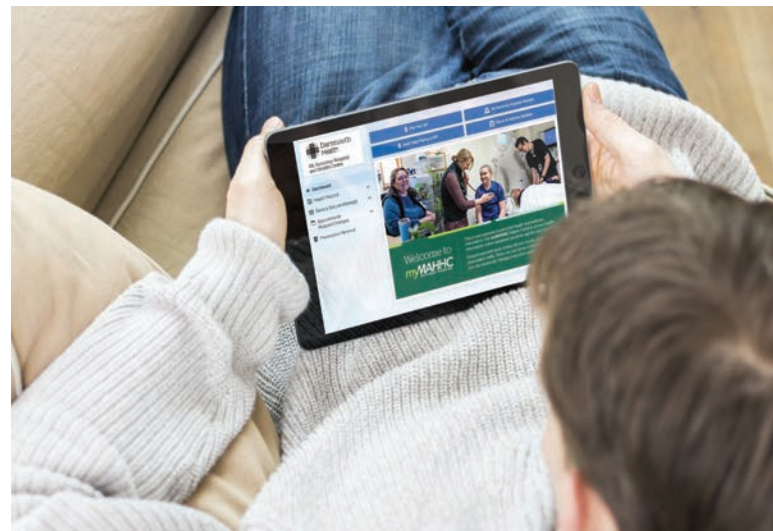
If you have received services by any of Mt. Ascutney Hospital's providers, in Windsor or at our Ottauquechee Health Center in Woodstock or other locations; you may request Portal access.

1. To sign up for your own account (ages 12 & up), use the self-enrollment available on our website;
  - at [mtascutneyhospital.org/mymahhc](http://mtascutneyhospital.org/mymahhc)
  - or during a visit to the clinic or hospital
2. You will be sent an email invitation to the email address you have provided.
  - a) Please monitor your "junk mail" folder.
  - b) The invite is good for 90 days. If it expires, then you need to ask for a new invitation to be sent.
  - c) Complete the steps in the invitation to gain access to your health portal.

### CAN I ALLOW OTHERS TO ACCESS MY ACCOUNT?

- Yes, they get their own invitation to setup "proxy" access to your account.
- Patients age 0 to 11: No access for the child. Only the parent(s)/legal guardian is allowed access as a proxy.
- Patients age 12 to 17: The parent/legal guardian may have limited proxy access to their teen's account.
- Patients age 18 or older: May have their own access and may grant proxy access to any other adult(s).

**myMAHHC**  
PATIENT PORTAL



*A secure, online health-management tool*

With **myMAHHC** Patient Portal, you will find all your healthcare information in one place and be able to access it 24/7 through your personal, easy-to-use online web portal.



myMAHHC Works for You

### AVAILABLE AT YOUR CONVENIENCE

We understand your time is valuable. **myMAHHC** Patient Portal makes time-consuming tasks simple... a few clicks, and you're done.

- Access complete health information online
- View and print your health information
- View and manage your appointments
- Pre-register for scheduled appointment
- Request prescription renewals
- Ask non-emergency questions to your healthcare team
- Pay your bills online
- View patient education materials
- View your lab results

### YOU CHOOSE THE WHEN AND WHERE

Access to myMAHHC Patient Portal is on your schedule, whether at home, on vacation or at another medical office.

- Use myMAHHC Patient Portal from anywhere using a browser
- Access from your smartphone or tablet
- Manage information around the clock, without waiting

### KEEP THE MOST IMPORTANT PEOPLE IN THE LOOP

You can connect with your providers and keep your family informed at the same time.

- Exchange messages with your provider between visits
- Give authorized family members access to your health information



Sign up in a way that's right for you.  
You can submit your enrollment information:

- 1. ONLINE: To register or get more information, visit [mtascutneyhospital.org/mymahhc](http://mtascutneyhospital.org/mymahhc), and click the "myMAHHC Patient Portal" link.**
2. OR BY EMAIL: [mymahhcportal@mahhc.org](mailto:mymahhcportal@mahhc.org)
3. OR BY MAIL: Mail this card
4. OR IN PERSON during a visit to the clinic or hospital

**MAIL TO:** Mt. Ascutney Hospital and Health Center  
289 County Road  
Windsor, Vermont 05089

- Yes, I would like to sign-up for myMAHHC**
- No, I do not want to sign-up

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Email: \_\_\_\_\_

Last 4 Digits of SSN: \_\_\_\_\_

This will serve as your private PIN to initially access your personal portal at which point you will set up a password