

# Patient Portal FAQs

*Helpful information for patients of Blount Memorial Hospital*

## Signing Up

### 1. What is the patient portal?

The patient portal provides an easy and convenient way for you to access your health information at any time. It can include current and future information about allergies, details of your health care visits, laboratory and radiology results, procedures and vital signs. Past medical records are not available through the portal, but can be accessed through our Medical Records department.

### 2. How can I register to use the patient portal?

When you come to Blount Memorial Hospital for an emergency visit, test, procedure or inpatient stay, you will be asked by registration staff if you would like to participate in the free patient portal. If you choose to do so, all you need to get started is a valid e-mail address. Your e-mail address is only used to register for the patient portal.

### 3. What can I expect to receive via e-mail?

If you choose to participate and provide a valid e-mail address, you will receive, within six hours of going home, an invitation from RelayHealth, which provides patient portal services. You have 30 days to respond to the invitation, confirm your identity and create a user ID so that you may access your health information.

### 4. Do I have to participate in the patient portal?

No, you do not have to participate. Blount Memorial Hospital offers this service as a convenience for patients who want to review and have access to their health care information.

### 5. If I sign up for the patient portal, can I cancel my participation at a later date?

Yes, you can disenroll at any time.



**Blount Memorial**  
Hospital



907 E. Lamar Alexander Parkway  
Maryville, TN 37804

865-983-7211  
[www.blountmemorial.org](http://www.blountmemorial.org)

## Benefits

### 1. Is the patient portal the same as e-mail?

No. The patient portal uses a secure website to allow electronic access to your health information. Information you add to help you keep track of your health care does not get transmitted back to the hospital and is not changed in your hospital health record. Updates you make in portal are for your viewing and use only.

### 2. How does the patient portal help me?

The patient portal is a useful tool designed for easy, instant access. Using the portal, you can manage your listing of allergies, view details of your health care visits, see laboratory and radiology results, track procedures for your health history, view vital signs and print documents. Results of test(s) and your visit(s) are available 36 hours after your stay.

## Privacy

### 1. Is my information secure?

Yes. A number of safeguards are in place to protect your privacy and your personal information. You only will receive the e-mail invitation to create your portal user ID through the e-mail address you provide. You must provide information to confirm your identity and create security questions to use the portal. These steps are in place to also help identify you, just in case you lose or forget your password.



## Technical Assistance

RelayHealth Customer Support

1-866-735-2963

[relayhealth-support@RelayHealth.com](mailto:relayhealth-support@RelayHealth.com)

Questions About Your Medical Information—Call your physician's office.