



Online Access to Your Doctor's Office ...  
**ANYTIME, ANYWHERE**



HealtheConnect

Powered by RelayHealth

 **SAINT FRANCIS  
MEDICAL CENTER**

*Medicine to the Highest Power*



## What Is Health<sup>e</sup>Connect?

Health<sup>e</sup>Connect is an online tool that allows you convenient, free access to your personal health record online, 24/7. You can schedule appointments, email a doctor or nurse and see your lab results from a secure website, without waiting on hold.

## Your Personal Health Record

One of the most convenient features of Health<sup>e</sup>Connect is the online Personal Health Record (PHR). This service allows you to store, view and update all your health information in one secure place. You decide who has access to your medical history, ensuring your privacy.

### **Benefits of a Personal Health Record:**

#### **Saves time**

All the information you need about your healthcare is at your fingertips, including medications, test results, allergies, immunizations and other medical history.

#### **Improves quality of care**

Ensure that all your healthcare providers make decisions based on your complete, up-to-date medical history. A PHR can help providers make diagnoses, prescribe medications and monitor treatment plans.

#### **Connects everyone involved in your care**

Giving all your providers access to the same health information ensures seamless communication and care coordination, which means fewer potential errors and improved overall care.

## **Manages your dependents' care**

A PHR helps you manage care for a spouse, children or an aging parent.

## **Manages chronic conditions**

A PHR can help you manage chronic conditions, such as diabetes and high blood pressure. These conditions require continuous tracking of test results, treatments, medications and other information.

# Frequently Asked Questions

## **What computer hardware/software do I need to use HealthConnect?**

HealthConnect requires only a connection to the Internet and a Web browser. HealthConnect is compatible with:

- Microsoft Internet Explorer 7 on Windows XP and higher
- Firefox 2.x on Windows XP and higher
- Safari 2.x on Mac OS 10.4 and higher

## **Is my privacy protected?**

Yes. Unlike email, a HealthConnect message uses secure RelayHealth technology. Only you, your doctor and your doctor's authorized staff have access.

## **How do I send a message to my doctor using HealthConnect?**

When you log on to HealthConnect, you will see easy-to-use templates to ask your doctor questions about your health, request appointments and receive lab and test results.

## **If I send a message to my doctor or nurse, when can I expect a reply?**

You will generally receive an answer within two business days. Please note that HealthConnect should not be used for urgent situations. Call your doctor's office if you require immediate attention, or dial 911 if it's an emergency.

## **What if I forget my password?**

If you register for HealthConnect and forget your password, you can click the "I forgot my User ID or password" link below the User ID box on the Sign In page. If you know either your User ID or your password, we can provide the other to you immediately. If you have forgotten both, you will be directed to HealthConnect Customer Support for service.

## **What if I need help?**

If you have any questions or difficulty using HealthConnect, please call Customer Support, toll-free at 1-866-735-2963, 24 hours a day, seven days a week.

## **How do I get started?**

It is easy! Just go to [www.sfmc.net/health-econnect/](http://www.sfmc.net/health-econnect/)



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