FAQs: Frequently Asked Questions

Q: How do I get more information or customer service regarding my HealthVault account?

- If you need support for your HealthVault account please refer to the online guides or open a support request form on the below link. Your request will be sent to Microsoft. Please do not send health-related questions to Microsoft.

http://support.microsoft.com/ph/15242
http://www.microsoft.com/en-us/healthvault/help.aspx

Q: How can I get help with the registration process so I can create an account in PHR Link?

- Refer to the User Instructions document located on the Hospital web site at www.wphospital.org
- Review this FAQ document
- If you are still unsuccessful, you may call the PHR SUPPORT DESK at 914-681-2503, Monday thru Friday 9am to 4pm.

Q: What if I did not receive an email initiation?

- Check your spam mail. The email will be sent on the day of discharge from 'noreply@dell.com'.
- Only Hospital inpatients, emergency room patients, recurring and ambulatory surgery patients receive an email initiation. However, every patient can access the PHR Link directly at www.wphospital.org/PHR or on the Hospital web site at: www.wphospital.org

Q: During the step to transfer information to HealthVault, what if I do not see any visit information and I know I was recently discharged from the Hospital?

- Contact the PHR SUPPORT DESK at 914-681-2503

Q: What if my personal information does not match and I can't register?

- In order to ensure and validate your identity for the transfer, the application requires an exact match on the following fields: Address, Birth Date, First Name, Last Name, Home Phone, Sex, and Zip Code. Please refer to the paperwork provided at discharge OR your Hospital bill to verify the demographic information and enter this exactly into the personal information screen. (As information collected at registration may be in error)

Q: Can I get information from previous years?

- No. This technology was implemented in July 2012; you cannot transfer data prior to July 2012.
- After July 2012, you have the ability to transfer visit information that occurred within the past 60 days.

Q: What if I have a question on the content of the information transferred from the Hospital?

- Please contact your primary care provider for questions about clinical content transferred to HealthVault.
- Do not call the PHR SUPPORT DESK regarding health-related questions.

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Q: Is the information that is transferred my entire medical record?

- No, the information transferred from the Hospital to HealthVault is in the form of a Continuity of Care document. The Continuity of Care document (CCD) provides a consolidated, electronic exchange standard (ANSI) for clinical documents in the healthcare community. Its focus is to share commonly needed pertinent information about your current and past health status in format that is easily readable. It is a snapshot of your most recent visit.
- Please keep in mind, some information within the Hospital may not be available for transfer (I.e. Radiology reports or XRAYs, clinician notes, etc.)
- Or some data may not be complete at the time the data was transferred to HealthVault. (I.e., pending lab results, coded procedures).
- The Hospital is continually striving to improve this offering and more data may be available in the future.

Q: How secure is this information?

- Privacy is very important to the Hospital and our patients. Both PHR Link and HealthVault adhere to stringent industry security guidelines.
- In addition, the data in HealthVault is accessed and controlled by you. You decide what information goes in and who has access.
- To learn more about HealthVault privacy or security go to: https://account.healthvault.com/help.aspx?topicid=PrivacyPolicy&culture=en-To OR http://msdn.microsoft.com/en-us/healthvault/cc196394.aspx
- To learn more about PHR Link security – visit the Hospital web site at www.wphospital.org/PHR

Q: Does the Hospital have access to my HealthVault account?

- No. The information within Microsoft HealthVault is managed and access only by you.

Q: Can I use PHR Link to get information from other Hospitals or my physician office?

- No, PHR Link and the ability to transfer data is exclusively offered at the following Hospitals:
  White Plains Hospital
  Northern Westchester Hospital
  Phelps Memorial Hospital
  Lawrence Hospital Center

Q: I can I stop participation?

- Yes, this is a voluntary offering. Please contact the PHR SUPPORT DESK to Opt out of this service

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Q: How do I change my account settings in PHR Link?

- ❖ See the instructions below:

Within PHR Link, you can change the following account settings.

- Email
- Security Question
- Login

1. Login into PHR Link at https://www.wphospital.org/PHR
   Click Account Settings
2. Edit Email:
   a. Click **Edit** under **Email.**
   b. Type the new **email address**.
   c. Click **Save**.
3. Edit Security Question:
   a. Click **Edit** under **Security Question.**
   b. Select the **Security Question** from the drop-down.
   c. Type the **Security Question Answer.**
   d. Click **Save Changes.**
4. Edit Login Accounts:
   a. Click **Edit** under **Login Accounts**.
   b. To change the email password, click **Change Password**.
   c. Type a **password** that meets the following criteria:
      - At least 8 characters long
      - Contain at least one capital letter
      - Contain at least one lower case letter
      - Contain at least one number
      - Contain at least one special character, such as $,#,!
   d. Retype **password.**
   e. Click **Save.**
5. To select a different sign-on service, **click on the icon** for that service and follow the directions on that site.
   - Windows Live
   - facebook
   - Google
   - OpenID