

FREQUENTLY ASKED QUESTIONS

What services can I access with the Patient Portal?

Your health is important to you around the clock -- not just during office hours. With the Patient Portal, you can connect to your health records online to:

- Review your medications with instructions
- Review your visit history for appointments at our facilities
- Review your hospital test results, such as lab and radiology results
- View immunization records
- Update your personal information

How do I set up an account on the Patient Portal?

The next time you are a patient at our hospital, we will offer to send you an invite to set up your Patient Portal account. We can do this if we have your current email address on file. Please provide your email address at the time of your next visit if you are not sure that we have it on file. After your discharge from the hospital or after your office visit, a secure email will be sent to your provided address. We encourage you to log in when you arrive home to be sure your information is correct and to ensure that your Patient Portal is ready when you need it! You will have 90 days to log in. If you do not log in within 90 days, you will need to contact the Patient Portal Help Line at 1-888-252-8149 to have a new link to emailed to you.

What if I have no upcoming appointments/scheduled hospitalizations but want to sign up for the Patient Portal?

Self-enrollment can be done via the hospital's website. To utilize this feature of the Patient Portal, you will be directed to verify your identity through either the e-mail address provided at registration during a previous visit at one of our hospitals or through your full social security number. Please note when entering your social security number, remove the hyphens and only enter numbers.

[Patient Portal - Self-Enrollment](#)

The activation code that I received in my email does not work. What should I do?

For your security, your temporary activation code will expires after 90 days if your account has not been activated. Also, once you activate your account, the activation code will no longer work. An activation code cannot be reused. If you need a new activation code, call 1-888-252-8149.

What happens if I forget my password?

If you forget your password, you may access the portal, by clicking on "Forgot Password." Just enter your sign-in email address or username, and you will receive a link via email to reset your password. If you are having technical difficulties, please call the Patient Portal Help Line at 1-888-252-8149.

How do I access the Patient Portal from my desktop/laptop?

[Patient Portal - Login](#)

Is there an App I can download for my smartphone and/or tablet?

Yes, the App is called "HealthLife." Go to the App Store on your mobile device, search for "HealthLife," and download it for free. The Patient Portal can be accessed directly through your web browser. If you use the HealthLife app, you will receive notifications about your health record and upcoming appointments, etc. directly to your mobile device.

Will my history of medical information be available on the new Patient Portal?

No. Only health information gathered on or after Oct. 1, 2020, will be available on the Patient Portal. The Patient Portal is part of a new electronic medical system. Because it is a new system, only information gathered after installation will appear on the portal.

When can I see my test results using the Patient Portal?

Your test results are released to your account once they have been finalized. This typically takes about three days.

What should I do if I don't understand my health information?

Please discuss any questions with your provider at your next office visit or call the provider's office for explanations.

Is my medical information secure?

Yes. Security measures within the Patient Portal prevent unauthorized persons from viewing your records. Health records and information can be read only by someone who knows the correct username and password to log in to your portal site. **What is this facility's Privacy Policy?**

We are fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given to your health records and will never be sold or leased.

What is proxy access on the Patient Portal?

Proxy access allows you to securely view secure medical record information on behalf of a family member or person under your care.

How do I obtain proxy access to view a family member's health record through the Patient Portal?

Proxy access can be granted by the patient or their legal representative by completing the Proxy Access Authorization form and must be done in person at one of the locations below or sending the notarized form to patientportalproxy@pipelinehealth.us.

****Access cannot be granted online****

White Rock Medical Center

9440 Poppy Dr, Dallas, TX 75218
Health Information Department

West Suburban Medical Center

3 Erie St, Oak Park, IL 60302
Health Information Department

Weiss Memorial Hospital

4646 N Marine Dr, Chicago, IL 60640
Health Information Department