

SLCH Patient Portal FAQ's

What information do I need to initially enroll into my patient portal? You will need your name, your date of birth, Photo ID and a valid e-mail address.

How will I receive my Login ID and Password? Hospital enrollment will be completed within 3 business days. An email containing your temporary Login ID and Password will be sent to the email address you provided.

What features can I access via my SLCH Patient Portal?

- Update Personal Information
- Review Your Results
- View and Request Radiology Appointments
- Review Allergies and Conditions
- Review Discharge Instructions
- Review Health Summary
- Review Medications with Instructions
- See Visit History

Is my patient portal secure? Who can see my patient portal? The patient portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports. Secure messages and information can be read only by someone who knows the correct password or pass-phrase to log into the portal site. Your patient portal may be accessed by any users that you have authorized with proxy access.

Can my family access the Portal? Yes, Health Record Access by Proxy must be requested in person at the Medical Records department, Newburgh Campus. Proxy Access requires both the Adult Patient and Adult Proxy be present with Photo IDs. Proxy access for minor patients is not available at this time.

What should I do if I forget my password? From the SLCH Patient Portal Login screen, there is a 'Forgot Password' link. By selecting this link and identifying the e-mail address that is on file for you, an one-time user/password will be e-mailed to you. You may then log-on with this one-time user/password and will then be prompted to update this user name/password and determine a security question and response for your user.

What should I do if I have other technical problems with my SLCH Patient Portal? By selecting, 'Contact Us' on the portal homepage you will find an e-mail address where you can contact the hospital with your questions.

What are the Login ID and Password requirements? The SLCH Patient Portal Login ID must be a minimum of 8 characters, and a maximum of 50 characters. The SLCH Patient Portal Password must be a minimum of 8 characters, maximum of 50 characters, and must contain at least 2 numeric characters.

Is my Login ID case sensitive? No, your Login ID for the SLCH Patient Portal is not case sensitive; however, Passwords are case sensitive.

What if I forget my Login ID? The SLCH Patient Portal Login ID will not be given out over the phone. To confirm your SLCH Patient Portal Login ID, you will be required to present a photo ID to the Medical Records Department at St. Luke's Cornwall Hospital. Hours of operation are Mon-Fri from 8:30 AM – 4:30 PM. (Closed on Holidays) 845-568-2520.

Can I request a new appointment via Patient Portal? Within the 'Appointments' area of your patient portal you will be able to access the 'Request New Appoint' button and follow steps to select a new Radiology appointment from the departments that display. Once our Scheduling Department receives your request they will contact you within 1 business day.

How do I view my scheduled appointments and instructions? Within the 'Appointments' areas of your patient portal you will be able to select a Radiology appointment and view any instructions.

What is the purpose of the Profile button in the SLCH Patient Portal? The profile area of the Health Portal provides a way for the patient to view and request updates regarding demographic data such as emergency contacts.

Is the patient required to accept a user agreement? Yes, the user must accept the agreement before they are activated for the portal.

Can a patient change their email address linked to their user name once the account has been created? Yes, by clicking on the Profile button on Portal Homepage, users will be brought into a section where they can make these changes. Once in Profile, by clicking 'Update Profile', the user will have access to edit the email address linked to their account.

Can I schedule an appointment? You cannot directly schedule a Radiology appointment, but you can make a Radiology appointment request. Once our Scheduling Department receives your request they will contact you within 1 business day.

Can I schedule an appointment for someone other than myself? You cannot directly schedule a Radiology appointment for someone else. Please contact our Scheduling Department 845-458-4000.

Can I cancel an appointment in the Portal? Appointments can be directly canceled in the Portal. To cancel a Radiology appointment, click on "Appointment" and choose "Cancel Appointment." If the Radiology appointment is to take place in less than 72 hours, you will not be able to cancel the Radiology appointment via the Portal and must call our Scheduling Department at 845-458-4000.