Frequently Asked Questions

Setting Up Your Patient Portal

How do I set up my patient portal?

The next time you register for a service at WMHS, please let the registrar know that you would like to sign up for the patient portal. We will need your email address to send you a personal registration code so you can set up your portal at your convenience.

You can also download and print the registration form located at http://www.wmhs.com/patient-portal.html or https://ptaccess.wmhs.com/PTAccess/PatientPortalApplication.pdf. Then fax or return the completed form with a **scanned copy of a valid Driver's License** to the Medical Records department.

Fax or Mail

Fax: 240-964-8447
Mail: Medical Records Department
Western Maryland Health System
PO Box 539
Cumberland, Maryland 21502

Or appear in person,

Medical Records Department located in the Western Maryland Office Complex (third floor) between the hours of 8 a.m. to 4 p.m., Monday through Friday. All other times need to be pre-arranged with the department.

How complex does my password need to be?

Your password must be at least 8 characters long. Be sure to make your password secure by using special characters (like @ or %) and mix lower and upper case. Capitalization matters in your password.

I signed up for the patient portal when I registered for a service at WMHS. How long will it take for me to receive my personal registration code?

You should receive your email with the personal registration code within an hour.

Several family members are setting up a patient portal and all the registration codes came in the same email. How can I tell which one is mine?

There is a medical record number/account displayed on the first page of each form. If you need help identifying each person's medical record number, please call WMHS Medical Records at 240-964-8444.

Portal Information

What types of reports are in my patient portal?

You have access to your Lab and Radiology reports, blood bank reports, and discharge instructions from your hospital visit.

What reports are not available in my patient portal?
Reports that are not available in the patient portal include microbiology and pathology reports from the Lab, transcribed documents, drug test results, and results for tests for sexually transmitted infection/diseases.

How do I obtain a report that is not included in the patient portal?
Please contact WMHS Medical Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday, to obtain a copy of the requested report.

What if I have questions about my lab results or diagnostic reports?
If you have questions about any of the medical information in your portal, please contact your primary care provider. If you do not have a primary care provider, please call WMHS Medical Records at 240-964-8444, Monday through Friday from 8 a.m. until 4 p.m. and they can direct you.

I was in the hospital recently and my visit is not currently shown in my patient portal. How long will it take to appear?
The patient portal is set up to start displaying information about your visits and report 36 hours after your visit.

I have a report that is missing and it has been longer than 36 hours. Why is it taking longer?
For certain reports, the 36-hour timeframe begins once the provider signs off on the final report. This may mean the results will not appear 36 hours after you leave.

General Information

Where does my health information come from?
Your information is obtained from your medical record at the Western Maryland Health System. It does not include information from any physicians' offices. Please check with your other providers since many of them have their own patient portals where you can access your records in their offices.

Is my medical information safe on the patient portal?
WMHS uses the latest security measures to ensure that your medical information remains confidential. You also will set your own password to secure access to your patient portal.

Where can I find the Terms of Use Agreement for the patient portal?
The Terms of Use Agreement is located at http://www.wmhs.com/patient-portal-terms.html and http://ptaccess.wmhs.com/PTAccess/TermsOfUseAgreement.pdf.

Making Changes in Your Patient Portal

I signed into the patient portal and noticed that my contact information is not correct. How can I correct this?

Please contact WMHS Medical Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday. They will correct the information for you.

I noticed the medication list in the medication section of the patient portal. How are these medications determined?
The portal is set up to display the medications listed in your physical health assessment and any other medications ordered while you were an inpatient at WMHS.

I noticed that there is a section on the home page of the patient portal where I can add my own information about medications, allergies, and procedures. Are these items sent to my primary care provider?
No, this section is for your personal use. It can be helpful for you to keep this information in your portal for easy reference.

Sharing Your Information

Am I able to share my patient information with a family member or support person?
There are several ways to share your information. Keep in mind you are responsible for the information being shared. In order to share your information, click the share button at the top right section of the patient portal. This will display several options.

- Save your information to a USB flash drive
- Save your information to a USB flash drive that will be locked to only being viewable in the Western Maryland Health System Patient Portal
- Send the information to a printer
- Share your information with another Patient Portal user
- Send you information to a 3rd party system

A family member has shared their information with me. How do I view the information?
It is easy to add a shared profile. Just follow these steps:

- From the Patient Portal home screen, click "Settings" in the top right.
- Then Click "Manage Profiles" in the Account Settings section.
- Click "Add Profile"
- Enter in the information that the family member sent you and then read the "Release Consent"

Once the Profile has been added to your account, there will be a newly visible dropdown menu at the top right of the Home screen. This will allow you to switch profiles at any time.

I am set-up as a parent/guardian for my child's account. Will I lose access to the account when they get older?
The patient portal will automatically end this shared access when the child turns 18. In special cases where access needs to be continued, please contact WMHS Medical

Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday to re-register.

Problems with Your Patient Portal

I forgot my username. How can I recover it?
There is a "Forgot Your Username?" link directly under the login section of the patient portal. Here is the direct link:
https://ptaccess.wmhs.com/PTAccess/ForgotUsername.aspx.
This will require the email addressed that was used to register for the patient portal.

I forgot my password. How can I reset it?
There is a "Forgot Your Password?" link directory under the login section of the patient portal. Here is the direct link:
https://ptaccess.wmhs.com/PTAccess/ForgotPassword.aspx
To reset your password, you will need your username, email address, and answers to your security questions that were set up when you registered for the patient portal.

I forgot the answers to my security questions. Can they be recovered?
Unfortunately, security questions cannot be recovered. Please contact WMHS Medical Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday. They will be able to deactivate your old account and help you set up a new one.

I forgot my user name, email address and password. Am I out of luck?
Please contact WMHS Medical Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday. They will be able to deactivate your old account and help you set up a new one.

Please contact WMHS Medical Records at 240-964-8444 between the hours of 8 a.m. and 4 p.m., Monday through Friday, if you have other questions.