



# myGVMH Health Portal

## Frequently Asked Questions

### **How do I sign up?**

Click on the "Sign Up" link and complete the enrollment request information.

### **How do I retrieve my username and/or password?**

Click on "Forgot Logon ID?" to reset your logon ID and password. Use the "Forgot Password?" link to reset your password. You will receive an email with a link to create a new logon ID and password if you selected the "Forgot Logon ID?" link; otherwise the link in the email will be to create a new password.

### **What if I am unable to retrieve a report?**

You will be able to view your report in myGVMH Health Portal 36 hours after the procedure has been performed.

### **Is this information secure?**

The myGVMH Health Portal website is secure. It is username and password protected and all data is encrypted. It requires a login to access an account and contains the secure "s" in the address, https://

### **Who has access to my information?**

You have access, plus anyone you share your username and password with and those you invite via the portal sharing feature.

### **Is my health information protected?**

The myGVMH Health Portal protects your information. No one has access to your portal unless you authorize it.

### **Can I use myGVMH Health Portal to communicate an emergency or medical concern?**

If you are experiencing a medical emergency, please call 911 and do not use online messaging. The myGVMH Health Portal and secure online messaging is for routine health-related inquiries only.

### **What if I find an error with any information in myGVMH Health Portal?**

Please click on the "Contact Us" link to send us a message or call 660-890-7133.

### **Why do I need to provide an email address? How is it used?**

The email address you enter when registering for the myGVMH Health Portal is used to provide you access to your portal account if you forget your username or password. It is also used to send you friendly notifications regarding new information loaded into your myGVMH Health Portal account. None of your protected health information will be transmitted using the email address you provide during the portal access registration.

### **Is there a mobile site?**

Please go to the mobile app store (either Apple Store or Google Play) on your mobile device to search for and install the Meditech Mhealth app. Once installed, locate Golden Valley Memorial Healthcare – myGVMH Health Portal and provide your login credentials.

## About myGVMH Health Portal

- The myGVMH Health Portal provides patients with access to ancillary testing results (laboratory, radiology, ultrasound, etc.) that were completed/resulted on December 1, 2018 or after.
- The myGVMH Health Portal provides patients with another method of communicating with their physician using secure messaging.
- Secure messages sent via myGVMH Health Portal on a weekend or holiday will be replied to the following business day by a physician or the physician's representative.
- Secure messages you send via myGVMH Health Portal to your physician will be replied to within two business days. If you have not received a reply from your physician or your physician's representative within that timeframe, please call your physician's office.
- Remember to contact your physician's office or our Emergency Department directly if you require urgent care.

To login, go to: <https://myhealthportal.gvmh.org>

For more information or assistance

**660-890-7133**

Monday-Friday • 8 a.m.-4:30 p.m.



**Golden  
Valley  
Memorial**  
HEALTHCARE

This is *your* hospital.

[www.gvmh.org](http://www.gvmh.org)