



## Frequently Asked Questions

### MyPennHighlands Patient Portal

**Does the new patient portal have a different name?**

No. Although the portal has transitioned to a new platform, it continues to be called MyPennHighlands.

**Does the new portal look the same?** Yes. The new portal looks exactly the same as the previous portal.

**Why did Penn Highlands Healthcare transition the patient portal from Symphony Care to Oracle Health (formerly Cerner)?**

Penn Highlands Healthcare transitioned the patient portal from the Symphony Care platform to Oracle Health for greater efficiency. The new portal is now on the same platform as our GE and Oracle Health portals.

**Which hospitals are transitioning to the new portal?**

Seven of our nine hospitals will transition to the new portal including Penn Highlands Brookville, Penn Highlands Clearfield, Penn Highlands DuBois, Penn Highlands Elk, Penn Highlands Huntingdon, Penn Highlands State College and Penn Highlands Tyrone.

**Why aren't Penn Highlands Connellsville and Penn Highlands Mon Valley transitioning to the new portal at this time?**

Only the hospitals that use the Oracle Health electronic medical record are transitioning to the new portal. Penn Highlands Connellsville uses the CPSI electronic medical record and Penn Highlands Mon Valley uses eClinical Works and Meditech.

**What services can be accessed from the MyPennHighlands Patient Portal?**

The MyPennHighlands Patient Portal offers convenient and secure access to personal health information such as lab results, radiology results, procedure notes/reports, consultation/progress notes and discharge information.

**Will historical information still be available on the new portal?**

Yes, some of the patient's historical information will be included on the new portal in Phase I of the transition and the remainder of the information will be on the portal in subsequent phases which may be up to 24 months.

**Will users need to re-enroll to use the new portal?**

Only those users whose passwords expired for the previous patient portal will need to re-enroll to use the new portal.

**How do I access the new portal?** Users who access the MyPennHighlands patient portal using the web address myphh.phhealthcare.org, and do not have an expired password, simply log in using your user name and password. Users whose passwords have expired will need to follow the prompt and re-enroll using the email on file at Penn Highlands Healthcare.

**Will the mobile app still work with the new portal?**

No. There is a new mobile app, HealthLife, that must be downloaded from the Apple App Store or Google Play. Learn more about the HealthLife app in the questions below.

### HealthLife Mobile App

**What is the HealthLife app?** The HealthLife app provides patients with access to the MyPennHighlands Patient Portal from cellphones and tablets.

**Where can I find the HealthLife app?** The HealthLife app can be downloaded from the Apple App Store or Google Play for iOS and Android devices.

**Will my previous mobile login work with the new HealthLife app?** No. A patient's log in credentials for the previous mobile app will not work with the new HealthLife app. Patients must re-enroll to use the HealthLife app.

**How do I enroll in HealthLife?** Users can self-enroll to use the new HealthLife mobile app to access the MyPennHighlands Patient Portal. To re-enroll, users simply enter their email on file with Penn Highlands Healthcare and submit the enrollment form. HealthLife will then send an enrollment verification code via email.

**When will the previous mobile app no longer provide access to the MyPennHighlands Patient Portal?** The new HealthLife mobile app launches on May 13, 2024.

