SALEM REGIONAL MEDICAL CENTER

Have You Enrolled in Our Patient Portal?



SRMC's Patient Portal is your connection to Salem Regional Medical Center and your SRMC Medical Group/SCH Professional Corporation providers*.

You MUST Have SRMC's Patient Portal For Online Access To:

- **Virtual Visits****
- **Send & Receive Messages****
- **View Lab & Imaging Results**
- **Request Rx Refills****
- **Request Appointments****
- **View Discharge Instructions**

****SRMC Medical Group/SCH Professional Corporation Providers Only**

▶How to Enroll

During your hospital or office visit, provide your email address to our staff at registration/check-in and choose one of the options below:

Option 1: Ask for a printed copy of your temporary login and one time password with a QR code. You can use the temporary credentials to login to the portal at **www.salemregional.com/srmc-portal** or use the QR code and temporary credentials to login from your mobile device.

Option 2: Request an email invitation with step-by-step instructions to complete the Portal enrollment process and establish your Username and password.

Option 3: Ask our staff to enroll you now using your chosen Username and password. You will then change your password later.

If you provided your email address to our staff, you may also complete the Portal self-enrollment process at www.salemregional.com/srmc-portal:

- Select **"Click Here To Login,"** then choose the **"Create Account"** tab to set up your Portal account.

Mobile App: Enjoy the convenience of accessing the Patient Portal on your smartphone or tablet by downloading the **MEDITECH MHealth Mobile App** from the Apple App Store or Google Play.

***See SRMC Medical Group/SCH Professional Corporation provider listing on next page.**

▶If You Have Not Given an Email Address to Our Staff:

You can provide your email address in person to our staff during your next hospital or office visit -OR- you may complete a Portal Enrollment Form.

You can obtain a Portal Enrollment Form in one of the following ways:

- **Phone:** Call SRMC's Help Desk at 330-337-4960.
- **Email:** Send your request to PortalEnrollment@salemregional.com
- **In Person:** Visit SRMC's Medical Records department, open Monday - Friday from 6:30 a.m. - 5:30 p.m., and Saturday from 6:30 a.m. - 3 p.m.
- **Online:** Download the enrollment form from the SRMC website at **www.salemregional.com/srmc-portal**

To protect the privacy and security of your health and billing information, **if SRMC does not have an email address on file that matches your Patient Portal enrollment request, you will not be able to enroll in the Portal until your email is provided.**

For Technical Issues: If you experience a technical problem or enrollment issue while using SRMC's Patient Portal, contact SRMC's Help Desk at 330-337-4960.

▶Frequently Asked Questions

Who Can Sign Up for the Patient Portal?
Patients of SRMC and SRMC Medical Group/SCH Professional Corporation providers* who are age 18 and older are eligible to enroll in SRMC's Patient Portal.

Who Can Access My Portal Account?
Only you, the patient, have access to your Portal account, unless you authorize a proxy to have access to your information. To learn more about proxy access, contact SRMC's Medical Records department at 330-332-7536.

Will My Email Address Be Secure?
All email addresses are kept confidential and will not be used for marketing or solicitation.

What If I Forget My Username or Password?
You can reset your own password from the Portal login page by following the instructions and answering security questions. If you are still having difficulty, call SRMC's Help Desk at 330-337-4960 to request that your account password be reset.

*SRMC Medical Group/ SCH Prof. Corp. Providers

Primary Care
- George G. Ellis, Jr., M.D.
- SRMC Internal Medicine Center
- SRMC Primary Care in Calcutta, Canfield, Columbiana, Damascus, Kensington, Lisbon & Salem

Specialty Care
- Gastroenterology Center
- Neurology Center of Salem
- SRMC Comprehensive Pain Management
- Salem General Surgery
- Salem Orthopaedic Surgery
- SRMC Ear Nose & Throat
- SRMC Occupational Health
- SRMC Plastic Surgery
- SRMC Psychiatry
- SRMC Vascular Surgery

Urgent Care
- SRMC Immediate Care - Columbiana
- SRMC Urgent Care - North Jackson
- 910 RapidCare - Boardman

Other Services
- Oncology
- Radiation Therapy
- Wound Care

How Do I Access My Billing Information on the Portal to Make a Payment?
After you set up your account, login to the Patient Portal and click on the "Billing" button to view your current account balance(s). From there, click "Make Payment" to make a payment to your account(s). You will also be able to view your account balance in real time.

What If I Have More Questions?
Go to **www.salemregional.com** to learn more about SRMC's Patient Portal.

- **Health Records:** If you have questions about your test results or other types of health information available on the Portal, contact your provider.
- **Hospital and Provider Bills:** For questions about your hospital bill or SRMC Medical Group/SCH Professional Corporation provider bill, call SRMC's Patient Accounting department at 330-332-7601 or email billingquestion@salemregional.com. Payment by credit card is also available over the phone by calling the Patient Accounting department at 330-332-7601.

The Patient Portal should not be used for urgent medical matters. If you have an urgent medical concern, contact your physician/health provider, go to the nearest Emergency Room or call 911.