

A guide to registering for your MyCompass account.

The MyCompass Invitation

After visiting a Fort HealthCare location and providing a 4 digit PIN, you will receive an email invitation to join MyCompass with an access link.

From: MyCompass [<mailto:noreply@forthehealthcaremycompass.iqhealth.com>]
Sent: Tuesday, March 19, 2013 11:18 AM
To: Bill, Test
Subject: Fort HealthCare invites you to join MyCompass

Bill's invitation to join Fort HealthCare's MyCompass patient portal has arrived! **To protect your health information there are only 90 days to register until this email invitation will expire, so please complete your registration now.**

You will create a Cerner Health Account and then connect to MyCompass with the PIN code you provided at a Fort HealthCare location. To complete this registration you will first need to (1) create a Cerner Health Account, and then (2) connect your Cerner Health Account with Fort HealthCare's MyCompass, and finally (3) use your MyCompass PIN code to verify your identity with MyCompass.

To register [Start Here](#) (If this link does not get you started, copy and paste the URL below into your address bar)

<https://forthehealthcaremycompass.stagingiqhealth.com/ch-invites/61a20afb0f1d4b013068fd0069893>

Follow the steps online to:

- (1) Create a Cerner Health Account by selecting "Sign Up" on the first page and create your own user name and password (not your 4 digit PIN).
- (2) Approve MyCompass to connect with your Cerner Health account.
- (3) Verify your identity with MyCompass using the PIN code you provided at a Fort HealthCare location.

Once you are registered you may visit your account at <https://forthehealthcaremycompass.stagingiqhealth.com/> to continue accessing Fort HealthCare's online health information services.

If you have trouble logging in or claiming this invitation, please e-mail support@myhealthexchange.com or call (877) 621-8014 for customer assistance. Support is available 24 hours a day, seven days a week!

You may also follow this link for more detailed information on how to [Get Connected to MyCompass](#). Here you will find additional information on connecting family members and loved ones into your account.

Note: Protecting the privacy of your health information is important to us so we have made this process very secure. The email provided to you by Fort HealthCare should be kept confidential and the invitation will expire in 90 days.

MyCompass Invitation Process

The access link brings you to this page which provides a brief overview of how to get connected.

MyCompass

Welcome to MyCompass

MyCompass gives you easy access to the tools and services you need to manage your health and the health of your family. Use the real-time view into your hospital electronic health record to view and download information on all of your hospital interactions. Store that information along with your medications, allergies, conditions, emergency medical contact information, and other health-related items in a Cerner Health personal health record (PHR). Use the PHR to share information with trusted family members and create a long-term record of your health across all of your doctors and hospitals.



It's easy!

Follow this simple three-step process to create an MyCompass account. Begin by confirming your relationship to the person the account is being created for.

Are you Cerner?

Our records indicate that the information in this invitation belongs to Cerner. If you're Cerner, let us know. If you're not Cerner, but you manage Cerner's health, let us know that. If you manage Cerner's health, you will create your Cerner Health account first.

Yes, I am Cerner

No, but I manage Cerner's health

Access to login or create an account

MyCompass Invitation Process

The access link brings you to this page which provides a brief overview of how to get connected.

MyCompass

Verify Your Identity With Us

Provide the requested information to confirm your identity. Then create your personal health record and MyCompass account.

Fort HealthCare
My Compass

1 Welcome 2 Verify Identity 3 Sign up or Sign in

Verify Your Information

Complete Your Information.

What is Your Date of Birth?

Shared secret: Year mother was born

I have read and accept the terms of use and privacy policy.

Next: Create Your Account Cancel

Allows MyCompass to identify you

Your 4 digit PIN is used to verify identity

MyCompass Invitation Process

The access link brings you to this page which provides a brief overview of how to get connected.

The screenshot shows the CernerHealth login page. At the top is the CernerHealth logo. Below it is a green bar. The main heading is "Looks Like You Already Have an Account". Below this is a paragraph: "If the email address below is yours, then you've probably already created a Cerner Health account. Try your password. If you can't remember it, use the Forgot Password link." Below that is a link: "Don't have an account? Sign Up". A red box highlights the text: "Access to create an account Or sign in with your existing account". Below the red box are input fields for "Email or username" (containing "pateint4@cerner.com"), "Password", and a "Forgot Password?" link. At the bottom is a green "Sign In" button. A dashed box on the right contains the "Fort HealthCare My Compass" logo and the "Cerner Health" logo, with arrows indicating a connection between them.

You then need to enter your account information; create your personal password; security question and agree to the terms of use.

Then click 'Create Account'.

Why do you need so much information to sign up with *Cerner Health*?

The information you provide is used to create your *Cerner Health* account and to help ensure that *only you* can access your account in the future. Some information, such as gender and birth date, may also support specific clinical and health management functionality intended to help you manage your health. Your email address is the primary way to communicate with you and is used to send notifications as well as share important account information.

- *CernerHealth* FAQ

CernerHealth

First, Create a Cerner Health Account for Yourself

Fort HealthCare My Compass

Already have a *Cerner Health* account? Go ahead and sign in.

[Sign up with Cerner Health](#)

Terms of Use

Cerner Health Consumer Terms of Use

Cerner Health is offered to you by Cerner Corporation ("Cerner"). Your use of Cerner Health is governed by these terms of use ("Terms"). If you do not agree to these terms of use, you may not establish or use a Cerner Health account. By using or accessing Cerner Health you agree to be bound by these Terms.

1. Creating and Accessing Your Account. You must be at least 16 years old to establish a Cerner Health account. You may not permit any other person to access your Cerner Health account using your user name and password. The security of your password and the use of your account is your responsibility. If you learn or suspect that your user name or password has been wrongfully used or disclosed, you should promptly notify us and immediately reset your password.

Establishing a Cerner Health account allows you to create and maintain one of more personal health records. Such personal health records shall be part of your Cerner Health account for purposes of these Terms.

2. Your Account Information. You are responsible for ensuring all information in your Cerner Health account is correct, accurate, and complete. Due to various Federal and state regulations, certain categories of a minor's health information have been identified as

First Name

Last Name

Email

Confirm Email

Date of Birth:

Gender:

[Why do we need your birthday and gender?](#)

Username:

Your URL: <http://www.cernerhealth.com/compass>

Password:

[Password must be between 8 and 20 characters long. Learn more](#)

Confirm Password:

Security Question:

Answer:

I agree to the Cerner Health Terms of Use and Privacy Policy.

[Create Account](#)

When you create a new account you may access your online medical records at FortHealthCare.com/MyCompass from anywhere in the world.



The screenshot shows the Fort HealthCare website interface. At the top, there is a navigation bar with links for Home, Mission, MyCompass, Find A Doctor, Careers, Classes, Online Bill Pay, and Contact Us. Below this is the Fort HealthCare logo and contact information: 611 Sherman Avenue East, Fort Atkinson, WI 53538 | (920) 568-3000. A search bar and a NEWS ROOM button are also present. The main content area features three tabs: HEALTH IN OUR COMMUNITIES, HEALTH, WELLNESS AND YOU, and HEALTH IN THE WORKPLACE. Below these tabs is a list of links: Health 365 | Community Events | Free Screenings | Foundation | Volunteer | Health Information | Scholarship | Community Report. A large image of a man and a woman in winter gear is displayed. To the right of the image is a MYCOMPASS LOGIN section with instructions for first-time users and a link to 'Have questions?'. Below that is a 'Login Here:' section with the mycompass logo and a 'Step by Step Registration Guide' link. Further down is an 'OUR PARTNER IN MYCOMPASS: CERNER HEALTH' section with text about the partnership and a 'here' link, accompanied by the Cerner logo. At the bottom is a 'SAFEGUARDING YOUR MEDICAL INFORMATION' section with the text 'Fort HealthCare is creating a state...'. A red arrow points from the text in the top blue box to the 'Login Here:' section of the MyCompass login area.

Online Medical Health Records. Anywhere.

Introducing an exciting new way for you to manage and monitor your and your family's health and wellness — here, there and virtually anywhere you have access online. It's MyCompass from Fort HealthCare — the free, easy, convenient and secure way for you to schedule appointments, request prescription refills, review test results and do much more!

MyCompass patient portal is the newest, most exciting evolution in medical information technologies. Effective August 1 via our partnership with Cerner Health utilizing more than 40 Cerner® Solutions, your medical history will now be secured as a comprehensive electronic health record available to your doctor and clinicians across all Fort HealthCare locations. With your password, MyCompass allows you to access, from any computer or mobile device, your most important health information - easily, immediately and accurately.

With MyCompass, many of your and your family's health communications and needs can be accomplished easily online: from scheduling appointments, to reviewing many test results, to refilling prescriptions and much more.

Fort HealthCare My Compass



My Helpful Links



My Secure
Messaging



My
Appointments



My Health
Records



Welcome to MyCompass- your direct link to your very own personal electronic health record at Fort HealthCare. With MyCompass, you can manage many of your healthcare issues - easily, immediately, accurately and securely via 24/7 online access. Send messages to participating providers, request prescription refills, review test results, request new appointments and review much of your personal health information. MyCompass empowers patients toward greater involvement, partnership, responsibility and voice in their health - which benefits you, your loved ones and our community.

- Inbox
- Medication Refills
- Appointment Request
- Clinical Record Summary

Welcome to MyCompass!! Here patients find access to their health information.

Now watch how easily you can access MyCompass from FortHealthCare.com

Getting to MyCompass is easy from FortHealthCare.com homepage.
Just select the MyCompass logo or MyCompass in the menu bar. This takes you to...

The screenshot shows the Fort HealthCare website homepage. At the top, a navigation menu includes links for Home, Mission, MyCompass (highlighted with a red box), Find A Doctor, Careers, Classes, Online Bill Pay, and Contact Us. Below the menu is the Fort HealthCare logo and contact information: 611 Sherman Avenue East, Fort Atkinson, WI 53538 | (920) 568-5000. A search bar and a NEWS ROOM button are also present. The main content area features three tabs: HEALTH IN OUR COMMUNITIES, HEALTH, WELLNESS, AND YOU, and HEALTH IN THE WORKPLACE. Below these tabs is a banner with the text "Your health records, anywhere even here." and a "START HERE" button. A red arrow points from the text above to the MyCompass menu item in the navigation bar. Below the banner are four service tiles: Find A Doctor, Health Information, Health365, and MyCompass (highlighted with a red box). At the bottom, there are several columns of links including About Us, Patient Information, Wellness Tools, Online Tools, and other resources.

...FortHealthCare.com/MyCompass. Then select the MyCompass button.

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MYCOMPASS LOGIN
First time MyCompass users require a 4 digit PIN provided at most Fort HealthCare locations and an email invitation that allows for sign up. [Have questions?](#)

Already a MyCompass user?
Login Here:


[Step by Step Registration Guide](#)

OUR PARTNER IN MYCOMPASS: CERNER HEALTH
Fort HealthCare is proud to partner with Cerner Health. Learn more [here](#).



SAFEGUARDING YOUR MEDICAL INFORMATION
Fort HealthCare is creating a secure...

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My Helpful Links



My Secure
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My Health
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Welcome to MyCompass- your direct link to your very own personal electronic health record at Fort HealthCare. With MyCompass, you can manage many of your healthcare issues - easily, immediately, accurately and securely via 24/7 online access. Send messages to participating providers, request prescription refills, review test results, request new appointments and review much of your personal health information. MyCompass empowers patients toward greater involvement, partnership, responsibility and voice in their health - which benefits you, your loved ones and our community.

- Inbox
- Medication Refills
- Appointment Request
- Clinical Record Summary

Home Page In MyCompass patients find access to their health information. There are four major sections to explore – “My Helpful Links”, “My Secure Messaging”, “My Appointments”, “My Health Records”.



My Helpful Links:

In this section of the site we provide links to health information easily accessed online.

✓ **FortHealthCare.com** - Direct access to the Fort HealthCare website where we always offer new and useful health information.

✓ **Health 365 Events** - A community website for posting, sharing and browsing local health and wellness events.

✓ **Sign up for Health365 eNews** - The fastest way to receive our monthly e-mail newsletter.



My Helpful Links

FortHealthCare.com

Health 365 Events

Sign up for Health365
eNews



My Secure
Messaging



My
Appointments



My Health
Records



My Helpful Links



My Secure
Messaging

Inbox

Ask About My Last Visit

General Message

Refill Request

Sent Items



My
Appointments



My Health
Records

My Secure Messaging

- ✓ **Inbox** - The inbox provides access to messages a provider has sent you in the last seven days.
- ✓ **Ask About My Last Visit** - This is where patients may leave messages and ask questions about their last visit. Responses should be made within 24 business hours during regular business hours.
- ✓ **General Message** - Smart-Search capability is used so patients may type in their physician's name to send them a message.
- ✓ **Refill Request** - Patients may request a refill by checking the box beside the medication in their personal medication list. Medications not on the list may be requested as well.
- ✓ **Sent Items** - A list of messages that have been sent are stored here.



My Appointments

✓ **View Upcoming Appointments** - Upcoming appointments may be viewed and added to a personal calendar. Important pre-appointment instructions may also be provided here.

✓ **Requests, Rescheduling and Cancelling** appointments are made simple in the My Appointments section.

Appointment requests require users to select a preferred clinician and provide a first and second choice for appointment times.

Appointments within the next 24 hours most likely will not be cancelled. Patients should call the appropriate office.



My Helpful Links



My Secure
Messaging



My
Appointments

View Upcoming
Appointments

Request an Appointment

Reschedule an
Appointment

Cancel an Appointment



My Health
Records



My Health Records

✓ **My Clinical Summary** - Information is pulled directly from the hospital's Electronic Medical Record.

✓ **My Results** - Most clinical results may be viewed from anywhere there is internet access.

Providers have up to 72 hours to review and release test results. Results are released automatically at 72 hours.

Results for HIV, STD, Pregnancy, Pathology, Radiology and testing for cancer related conditions (CEA,CEA125) are not provided in MyCompass. Providers will inform patients of these clinical results personally.

✓ **My Discharge Documents** - View personal information that is transferred from Fort HealthCare Electronic Medical Records.



My Helpful Links



My Secure
Messaging



My
Appointments



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My Clinical Summary

My Results

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My Helpful Links



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Appointments



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Records



FAQs:

Q: How are staff to handle MyCompass if the patient is a minor?

A: *If the patient is under 18, we use the parent's email. Access to MyCompass by the parent is denied when a child turns 18 and the parent is notified.*

Q: Can the patient's Power of Attorney (POA) set up MyCompass on behalf of the patient and use their own personal e-mail address?

A: *Yes. A patient's POA guardian may receive an email invite.*

Q: Is MyCompass available to patients without a Fort Medical Group primary care provider?

A: *Yes. We prefer enrollees to have a Fort Medical Group provider, though it is not necessary.*