

# Helpful Answers to Questions About Our New Electronic Medical Record and Patient Portal

## About Epic

- [What is Epic?](#)
- [Why are we changing to Epic?](#)

## About Connect

- [What is Connect?](#)
- [Who can participate with Connect?](#)
- [When did Columbia University Irving Medical Center and NewYork-Presbyterian join Weill Cornell Medicine's Connect?](#)
- [Will Connect have all of my prior health records?](#)
- [Is Connect secure?](#)
- [Is there a fee to use Connect?](#)
- [What services are available on Connect?](#)

## Joining and Accessing Connect

- [How do I sign up for Connect?](#)
- [What technical requirements are needed to use Connect?](#)
- [Can I use Connect on my mobile device?](#)
- [Can I connect to external apps through Connect?](#)
- [Can you send me a new Connect activation message as I have lost it, let it expire, or did not receive it?](#)
- [My Connect activation message does not work, what should I do?](#)
- [When I try to log into Connect, I keep receiving the message "Login unsuccessful." What could be wrong?](#)
- [I forgot my Connect Username. How do I recover it?](#)
- [I forgot my Connect Password. How do I get a new one?](#)
- [Where can I change my Connect Password or Security Question?](#)

## Family Access through Connect

- [Can I ask questions regarding a family member from my Connect account?](#)
- [Can my spouse and I share one Connect account?](#)
- [Can I be given access to another adult's Connect account? Do I need to be a patient myself?](#)
- [Can I give another individual access to my Connect account?](#)
- [Can I obtain Connect access for my child?](#)



- [What happens to my Connect proxy access when my child turns 12?](#)
- [What if I no longer want someone to have access to my Connect account?](#)

### Using Connect

- [Can I update my personal information \(e.g., home address, phone number, or e-mail\) through Connect?](#)
- [If I send a message to my provider's office through Connect, when can I expect a reply?](#)
- [When can I see my test results in Connect?](#)
- [Why are certain test results not shared electronically via Connect?](#)
- [If some of my health information on Connect is not correct, what should I do?](#)
- [What if I don't want my health records shared outside my doctor's office?](#)
- [How do I request my full medical records?](#)

### Bill Pay through Connect

- [What bills can I pay through Connect?](#)
- [Are credit card payments made through Connect safe?](#)
- [Do I have to pay my bills online?](#)
- [What if I have questions about my bills or balance?](#)

### About Video Visits

- [What do I need to have a video visit?](#)
- [How do I schedule a video visit?](#)

### Connect Help

- [Who do I contact if I have further questions about Connect?](#)

## What is Epic?

Epic is the new integrated electronic health record for Columbia University Irving Medical Center, NewYork-Presbyterian Hospital, and Weill Cornell Medicine.

[Back to top](#)



## Why are we changing to Epic?

Having all of your health information in one place helps us to deliver the best care, no matter where you are -- your doctor's office, the emergency room, or in the hospital. Epic gives your providers the information they need to continue delivering world-class care to you, including notes from providers involved in your care at any of our locations.

You also will benefit from a single patient portal to see all your upcoming appointments, test results, and billing statements.

[Back to top](#)

## What is Connect?

Connect is your patient portal, offering you personalized and secure online access to view portions of your medical records and manage your healthcare. Connect is a single portal for Columbia University Irving Medical Center, NewYork-Presbyterian, and Weill Cornell Medicine. It replaces Columbia University Irving Medical Centers' FollowMyHealth and will replace NewYork-Presbyterian's MyNYP.

Through Connect, you have access to:

- Test results
- Online appointments
- Online bill payment
- Simpler communication with your provider's office
- A record of all appointments, emergency room visits, and inpatient stays
- After-visit summaries
- Telehealth services, including follow-up video visits and urgent care on demand

Please visit [www.myconnectnyc.org/newuser/](http://www.myconnectnyc.org/newuser/) to sign up.

[Back to top](#)

## Who can participate with Connect?

Any patient age 12 or over is eligible for a Connect account. In addition, parents can be given portal proxy access to manage their children's accounts, or patients can grant access to their own accounts to family members, friends, or caregivers. Please see the [Terms and Conditions](#) for further information.

[Back to top](#)



## When did Columbia University Irving Medical Center and NewYork-Presbyterian join Weill Cornell Medicine's Connect?

Columbia University Irving Medical Center and NewYork-Presbyterian fully joined the Weill Cornell Medicine's Epic electronic medical record system and the Connect patient portal on Feb. 1, 2020.

[Back to top](#)

## Will Connect have all of my prior health records?

Our teams are bringing key components of your current medical history into Connect, which you can review with your provider. Rest assured that your doctors will have access to your full record.

[Back to top](#)

## Is Connect secure?

Columbia University Irving Medical Center, NewYork-Presbyterian, and Weill Cornell Medicine are committed to protecting your privacy and the security of your health information. All communication between you and your healthcare provider and care team using Connect is carried over a secure, encrypted connection. Encryption means the information is coded in such a way that no one can read it during transmission. This secure connection utilizes industry standard Secure Socket Layer (SSL) 128-bit encryption. Your health records are stored behind a firewall to prohibit unauthorized access. In addition, Connect access requires a username and password that you create yourself.

[Back to top](#)

## Is there a fee to use Connect?

Connect is a free service offered to our patients.

[Back to top](#)



## What services are available on Connect?

In addition to viewing components of your health record, Connect offers:

- Test results
- Online appointments
- Online bill payment
- Simpler communication with your provider's office
- A record of all appointments, emergency room visits, and inpatient stays
- After-visit summaries
- Telehealth services including follow up video visits and urgent care on demand

Please visit [www.myconnectnyc.org/newuser/](http://www.myconnectnyc.org/newuser/) to sign up.

[Back to top](#)

## How do I sign up for Connect?

You will receive an activation code after your visit or you can sign up by going to <http://www.myconnectnyc.org/newuser/> and clicking the Self Sign Up button.

[Back to top](#)

## What technical requirements are needed to use Connect?

You need access to a computer connected to the Internet and an up-to-date web browser. We also have apps available for iOS and Android devices.

[Back to top](#)



## Can I use Connect on my mobile device?

Connect can be used with Apple and Android apps.

[Back to top](#)

## Can I connect to external apps through Connect?

Patients can link their Connect account to third -party apps through the FHIR standard. If you have an app that uses FHIR to work with your provider's electronic health record system, Connect supports it. Follow the instructions supplied by the app to add your Connect information. For more detailed instructions, please click on the following link:

<https://open.epic.com/Tutorial/PatientAuthentication>

[Back to top](#)

## Can you send me a new Connect activation message as I have lost it, let it expire, or did not receive it?

You can request a new activation message during your next visit at Columbia University Irving Medical Center, NewYork-Presbyterian, or Weill Cornell Medicine. Security issues prevent us from emailing a new activation message to you. You can also use the [Self Sign Up](#) process without an activation code.

[Back to top](#)



## My Connect activation message does not work, what should I do?

If you get an activation message via text message or email, you have 24 hours to respond to it. If you get a letter with a code on it, it is good for 30 days. Also, you can complete the self-sign-up process without an activation code, and the system will ask you questions to verify your identity. If that does not work for you, then please contact [Connect Technical Support](#).

[Back to top](#)

## When I try to log into Connect, I keep receiving the message "Login unsuccessful." What could be wrong?

The password field is case-sensitive, so make sure your Caps Lock is turned off. Also, be sure not to enter any extra spaces in either your Connect Username or Password. If you have forgotten your login information, [click here](#) to recover your username or [click here](#) to reset your password.

[Back to top](#)

## I forgot my Connect username. How do I recover it?

[Click here](#) to recover your Connect Username. After entering your personal information, your Connect Username will be sent to the email address on file for your account. If you need additional assistance, please use the Contact Our Technical Support link that appears on the confirmation page.

[Back to top](#)

## I forgot my Connect Password. How do I get a new one?

[Click here](#) to reset your Connect Password. After entering your personal information, you will be prompted to send a security code to the email address on file for your account. After correctly entering the code, you will be able to create a new password. If you need additional assistance, please use the Contact Our Technical Support link that appears if you enter incorrect personal information on the submission page.

[Back to top](#)



## Where can I change my Connect Password or Security Question?

Log into Connect. Under the Profile menu, click on Security Settings.

[Back to top](#)

## Can I ask questions regarding a family member from my Connect account?

No, you should not ask questions regarding a family member from your Connect account. Your Connect account links directly to your medical health record and messages about the other individual would be placed in **your** health record. Information appearing in the incorrect health record could potentially jeopardize medical care.

[Back to top](#)

## Can my spouse and I share one Connect account?

No, due to the sensitive nature of medical information, patients must establish their own Connect account.

[Back to top](#)

## Can I be given access to another adult's Connect account? Do I need to be a patient myself?

Any adult can be given access to another adult's account, by granting portal proxy access. The portal proxy does not need to be a patient. The patient will need to complete the Connect Patient Portal Proxy Access Authorization form. Once the form is processed, the portal proxy will receive an email to establish a Connect account on the patient's behalf. In cases where the patient is unable to sign the form due to limited capacity, please contact the patient's provider.

[Back to top](#)



## Can I give another individual access to my Connect account?

Yes, you may give any other adult access to your Connect account, by granting portal proxy access. You will need to complete the Connect Patient Portal Proxy Access Authorization form at your provider's office. Once the form is processed, your chosen portal proxy will receive an email to establish a Connect account on your behalf, or if they already have a Connect account, to add your account access to their own.

[Back to top](#)

## Can I obtain Connect access for my child?

Parents or legal guardians can be given portal proxy access on behalf of their children under the age of 12 years old. Parents and legal guardians should ask about being given portal proxy access at their child's next appointment.

[Back to top](#)

## What happens to my Connect proxy access when my child turns 12?

On your child's 12<sup>th</sup> birthday, access to your child's information through Connect will change. Your access will be limited to messaging your child's providers.

[Back to top](#)

## What if I no longer want someone to have access to my Connect account?

If you previously granted another individual portal proxy access to your Connect account, you can remove their portal proxy access through the Family Access Settings. To update the setting, first log into your Connect account. Then, under “Health,” click “Share My Record.” The first option on the page - “Friends and family access” - allows you to cancel proxy access.

[Back to top](#)

## Can I update my personal information (e.g., home address, phone number, or e-mail) through Connect?

Yes, you can update your personal information through Connect. Log into your Connect account. Under the “Profile” menu, click on “Personal Information.” If any information is incorrect, hover over a card and click the Edit button in the bottom right corner to make updates.

[Back to top](#)

## If I send a message to my provider’s office through Connect, when can I expect a reply?

You can expect a response within two business days. Please do **not** use Connect to send any messages requiring urgent attention. For urgent medical matters, contact your provider’s office by phone or call 911.

[Back to top](#)



## When can I see my test results in Connect?

Most test results are automatically released to your Connect account a set period of time after the results are completed. Most lab results are released after two business days and most imaging results are released after four business days. If the results are sensitive in nature (e.g., genetic testing or sexually transmitted infection screening), the results are never automatically released, though your physician can manually release those results. If you have any questions about test results, please contact your physician's office directly. Connect Technical Support **cannot** discuss medical information.

[Back to top](#)

## Why are certain test results not shared electronically via Connect?

Test results that are not in an electronic format cannot be shared on the portal. Also, state law prohibits us from sharing certain results automatically. If you do not see a specific test result, please contact your physician's office directly. Connect Technical Support **cannot** discuss medical information.

[Back to top](#)

## If some of my health information on Connect is not correct, what should I do?

The health information in your Connect account comes directly from your electronic medical record at your provider's office. Ask your provider to correct any inaccurate information at your next visit, or send a message through Connect to your provider's office to request corrections to your health record. Your health information is reviewed and updated in your electronic medical record each visit.

[Back to top](#)

## What if I don't want my health records shared outside my doctor's office?

Your privacy is a top priority. Your private information can only be viewed in relation to the care you are receiving at Columbia University Irving Medical Center, NewYork-Presbyterian, or Weill Cornell Medicine. If you want to prevent us from electronically sharing your information through health information exchange networks, just say no when asked it during the registration process. If you



previously said yes to sharing information and you have changed your mind, please contact one of the privacy offices, and they can turn off sharing for your records.

[Back to top](#)

## How do I request my full medical records?

You can request a copy of your medical records by following the instructions on the links below:

NYP: <https://www.nyp.org/patients-and-visitors/medical-records>

Columbia: <https://www.columbiadoctors.org/about-us/medical-records>

Weill Cornell Medicine: <https://weillcornell.org/privacy> (click on the Notice of Privacy Practices for instructions)

[Back to top](#)

## What bills can I pay through Connect?

You can pay your Columbia and/or Weill Cornell Medicine provider bills and your NewYork-Presbyterian hospital bills through Connect.

[Back to top](#)

## Are credit card payments made through Connect safe?

Yes, all electronic fund transfers and payments are compliant with Payment Card Industry (PCI) standards.

[Back to top](#)



## Do I have to pay my bills online?

No, in addition to making online payments, you may pay your bills via phone or mail. Details can be found on your statement.

[Back to top](#)

## What if I have questions about my bills or balance?

You can reach customer service by calling the phone number on your statement or by sending an electronic message through Connect.

[Back to top](#)

## What do I need to have a video visit?

For the best experience, we strongly recommend that you use the smart device app for a visit. We have versions for both iOS and Android devices. There is no setup required if you use the app, just install the app on your device and log in.

If you do not have a smart device and must use a personal computer, make sure that you have the latest version of a common browser like Chrome, Firefox, Safari, or Explorer/Edge. Also, make sure that your microphone and camera are in good working order. Two days before your scheduled visit, you will be sent instructions for setting up and configuring the software before your first video visit. You may have to install new drivers on your computer, so please make sure you have the ability to install new programs on your computer.

[Back to top](#)

## How do I schedule a video visit?



Many providers have available video visits available through the online scheduling portion of Connect. Look for “Video Visit” when you are scheduling your appointment. Otherwise, when you contact the department to schedule your appointment, ask them if a video visit is appropriate for the type of appointment that you would like to schedule.

[Back to top](#)

## Who do I contact if I have further questions about Connect?

You should contact your provider’s office, or ask during your next visit.

[Back to top](#)

