Patient Portal FAQs

Q.
What information do I need to sign into my patient portal?

A.
You will need your Medical Record Number, your name, birth date, and the email address that the hospital has on file.

Q.
What services can I access via my Patient Portal?

A.
Request, View, Pre-Register and Cancel Appointments
Request an update of personal information such as phone number or address
Send messages via Contact Us throughout the portal
Access Bill Pay via External Links

Q.
Why can't I use a shared email account when setting up a new account?

A.
Stamford Hospital requires that each patient account be tied to a unique email address in order to protect against a person, other than the account holder, from receiving account information like usernames and passwords. This measure is geared to protect your privacy.

Q.
Is my patient portal secure? Who can see my patient portal?

A.
The patient portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or reports. Information can be read only by someone who knows the correct password or pass-phrase to log into the portal site. Your patient portal may be accessed by any users that you have authorized with proxy access.

Q.
What should I do if I forget my password or logon id?

A.
From the login screen, there is a 'Forgot Password' and 'Forgot Logon Id' link. By selecting this link and identifying the email address that is on file for you, a one-time user / password will be emailed to you. You may then log-on with this one time user / password and will then be prompted to update this user name / password. The one-time user name/password will remain active for 96 hours. If you experience any issues, please contact Medical Records directly at (203) 276-7034.

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Q.
Is my User Id or Password case sensitive?

A.
No, it is not case sensitive; however, passwords are case sensitive. User Id must be a minimum of 6 characters and maximum of 12 characters. Passwords must be a minimum of 4 characters and a maximum of 12 characters, two characters must be numeric.

Q.
What should I do if I have other technical problems with my portal?

A.
By selecting, 'Contact Us' on the portal homepage you will find a phone number and email address where you can contact the hospital. For more specific questions in the portal select the contact us on the page where you have a question i.e. Medications or Appointments.

Q.
How do I log out?

A.
Click the 'Logout' link at the top right side of the page. The 'Login' screen will appear verifying that you logged out successfully. You may then exit from the Patient Portal page.

Q.
As a parent or guardian am I able to see my child's patient portal?

A.
Yes, you will be able to apply for proxy access to your child's portal at our medical records office. By having proxy access to your child's portal you will be able to view their complete portal until the child reaches the age your state states proxy access should be severed. Proxy age for Connecticut is 14 years old.

Q.
How will I know if I have a new activity (reports, results etc...)?

A.
You will receive an email alerting you to new portal activity.

Q.
Can I request a new appointment via the Patient Portal?

A.
Yes, within the 'Appointments' area of the patient portal you will be able to access the 'Request a New Appointment' button and follow steps to select a new appointment. This request will send a message to our organization's scheduling department. Once the appointment has been confirmed you will be able to Pre-Register for that appointment.

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Q.
How do I view my upcoming appointments and instructions?

A.
Within the 'Appointments' area of your patient portal you will be able to select an appointment and view and print any instructions related to that appointment.

Q.
How do I cancel my upcoming appointments?
A.
Within the 'Appointments' area of your patient portal you will be able to select a pending appointment by clicking on it and then the 'Cancel' option becomes available.

Q.
How do I download my health information?

A.
Through the 'Health Record' area of your patient portal you will be able to create/view, download and send your health information via the "Health Summary" button. Note: In order to send you must have your providers E-Health Exchange Address.

Q.
Is my health information updated real time?

A.
Upon each successful log into your patient portal it is updated real time with the most up to date information from your medical record.

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