



Frequently Asked Questions

Why should I use RMH e-healthlink?

RMH e-healthlink is available to all RMH patients. You can access RMH e-healthlink from any device with Internet capability to view your personal health information, communicate with your providers, view lab results, and refill prescriptions.

How do I sign up for an account?

You can request access to RMH e-healthlink at a doctor's appointment or hospitalization. An RMH Registration staff member will assist you in obtaining your invitation to the RMH e-healthlink patient portal. Your email invitation should arrive within 24-48 hours. Just click on the link within the email and sign in.

Does it cost anything to use RMH e-healthlink?

It is free!

Do I have a limited amount of time to sign up after I receive the invitation I requested?

The invitation expires within 90 days; but, if you forget, just resubmit an account request by asking an RMH Registration Staff member at your next visit.

How soon after I register will my health information be there?

Your visit information should be available immediately.

How quickly will I get my prescription after I submit a request through RMH e-healthlink?

Prescriptions will be available within two business days.

When can I expect a reply to health messages I send to my doctor's office through RMH e-healthlink?

You will receive an answer within three business days. Do not use RMH e-healthlink for urgent or emergent situations.

Will any of my previous health information be available?

Yes.

What if I forget my password?

You can contact Patient Portal support, 24/7, by calling 1-877-621-8014; or click the "Forgot Password" link at <https://rushmemorial.iqhealth.com>.

Why are Cerner and IQHealth referenced on the website?

Cerner and IQHealth are companies we use to securely manage your electronic medical record information. The RMH e-healthlink Patient Portal is a customized system that provides you with the capabilities to interact with this medical record system.

How secure is the RMH e-healthlink Patient Portal?

The Rush Memorial Hospital e-healthlink patient portal is encrypted and password-protected. Your health information remains secure.

Can I access my child's or parent's health information?

Yes. Access can be granted to parents of children under age 18, as well as caregivers of elderly patients. Just contact the front desk staff at the practice. A unique email address is required for each person. Please note that proxy access to a child's account will expire when he or she turns 18, and the child will need to create his or her own account.

Who else will have access to my information?

Only you and those whom you grant access will have access to your information. A unique email address is required for individual portal accounts. If you use one email address for all family members, you will see all family members' medical information in the portal.