Your Health Information at Your Fingertips, Day or Night!

Patient Online FAQs

What is Patient Online (POL)?
POL offers personalized and secure online access to portions of your medical records. It enables you to securely use the internet to help manage and receive information about your health. With POL you can view your health summary, save and print selected test results, and transfer records to physicians.

Is there a fee to use POL?
POL is a free service offered to our patients.

How do I sign up?
Patients will be pre-registered at the time of their admission. A username and password will be emailed or mailed to you at home. Once you receive this information, you will immediately be able to access patient online.

What do I need to use POL?
You need internet access and an up-to-date browser (such as internet explorer, firefox, google chrome)

When can I see my test results in POL?
Your test results are released to your POL account after your physician has reviewed them. This will generally occur within a few days but may vary depending on the type of test or result.

Where can I update my personal information (for example, update my email address or change my password)?
This can be completed in the “Preferences” section of POL. The link can be found on the top left side of the home page.

I forgot my password. What do I do?
You may click the "Forgot Password" link on the right hand side of the sign-in page to change your password.

If some of my information on POL is not correct, what should I do?
Your POL information comes directly from your electronic medical record at the hospital. For assistance, or to update your information, contact Medical Records at:
- Mount Sinai Beth Israel Petrie (212) 420-2665
- Mount Sinai Beth Israel Brooklyn (718) 951-2806
- Mount Sinai St. Luke's (212) 523-3265
- Mount Sinai Roosevelt (212) 523-7116

If there is an error with any medical information please contact your physician.

Can I view a family member's health record in POL?
Yes you can. This is called Third Party Access and allows another individual to connect to your information. If you would like to authorize access to your POL account please go to the "Access" section of the portal and complete a Third Party Consent Form. This form must then be returned to the Medical Records Office at our medical facility to complete your third party access request.

Can I ask questions about the health of my family members from my own POL account?
POL is personalized. Communicating from your account about another person's health record is not allowed. This would violate security of health/medical information and your rights to privacy.

I was logged out of POL. What happened?
We aim to protect your privacy and the security of your information. While logged into POL, if your keyboard remains idle for 20 minutes or more, you will be automatically logged out of POL. We recommend that you log out of your POL session if you need to leave your computer for even a short period of time.

How is POL secure?
We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal ID’s and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, POL uses the latest encryption technology with no caching. Your POL session is automatically encrypted and safe.

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