



General Patient Questions about the Transition

What does this transition mean to me?

Medfusion will now take on the responsibility of hosting your provider's website and portal services. Medfusion has acquired the iHealth service, the iHealthRecord (their PHR solution), and the iHealth subscriber customers.

Now what happens?

You should have received an electronic message from your provider announcing their new Medfusion hosted site and inviting you to create an account with them at their new site. You can also create a new Personal Health Record (PHR) on the Medfusion hosted site.

What about the PHR I previously created with my provider?

If you previously created a Personal Health Record with your provider, you can still access that information at <http://www.ihealthrecord.org/>, until **October 15, 2009**. It is recommended that you create a new PHR with your provider's newly hosted site.

Can I continue to use the same login and password?

You will need to establish a log in and password on your provider's Medfusion hosted site.

How can I communicate with my provider?

Once the new website is active on Medfusion, and you should follow the steps outlined to create a new account then you can begin using the Medfusion portal solutions, activated at your practice, to communicate with your provider.

Upon entry into their Medfusion hosted site, the first time you will be directed to create a new account. Once you have established an account on the Medfusion hosted site, you can immediately access any of the portal communication tools your provider has chosen to make active.

What else do I need to do?

Monitor your email for a message from your provider regarding their transition date. Follow the steps in the message to access your provider's new site, create an account, and add a Personal Health Record.