



Why should I use MyJMH Patient Portal?

MyJMH Patient Portal is available to all JMH patients allowing you to access your personal health information such as labs and radiology as well as connect with your health care team online.

How do I sign up for MyJMH Patient Portal?

There are 3 ways to sign up for your MyJMH Patient Portal:

1. Self-enroll online at <https://johnsonmemorialhospital.iqhealth.com/self-enroll>.
2. Call the JMH Release of Information staff at 317-736-3573 and request an invitation to enroll.
3. Go to the hospital, and enroll in the Release of Information office.

How soon can I see my test results?

Your visit information should be available immediately. Lab and Radiology results should be available within 72 hours of your appointment for tests performed at Johnson Memorial.

Will I have access to any of my previous health information?

Yes. Lab and Radiology test results will be available in your MyJMH Patient Portal.

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

Yes. Parents can obtain health information for children under the age of 18 or if you are a patient's caregiver. Call Release of Information at 317-736-3573 to request access as a proxy. Please note, as soon as your child becomes 18, your proxy will no longer be in effect and he/she will need to create his/her own account. For caregiver patient proxy requests, you will be required to provide additional documentation.

Who else can access MyJMH Patient Portal?

Only you and if you want to grant access to someone. An individual email address is required for each portal account.

What if I need additional medical records?

Contact Release of Information at 317-736-3573 or visit www.johnsonmemorial.org and under the Patients tab click on Your Records. Under Medical Records scroll down and download the Release of Information Authorization Form. Print and complete the form and submit it along with a copy of a valid photo ID via your preferred method.

- Bring it to the hospital, Release of Information office
- Fax it to 317-736-3368
- Mail it to Johnson Memorial Health, Attention: Medical Information, 1125 W. Jefferson St., Franklin, IN 46131

Where is the Release of Information office located?

The office is located in hospital's Business Office on the second floor of 1125 W Jefferson Street, Franklin, IN 46131

What do I do if I forget my password?

Please contact the Cerner Support Line at 877-621-8014.

Is MyJMH Patient Portal secure?

Yes. Your information is secure because MyJMH Patient Portal is encrypted and password protected.

Is there a fee to receive copies of my medical record?

Yes. JMH abides by the Indiana regulated fee schedule for medical record copies. There is no fee for record copies sent directly to your designated physician. Please call 317-736-3573 if you have any questions.