

Mission

United Community,
Empowered People,
Exceptional Health

Vision

Provide the best
patient-centered care in the
Pacific Northwest

Values

Service & Relationships



PRACTICE
Greenhealth

Your personal health record
information at your fingertips!

My MasonHealth is a powerful health
care management tool that stores your
personal health history, or that of your
children under 13, in a secure, online
environment.

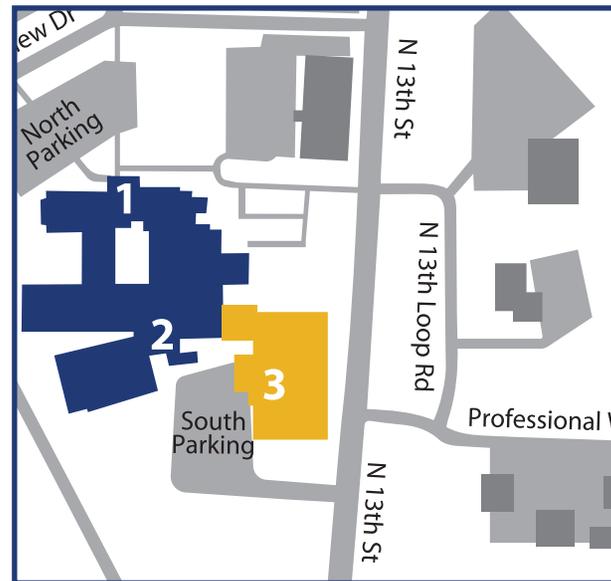
Now you can access your medical
records from home, work, on vacation
or anywhere where you are connected
to the internet.

Mason General Hospital

901 Mountain View Drive
PO Box 1668
Shelton, WA 98584-5001
Shelton (360) 426-1611
From Allyn (360) 275-8614
Toll-free (855) 880-3201
TTY/TDD (360) 427-9593

Mason Clinic

1701 N. 13th Street
PO Box 1668
Shelton, WA 98584-5001
(360) 426-2653
Toll-free (800) 824-8885



- 1 **Mason General Hospital Emergency Entrance**
- 2 **Mason General Hospital Main Entrance**
- 3 **Mason Clinic**



www.MasonGeneral.com • 901 Mountain View Drive, Shelton, WA 98584 • (360) 426-1611, from Allyn (360) 275-8614, Toll free (855) 880-3201, TTY/TDD (360) 427-9593. Equal Opportunity Provider • Free Translation Services Provided/Se habla español • Mason Health informs the public, patients, and employees that the agency does not discriminate on the basis of a patient's age, race, color, ethnicity, national origin, sex (including pregnancy, gender identity or expression, sexual orientation), religion, culture, physical or mental disability, financial status or condition (including the terminally ill or dying), limited English, visual, hearing or learning impaired.

07/2023

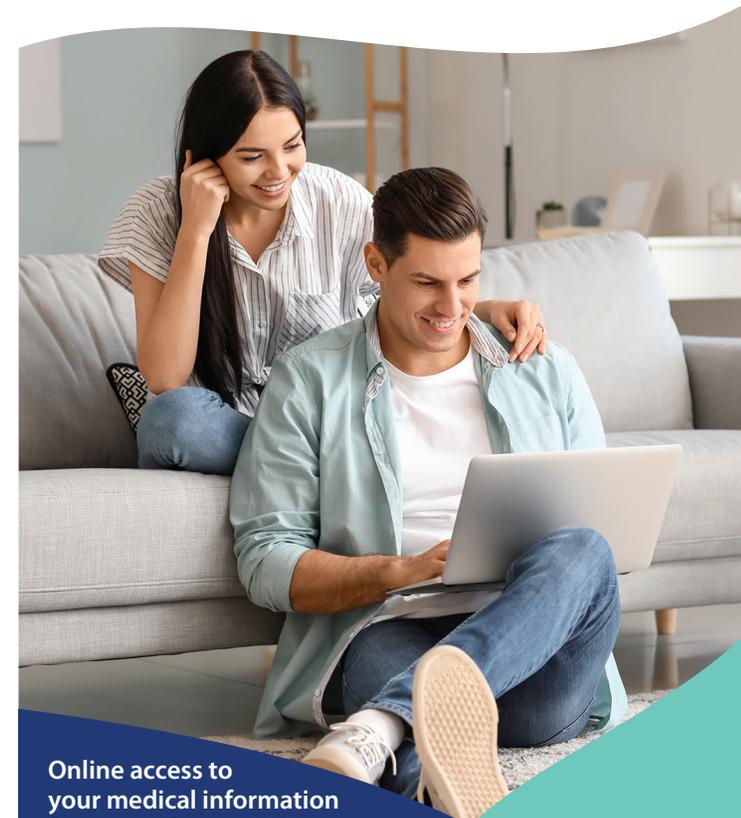


Mason Health
Mason General Hospital
Mason Clinic

Take Charge of Your Health

MyMasonHealth

www.masonhealth.com/patient-portal



Online access to
your medical information
from anywhere – 24/7



Visit us online at:
www.masongeneral.com

Follow us on social media



Secure Access When You Need It

Once you are registered with MyMasonHealth, you can access, download, and transmit your clinical visit and hospital discharge summaries anywhere you have access to the internet. Once registered, your health information follows you at home, work, vacation and to your doctor or other hospital visits.

Access Your Children's Medical Records

If your child is 12 years old or younger, you may request parental access to view your child's online medical records so you can securely message your child's health care team and manage their appointments online.

Visit Mason Clinic Registration at 1701 N. 13th Street in Shelton or the Health Information Management Office at 2505 Olympic Highway North, Suite 410, in Shelton to complete an online form.

Simplify and Save Time

You will have the ability to manage your health at the click of a button with these tools:

- **Secure Messaging:** Send and receive secure messages from your health care team
- **Manage Appointments:** View upcoming appointments details, add your appointments to your personal electronic calendar and cancel or request a new appointment.
- **Medical Records:** View selected data from your electronic medical record, including test results and patient education information.
- **View Medications and Allergies**



How do I sign up for MyMasonHealth?

Discuss the invitation process with Registration at your next visit to Mason Clinic or Mason General Hospital.

How do I access MyMasonHealth?

Present to any Mason Health location and our registration staff will be able to send you an invite. A link will be sent from IQ Health to your chosen email.

Once you receive the email, the embedded link will prompt you to set up an account and user password. Once your account is established, you can access the MyMasonHealth portal on our Mason Health website at www.masonhealth.com/patient-portal.

To access a minor's portal (age 0-12) or another adult's portal, you must complete a proxy consent form. These forms are located at our Clinic and Hospital registration desks or our Health Information Office located at 2505 Olympic Highway N. Ste #410 Shelton, WA 98584

*** Patients between the ages of 13-17 will not be eligible for the online portal due to privacy laws. Access to medical records for this age group must be done in person at our Health Information Office.*

How do I check my messages?

After you log in to MyMasonHealth, you will see your home page. Select Messaging from the navigation panel on the left and then click on Inbox. This will take you to your received messages. To view the contents of a message, click on that message.

How will I know when I have a new message?

When a new message arrives in your inbox, an email alert message will be sent to the email address that was entered for your account during registration.

How do I send a message to a provider?

You can send a message to your health care team by clicking on the Messaging navigation panel. This will take you to your message inbox. Select Send Message and enter the first two letters of your provider's last name, then select your provider, type your message, and click Send.

How do I view my scheduled appointments?

In the Appointments navigation panel, you will view upcoming appointments. You will see details for each of your scheduled appointments. Actions for each appointment include adding your appointment to your personal calendar, canceling appointments and instructions.

How do I request a new appointment?

Click on the Request a New Appointment link under the Appointments section on the left navigation panel.

1. Select a provider in the To field.
2. Enter either the first available appointment, or enter your availability in the field provided.
3. State the reason for your appointment.
4. Enter your preferred follow up method for the request – if by phone, enter your phone number for the staff to call you back.
5. Review the details of your request and click Send.
6. If you choose Secure Message as the follow up method, you will receive an email regarding your appointment request in your secure message inbox.

How do I reschedule or cancel an appointment?

From the Appointments menu, select Reschedule or Cancel, then complete the form and submit.

Questions?

Visit <https://www.masonhealth.com/patient-portal> for more information. For technical questions that are not addressed online, please call Health Information Management at 360-427-9587, Monday through Friday, 8 a.m. to 4 p.m. or send an email to patientportal@masongeneral.com.

