



Frequently Asked Questions

My Winona Health

Is My Winona Health secure?

Yes. *My Winona Health* is a secure Internet application in compliance with State and Federal requirements. Access is granted only to users who have registered with their healthcare clinic.

Will there be any charges for using My Winona Health?

No. There is no fee to use *My Winona Health*.

Do I need to have an established relationship with Winona Health to use My Winona Health?

Yes, you will need to have visited Winona Health for a healthcare visit, have an upcoming visit scheduled or be added to the Winona Health system by calling 507.474.5678 in order to use *My Winona Health*.

Can I access my child's medical information through My Winona Health?

Yes. Parents and guardians can register and create accounts for each child through *My Winona Health*. First, create an account for the parent(s)/guardian and then follow the steps to sign up each child under the age of 18. To view all family members' information, you must use the same email address when creating each individual account.

Can I access my spouse's medical information through My Winona Health?

Yes. A spouse can give permission for their partner to access their medical information by signing Winona Health's Proxy Permission Form. Visit any Winona Health registration desk or winonahealth.org/mywh for a copy of this form. Forms may be returned to any registration desk or mailed to: Winona Health, Attn: My Winona Health, 855 Mankato Ave. Winona, MN 55987. To view all family members' information, you must use the same email address when creating each individual portal account. *By signing the proxy form, a spouse gives permission for their partner to view medical information through My Winona Health, but it does not include permission to request a spouse's medical information over the phone. To enable phone requests, a spouse must sign Winona Health's Medical Release of Information form.*

How do I sign up for my Winona Health?

Call 507.474.5678 between 7 a.m. – 7 p.m. or visit a registration desk at Winona Health. You must have an email address to sign up.

Who should I contact if I have trouble logging in to my account?

If you already have an account and are experiencing technical difficulties, call our support number anytime: **1.877.621.8014**.

What if I forget my password?

Go to www.winonahealth.org/mywh to log in. on this screen, click the link for "Forgot your password?" Follow the instructions to reset your password. If you still have trouble logging in to the site, call 1.877.621.8014 anytime for assistance.

What is Cerner Health?

Cerner Health is a partner with Winona Health in providing *My Winona Health* to patients. Cerner has been developing electronic medical records and secure technology applications for healthcare organizations since 1979.

Why is Winona Health Online now My Winona Health?

As our patient portal has evolved, we decided that its name should evolve as well. *My Winona Health* more clearly reflects that the web portal is a secure, personal record and resource for each patient.

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What is the difference between Winona Health Online and *My Winona Health*?

The biggest difference between Winona Health Online and *My Winona Health* is new features and the appearance of the portal (see images A and B below). Instead of clicking on links on the left side of the page (A1), you can use the icons at the top (B1) to navigate to specific information and quick links on the bottom (B2) to navigate to specific resources.



Image A: Winona Health Online



Image B: *My Winona Health*

Icons at Top of Page

- [My Messages](#) – Send secure messages, similar to email, directly to your provider or care team.
- [My Records](#) – View and download your medical results, medications, procedures and more.
- [My Upcoming Appointments](#) – View the upcoming appointments you have scheduled with Winona Health.
- [Pay My Bill](#) – Securely make payments for your Winona Health bills online.

Quick Links at Bottom of Page

- [Find a Provider](#) – View a directory, with images, of all Winona Health providers.
- [Winona Health News](#) – Read the latest Winona Health news including announcements about new providers, upcoming events, new services and more.
- [Classes & Events](#) – View our events calendar.
- [Contact Us](#) – Get general contact information and department specific information.

What are some of the benefits to being able to access my medical records online?

You can use My Winona Health to:

- Schedule and check upcoming appointment dates
- Send messages to your provider or care team
- Check your lab results
- View your medical history
- Check and print your immunization records
- View your current medications and allergies
- Download and view educational materials from your visits
- Access your child's medical information

If you need medical care while traveling, you can access your record to share information, such as medications, immunization records and allergies with the healthcare provider treating you.