Bethesda Connect
Frequently Asked Questions

Welcome to Bethesda Connect!

The Bethesda Connect Health Information Exchange (HIE) provides you with timely, secure and authorized exchange of patient health information with Bethesda Health and our two hospitals: Bethesda Hospital East and Bethesda Hospital West. The services we offer are in accordance with national standards for the secure exchange of health information.

Why should I use Bethesda Connect?

By creating a Bethesda Connect account, you'll be able to access information about your care during your stay at Bethesda Hospital East or Bethesda Hospital West. Three days after your discharge, you will be able to see a summary of your care including lab results, procedures and a list of discharge medications.

What Information is Available?

Bethesda Connect offers a world of information right at your fingertips, which may include:

- Reason for Visit
- Chief Complaint
- Social History
- Functional Status
- Vital Signs
- Results
- Problems
- Treatment Plan
- Procedure List
- Immunizations
- Hospital Course
- Detailed Instructions
- Allergies
- Discharge Medications

After three days following your discharge, if you do not see the information from your hospital stay in the patient portal, please contact Bethesda Connect Support. Call (561) 733-0733, or send an email to BethesdaConnectSupport@BHinc.org.

Information in Bethesda Connect is not a substitute for discussion with your physician. If you have any concerns, please discuss them with your care provider. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

Keep in mind, Bethesda Connect provides only a summary of your stay. To obtain a full copy of your medical record, contact Bethesda's Health Information Management Department.

Bethesda Hospital East:
(561) 737-7733, ext. 84271
Monday – Friday, 8:30 a.m. to 4:00 p.m.

Bethesda Hospital West:
(561) 336-7000, ext. 70075
Monday – Friday, 8:30 a.m. to 4:00 p.m.

Proof of identity is required when you pick up your medical records (driver's license or a government-issued photo ID).

How do I access Bethesda Connect?

Logging into Bethesda Connect is easy!

Step 1: Your Bethesda Connect account set up began when you agreed to participate at the time of your hospital registration.

Step 2: Within three business days, you will receive two emails. The first is a welcome letter that will contain a link to the registration website. The second email will include a user validation key code, unique to you. You must click on the link and follow the prompts to enter your validation key code to complete your registration.

Step 3: Once registered, you will be asked to create your own user name and password that you will use for future log-ins to BethesdaConnect.com.

How will my health information be protected?

Special features keep your information secure and prevent your records from being accessed by anyone not authorized to view them. Bethesda's HIE technology also has added security features such as audit logs, which track who has accessed your records and when. Bethesda also provides data encryption for an additional level of security.

Who do I call for help with Bethesda Connect?

CALL YOUR DOCTOR'S OFFICE IF:

You are seeking medical advice, need to speak with your doctor or have questions about physician referrals, prescriptions, test results or urgent health issues.

CONTACT BETHESDA CONNECT SUPPORT FOR:

• Bethesda Connect Registration
• Password resets

Additional information is available by checking the FAQs on the website. You may also send an email to BethesdaConnectSupport@BHinc.org, or call (561) 733-0733 between 8:30 a.m. and 4:00 p.m., Monday through Friday. If you are contacting us with support needs after regular business hours, we will respond to your request on the next business day.

Please note: If you have questions about computer functions or Internet connectivity, please contact your Internet provider or technical service provider.