MedStar Health

Below we've provided answers to many frequently asked questions about your MedStar Health's Patient Information Center account and related electronic documents. Please click on a topic for more information.

General Information

About MedStar Health Patient Information Center

Welcome to the MedStar Health Patient Information Center. **My Dashboard** displays upcoming MedStar Health appointments and recent statements from MedStar Physicians Billing in one easily accessible location. From here you can view, print, and download your appointment information from select departments, pay your MedStar Physicians bills, and access important information about your account.

What is eDelivery?

eDelivery is the delivery of your documents in an electronic format, viewable online, rather than on paper via the U.S. Postal Service. Choosing eDelivery allows us to send paperless notifications of your participating appointments and/or statements to the e-mail address you provide. You will receive an e-mail requesting that you log in to view your documents securely.

How do I choose to view my documents online via e-mail notification?

Begin, if you have not already, by first creating your login ID and password here. You will be asked to set your eDelivery preferences on the registration screen. You will also be asked to accept the eDelivery Terms of Service by placing a checkmark in the box provided. Your preferences will be set when you click "Create Account".

You may also edit your existing delivery preference by clicking on the "My Account" link located in the top menu of your personal welcome screen. Change your delivery preference to "Paper documents delivered by the USPS" and then click on the "Save Changes to Your Profile" button.

IMPORTANT: Since e-mail notification is the way we remind you that your documents are available to be viewed online, please ensure your e-mail address is accurate and that you check your e-mail on a regular basis.

What if I don't receive an e-mail notification?

There could be a few reasons why you have not received your e-mail notification.

The e-mail address in your profile may be old or incorrect. You can update your e-mail details in your profile.

Your notification may have been filtered to your junk e-mail folder. Add **myinfo@medstar.net** to your address book and/or filters to prevent this from occurring.
Your e-mail mailbox may have been full, causing the e-mail to bounce back.

Please note: Your eDelivery e-mail notification is our way of reminding you that your documents are available to be viewed online; please ensure your e-mail address is accurate and that you check your e-mail on a regular basis.

Can I receive both eDelivery and paper delivery?

In the interest of going green and preserving the environment, we are asking our patients to use only one of the two methods of delivery for each document type. For your convenience, you may print out the any of the documents you view online.

If you have elected to receive electronic documents, you can revert back to paper should you no longer wish to receive eDelivery by clicking on the "My Account" link located in the top menu of your personal welcome screen. Update your information and then click on the "Save Changes to Your Profile" button. Please allow up to 48-hours for changes to take effect. You are not required to pay online. We offer this service free of charge for our patients' convenience.

How will I know when my documents are available?

When you sign up for eDelivery an e-mail notification will be sent to your e-mail address when new documents are available for viewing.

What if my e-mail address or other personal information has changed?

To change your e-mail address, click the "My Account" link located in the top menu of your personal welcome screen. Update your information and then click on the "Save Changes to Your Profile" button.

To change information, such as your name, address, telephone number and insurance information, please click here to select the appropriate department to contact.

Will anything change with regard to my documents?

No, nothing will change. Your documents will be generated and posted online at the same time they would have printed and mailed to you.

Technical Issues

Which browsers do you support?

For security reasons, we support the most recent desktop browser versions for Google® Chrome™, Mozilla Firefox and Microsoft Internet Explorer. If you do not have one of these browsers installed on your computer, or the most recent version of one of the supported browsers, please download or upgrade using the links below.

Google® Chrome™   http://www.google.com/chrome/browser/desktop/index.html
Mozilla Firefox   http://www.mozilla.org/en-US/firefox/
Microsoft Internet Explorer https://www.microsoft.com/en-us/download/internet-explorer.aspx

PLEASE NOTE: If you choose to not install or upgrade your desktop browser, you may not be able to access certain areas of our site. Also, if your preferred browser is Microsoft Internet Explorer, we recommend enabling JavaScript and turning Compatibility mode off.

What information do I need to set up an account?

Before creating a new account, gather the f ollowing information:

- Your five digit PIN#
- Your date of birth
- Your first and last name, as they appear on a recent statement or participating appointment from MedStar Health.
- A valid e-mail address. If you choose eDelivery, your e-mail notifications will be sent to this address.

I'm having trouble creating an account. What should I do?

If you have double-checked your information and still cannot create an account, please click here to select the appropriate department to contact.

I forgot my password. What do I do?

If you have misplaced your password, you may click on the "I forgot my password" link found on the login page. Follow the instructions to receive a temporary password, which will be sent to the e-mail address given when you first created your account.

For additional information or for an answer to a question not covered here, please visit our online Patient and Visitor Guide at **medstargeorgetown.org**.