Frequently Asked Questions

MyHealthRecord, an online service of COMCARE, is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.

This Frequently Asked Questions section is here to assist you with your general questions about MyHealthRecord. If you have questions regarding your health, please contact your physician. If this is an emergency, please call 911.

General Information

What can I do using MyHealthRecord?

The new patient portal provided by COMCARE allows patients to:

- View your health summary i.e. Medications, Vital Signs, Tests and Results, etc.
- Securely message your provider's office or medical records department.
- Update your profile information (demographics, insurance, etc.)

Where does my health information in the Portal come from?

All of the information in the Portal comes from your COMCARE Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

How do I log into the Portal?

If you have already enrolled: To log into the Portal, go to www.myhealthrecord.com or you can visit the Patient Portal link on the comcarepa.com website. Then, simply enter your user name and password.

If you have not enrolled: Call 785-452-3228 or visit your COMCARE physician's office. They will send you an invitation directly to your email address to create a username and password.

Can my family / caregivers access my Portal?

Yes, you can give family members, such as parents or other caregivers, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and the person(s) you are giving access to.

Can I access my work-related information on the Portal?

No – any work-comp related records will not be available on the portal.

Is my information safe?

Yes. Portal passwords are encrypted and URLs are re-written so that they cannot be copied and pasted. You and authorized family members are the only ones who can access your Portal.

How far back does information in my health record go?

Once you sign up for MyHealthRecord you will be able to view any information we have in our records. If you have any questions regarding your information, please contact our office.

Who do I contact if I need help self-enrolling?

You can contact the Health Information department at (785) 452-3228 and they can assist you. You can also send an email to comcarepatientportal@srhc.com.

What if I can't remember my username and/or password?

Please visit the Portal link and click Forgot username or Forgot Password link.

What web browser should I use?

MyHealthRecord is compatible with most web browsers. MyHealthRecord has been tested with Chrome, Internet Explorer 11, Microsoft Edge, Mozilla and Safari.

What if I ever have technical problems with the Portal?

You can email gwportaltechnicalissues@srhc.com and they will address any issues you are having.

How do I know when I have a message waiting for me from COMCARE?

You will receive an email stating that you have a new message in the patient portal.

How do I update my insurance information available on the portal?

Log into the patient portal, then click on the My Profile header. You will then click on the insurance section. If the insurance information is incorrect, you can submit changes under your current insurance information. This will take you to another page where you can enter your new insurance information. Once you click submit, this will go to Comcare to update your information. Keep in mind Comcare will need an actual copy of your insurance card to keep on file.

Why is my profile information that I updated not appearing within the portal?

Please allow up to 1 business day for the requested changes to appear within the portal.

Proxy Access

What is a proxy access?

Proxy access enables parents and legal guardians to access their child, family, or companion's online health information. Once an enrolled portal user reaches the age of 16 a parent or legal guardian must request proxy access to view their child's account.

What is the proper procedure for setting-up proxy access?

In order to gain proxy access, the consenting parties must fill out the necessary forms. These forms are available at COMCARE or online at www.comcarepa.com.

Will proxy access automatically be severed once a minor reaches a certain age?

Varied state-by-state, proxy access of minors will automatically be severed according to the legal tender of age. In Kansas, for example, once an enrolled portal user reaches the age of 16, all proxies will lose access and be severed from the child's account.

What is the proper procedure for disabling proxy access (other than minors)?

If, for example, spouses divorce and both are seeking removal of proxy access, they must fill out all of the necessary forms. These forms are available at COMCARE or online at www.comcarepa.com.