

# LICKING MEMORIAL HOSPITAL PATIENT PORTAL LOGON GUIDE

## Getting Started with the Licking Memorial Hospital (LMH) Patient Portal Logon

- 1. Check your email.** An email from 'LMH Patient Portal' with the subject line 'Activation Email for the LMH Hospital Patient Portal' will appear in your inbox. If you did not receive an email, contact an LMH Patient Portal Specialist at (220) 564-4030 and select option 2. Please remember to check junk or spam folders.



- 2. Click on the blue hyperlink in your email.** This will direct you to the Patient Portal 'Change Logon ID and Password' page.

Welcome to the Licking Memorial Hospital Patient Portal!

You have received this email after enrolling as a patient, proxy, or you may have been appointed as a Proxy (someone trusted by the patient or a Parent/Legal Guardian to a minor). Setting up a Portal account allows you to see medical record information as a patient or on behalf of a patient. Please follow the steps below to help you create your new, personalized Portal account.

The blue hyperlink provided on the bottom of the email will take you directly to the Portal 'Change Logon ID and Password' page.

<https://MY.LMHEALTH.ORG:442/extsignon.mthz?signonurl=%2FPhm-PhmHome.HomePage.WR.mth%3Fhcis%3DLIKWEB.TEST5.67%26application%3Dphm%26link%3D1&userid=FM1129029333&password=FM35ad093&application=Phm>

- 3. Create your personalized Logon ID and password** (following the criteria listed to create both).

**Change Log On User Id and Password**

**User Id must:**

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 2 numeric character(s)

**Password must:**

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 2 numeric character(s)

New Log On User Id

New Password

Confirm New Password

Medical Record Number

**Medical Record Number (MRN):** Your Unit/MRN is a 6 digit number located on documents, discharge paperwork or wristbands from ER or Urgent Care visits, any imaging visits, inpatient stay, outpatient visit, labs done at the hospital or stop by the Medical Records department with a Photo ID and they can give it to you.

**Security Questions:** You also will need to provide answers for two security questions. These questions will be asked again if ever you forget your password and need to reset it. **Note:** Security questions are case sensitive.

If the security questions are answered incorrectly at the time of a password reset, you will need to visit the LMH Medical Records Department, show valid proof of photo ID, and the LMH staff will provide assistance.

Security Question	<input type="text" value="In what city or town was your first job?"/>
Security Question Answer	<input type="text"/>
<input type="button" value="Submit"/>	

4. Click the green **'Submit'** button, and the following text will appear:

Your new credentials have been saved. Please log off and sign back on using your new credentials.

5. Log off in the upper right-hand corner and the image below will appear. You will be directed to the Login page where you can try out your new credentials.



6. Input your newly created Logon ID and Password. Click the **'Log On'** button.

Logon ID:	<input type="text"/>
<a href="#">Forgot Logon ID?</a>	
Password:	<input type="password"/>
<a href="#">Forgot Password?</a>	
<input type="button" value="Log On"/>	

7. You will need to **'Accept'** or **'Decline'** the Terms & Conditions of use for the LMH Patient Portal. If you **'Accept,'** you will be taken to the Patient Portal Home Page. If you **'Decline,'** you will be redirected out of the Portal.

**Terms and Conditions**

**Licking Memorial Health Systems Patient Portal User Agreement**

The Patient Portal is an optional online service provided by Licking Memorial Health Systems (LMHS) to help you, as the patient, achieve personalized health care.

**IF YOU EXPERIENCE AN EMERGENCY, VISIT THE EMERGENCY ROOM, AN URGENT CARE CENTER OR DIAL 911.**

**Purpose of the Patient Portal**  
The purpose of the Hospital Patient Portal is to provide you with another option to access your medical information. Medical information includes access to selected portions of your medical records, such as basic laboratory results, Patient Health Summaries, Visit History, and requested appointments. Use of the Patient Portal is not a substitute for traditional medical advice, consultation, diagnosis or treatment.

**Terms of Use**  
By using the Patient Portal, you agree to use it in accordance with this document and the applicable policies of LMHS. These Terms of Use may change without notice. Your use of the new or modified Terms of Use means that you accept them. You agree to use the Patient Portal appropriately and as it is intended. The Patient Portal is provided for your convenience and its availability is not an entitlement, right or privilege.

**Content of the Hospital Patient Portal**  
You and your healthcare providers control the content of, and are responsible for the, information sent to the Patient Portal.

Once you have successfully reached the Patient Portal Home Page, you will be able to view all your available health information. Please refer to the Patient Navigation Guide for assistance in navigating through the LMH Portal.

### *Common Questions About Logging Into the LMH Patient Portal*

#### **1. What are the Logon ID and Password requirements?**

**Logon ID:** To protect the privacy of our patients' accounts, please ensure that your Logon ID is between 8 and 20 characters in length, and includes at least 2 numbers.

**Password:** To protect against unauthorized use, we require passwords to be between 8 and 20 characters in length, and include at least 2 numbers.

**NOTE:** Your password is case sensitive. For example, the passwords 'ME123' and 'me123' are not interchangeable. The system requires that your password match exactly what is on record.

**Logon ID:**

PortalExample01

[Forgot Logon ID?](#)

**Password:**

●●●●●●●●

[Forgot Password?](#)

**2. How many times can I attempt to enter my Logon ID and Password information before it locks?**

You will have three attempts to enter your LMH Patient Portal Logon information before you will be locked out of the system. If that occurs, you may call a Patient Portal Specialist or visit the LMH Medical Records Department and provide proof of a valid photo ID to reset your Logon ID and password.

**3. What should I do if I forget my password?**

- A. From the LMH Patient Portal Logon screen, there is a [Forgot Password?](#) link. Input your current LMH Patient Portal Logon ID and your email address. Select the **'Reset Password'** button and the system will tell you if the reset was successful. If successful, go to your email and find the Activation email. If not, please contact a Patient Portal Specialist at the phone number or email at the bottom of page 5.

**Reset Password**

\* Enter Logon ID:

\* Email Address:

**Reset Password**

\* = Required fields

**Password Reset Successful**

Thank you. You will receive an email shortly with instructions to reset your user identification.

[Log on](#) to the Patient Portal.

- B. Once you receive your Activation email, click on the blue hyperlink at the bottom of the email. This will take you to the 'Change Logon ID and Password' page to set up new credentials.

**Change Logon ID and Password**

Logon ID must:

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 2 numeric character(s)

Password must:

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 2 numeric character(s)

New Logon ID

New Password

Confirm New Password

Medical Record Number

- C. In this screen create your new password (your Logon ID stays the same). In addition, you MUST correctly answer both **Security questions\*** for new password changes to take effect.

**Change Password**

**Password must:**

- Contain no fewer than 8 character(s)
- Contain no more than 20 character(s)
- Contain no fewer than 2 numeric character(s)

**New Password**

**Confirm New Password**

**Security Question** **In what city did you meet your spouse/significant other?**

**Security Question Answer**

**Security Question** **In what city did your father and mother meet?**

**Security Question Answer**

**NOTE:** If you did not receive the Activation reset email, please check your spam folder or it may mean our records with your email on file may need updated. Please contact a Patient Portal Specialist or visit our Medical Records Department to get your email updated.

**\*Security Questions:** If you cannot remember the answer to your security questions, you will not be able to complete the 'Forgot Password' process. To reset the entire account, including the security questions, please call a Patient Portal Specialist with your Medical Record Number (MRN) or visit the Medical Records Department with proof of a valid photo ID.

#### 4. What should I do if I forget my Logon ID?

To reset your Patient Portal User ID, you may do one of the following processes:

- a) Select the [Forgot Logon ID?](#) link from the website. Type in your email address and select the 'Reset Logon' button. Follow steps 3B and 3C to create a new Logon ID and Password. Security Questions MUST be answered correctly for the reset to be successful. If successful, log on with your new credentials. If not successful, please call a Patient Portal Specialist. You will need your Medical Record Number (MRN) and other personal information associated with your Medical account to validate your identity over the telephone to the Portal Specialist.
- b) You may also visit the LMH Medical Records Department at the Hospital during business hours: 7:00 a.m. to 5:30 p.m., Monday through Friday. You will be required to provide proof of a valid photo ID.

**FOR TECHNICAL ISSUES or QUESTIONS: Please call the LMHS Information Systems Department at (220) 564-4030, Monday through Friday, 8:00 a.m. - 4:30 p.m.**