

# LICKING MEMORIAL HOSPITAL PATIENT PORTAL NAVIGATION GUIDE

## How do I navigate through the Patient Portal?

After successfully logging in, you will immediately see the Patient Portal Home Page. Available buttons will allow you to navigate to different areas of your medical record information.

### HOME PAGE OVERVIEW

**Health Record Button:** navigates you to labs, medications, allergies, medical conditions, health summaries, reports, and the visit history for LMH. **Click on this button to view your information.**



**Medications Button:** shows Medications that were accounted for during your LAST hospital stay. Click on any of the individual medications to view more information on that medication.



**Profile Button:** shows what the hospital has on file for your demographic and contact information. It also displays who has been given access to your medical record via the Patient Portal.



**Messages:** shows important information from Licking Memorial regarding after care, healthy living and special events.



**Resource Websites:** click on these website links to launch access to your LMH Physician Office Patient Portal or to find out more information regarding your lab test results.

 <b>Patient Resource Websites</b>
<a href="#">Lab Tests Reference Online</a>
<a href="#">LMHS Physician Office Portal</a>

**Change Person** The ‘Change Person’ icon indicates that you have Proxy access to another person’s medical record. Click on the ‘Change Person’ icon, select the other medical record and navigate through their information.

### “Getting Started” Example

Let’s say you are interested in finding out your laboratory results. Labs are available for the last five years. Any labs needed longer than five years ago will need to be retrieved from the Medical Records Department at the hospital (open Monday through Friday, 7:00 a.m. - 5:30 p.m.)

1. First, select the ‘**Health Records**’ button.

**Note:** Not all labs are present on the Portal due to the complexity of the results (ex. microbiology cultures). For any results not viewable, please follow up with your Primary Care Physician or Ordering Physician.

2. Select the ‘**Results**’ button.



**Loading Results:** Your computer may take a few minutes to load all result data available for the past five years.

After selecting the ‘Results’ button, you will see your lab results, with the most recent at the top. If you click on any lab test it will show you a historical view of older results from past visits.

Date of Last Result	Test	Result	Reference Range	Flag
Feb 19, 2014	Potassium Level	4.0 MMOL/L	3.6-5.1	

Potassium Level			
Date	Result	Reference Range	Flag
Feb 19, 2014	4.0 MMOL/L	3.6-5.1	
Jan 02, 2014	3.6 MMOL/L	3.6-5.1	
Dec 16, 2013	4.0 MMOL/L	3.6-5.1	


You may also re-sort the information by clicking on the blue hyperlinks, including ‘Date of Last Result, Test, Result, Reference Range, or Flag.’

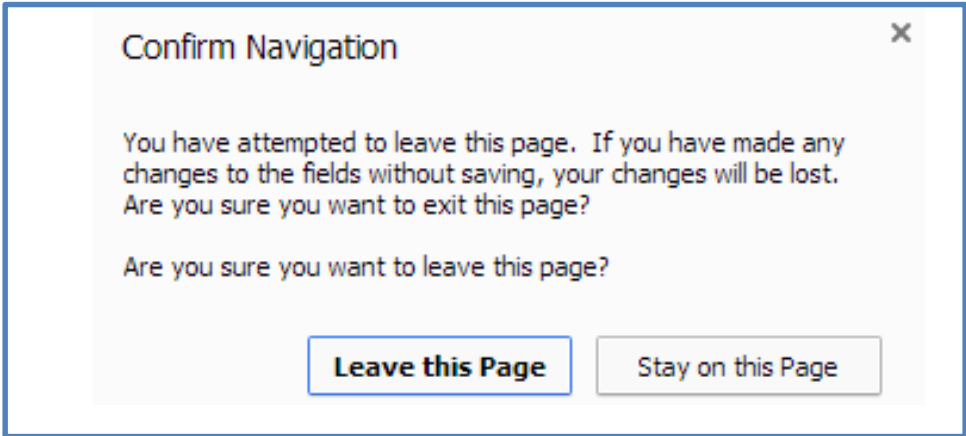
Date of Last Result	Test	Result	Reference Range	Flag
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**Printing:** to print information from any area of the Portal you must use the **'Print'** button within the Portal.


Once you have finished looking at your results, perhaps you want to see Medications. **To go back to a previous page, you MUST use the Patient Portal 'Back to' buttons, located on the right side for each respective page.**



If you accidentally use the Internet forward/back buttons,  you may see the following warning. Simply click **'Stay on this Page'** and continue navigation by using the Portal 'Back to' buttons.




The navigation error occurs because the Patient Portal has specific security measures that make sure every page you view generates a brand new address link to keep your privacy safe while viewing your information on the internet.

If you would like to quickly get back to the Home Page, you may use the  button at any time. This is located in the top right-hand corner of your Patient Portal screen.

### Updating Demographics or Contact Information

If you select the 'Profile' button from the Home page, you will see all of your Demographic and Contact information on file, based on your last hospital visit. If there is incorrect information, you may

alert the appropriate hospital personnel by clicking on the  button. The system will allow you to update *specific* fields by clicking through a two-page wizard.

1. For example, if you need to change your phone number, simply click the 'Update Profile' button.
2. Click into the Home Phone field, delete the information and type in the correct information.

3. Click the **Continue** button in the bottom right-hand corner. The system will show you the 'Contacts' page for any other edits you may want to update.
4. If you are finished, simply click the **Submit** button to send the update to a Patient Portal Specialist. They will validate your information before making any changes.

**NOTE: We do not allow the following to be changed over the Portal: Name, Home address, Date of Birth or Age.** Please allow 1-2 business days for validation of the information and update on the Portal page.

### **'Preferences'**

From the Home page there is a 'Preferences' hyperlink. If you click on this, you will see the email that is on file for your Patient Portal Account. In addition, you can change your Portal password and review all other users that have access to your online medical record. Lastly, you will be able to Opt in and Opt out of receiving email notifications for Portal Features & Tips, as well as System Updates (new labs, reports, etc.). We recommend that you receive these email notifications, but you may change your preferences at any time.

### **'Contact Us' hyperlinks**

Each page has a 'Contact Us' hyperlink. When clicking on this, there is information about how to follow up with technical difficulties via an email address or by calling the LMH Information Systems Department. For specific questions about your medical information, please contact your Primary Care Physician.

### **Terms & Conditions**

The Terms & Conditions defines appropriate usage of the LMH Patient Portal. You will review and accept these the first time you log onto the Portal, otherwise your Portal access will be incomplete and you will not be able to view your medical record information. You can always review the latest version of the Terms & Conditions through the 'Terms & Conditions' hyperlink.

### **Log Off**

When you are finished using the Portal, select the 'Log Off' button in the upper right-hand corner to protect your medical record information from unauthorized use.

**FOR TECHNICAL ISSUES or QUESTIONS: Please call the LMHS Information Systems Department at (220) 564-4357, Monday through Friday; 8:00 a.m. - 4:30 p.m.**