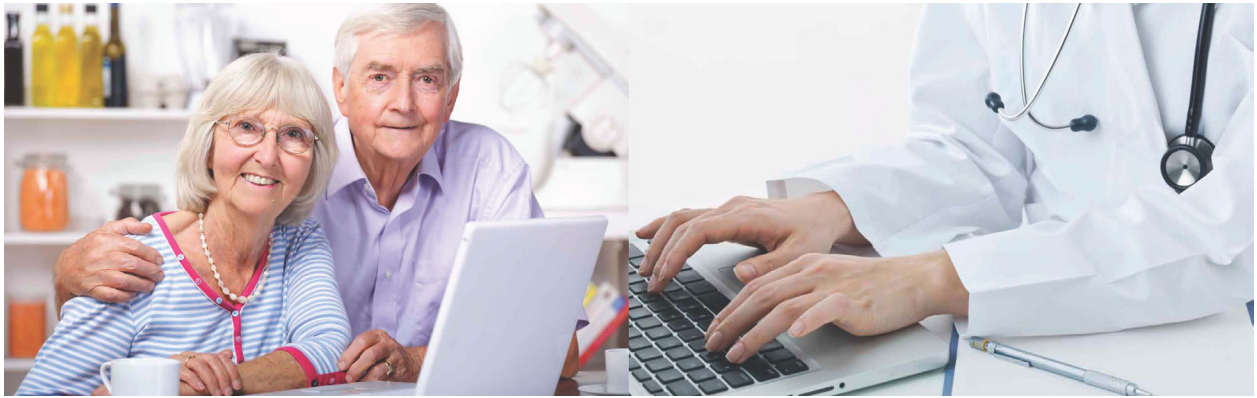


Patient Portal at Lucas County Health Center



Medical Records at Your Fingertips



An Affiliate of



UnityPoint Health

Frequently Asked Questions

What is the Patient Portal?

The Lucas County Health Center Patient Portal is an online health management tool that includes a view of clinical data from your Lucas County Health Center Electronic Medical Record. The clinical data on the Patient Portal includes:

- Test results
- Medications
- Allergies
- Immunizations
- Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the LCHC Patient Portal AFTER you have completed the initial setup process, you can log in at:

<https://www.mymedicalencounters.com/>.

Remember, use this link after you have received a portal invite and completed the sign-up process.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection.

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this brochure. Once you have entered your information and have been prompted to create a username and password, you will only need your username and password

to sign into your Patient Portal in the future.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given permission. As a patient of LCHC, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the LCHC Patient Portal?

If you have trouble logging in or accessing LCHC's Patient Portal, contact LCHC's Clinical IT Department at (641) 774-3232 or toll free at (800) 404-3111, Monday through Friday from 8 AM - 5 PM CST. You may also email Information Systems at jgoben@lchcia.com.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will automatically post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each visit.

What if I have questions about my medical records?

If you have questions about your medical records or feel that an error has been made, please contact LCHC's Health Information Department at 641-774-3229.

Accessing your account

To access your account or additional accounts at a later time, please visit:

<https://www.mymedicalencounters.com/>.

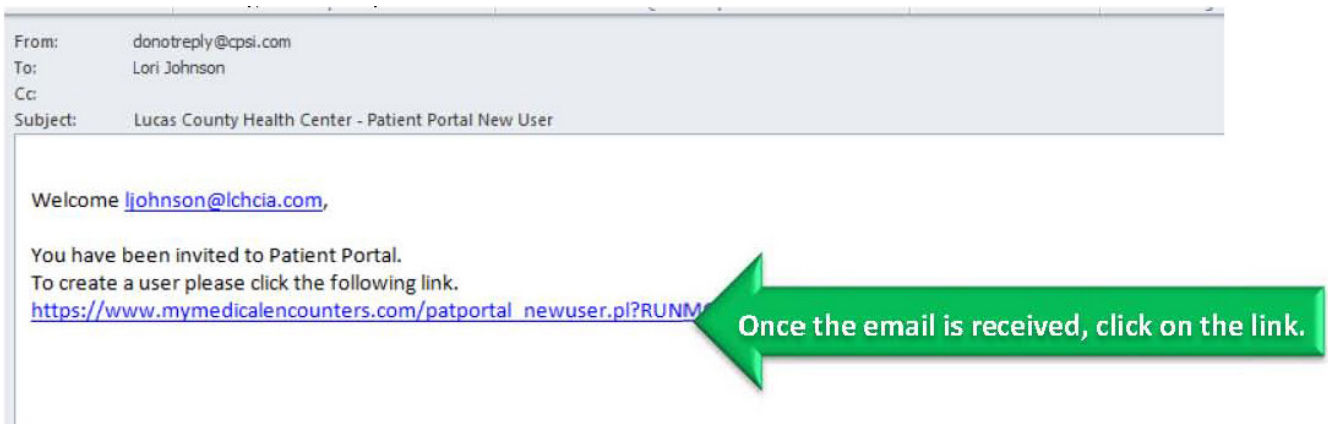
You may also access the Patient Portal by visiting www.lchcia.com. To access the Patient Portal, click on “For Patients” at the top of the homescreen. From there, click on “Patient Portal” and follow the directions listed under “Patient Portal at Lucas County Health Center.” If your user ID or password is forgotten, it can be reset from this address as well.

**THE LCHC PATIENT PORTAL RELATES TO LUCAS COUNTY HEALTH
CENTER ONLY AND DOES NOT INCLUDE INFORMATION FROM LCHC
MEDICAL CLINIC OR HUMESTON MEDICAL CLINIC.**

How to Register for LCHC's Patient Portal: A Step-by-Step Process


Step 1

You will receive an email invitation to create your patient portal account. Click on the link provided in the email to start the registration process.



Step 2

Enter first name, last name and date of birth. The Profile # and email will pull from the link provided in the email. Next create a user ID and password, click the checkbox verifying the information is correct and then click register.

 C • P • S • I
Come Together

Patient Portal

New user Registration:

*First Name:

*Last Name:

*Date of Birth: (format: MM/DD/YYYY)

*Profile #: 00043710

*Email Address:

*User ID:

*Password:

*Confirm Password:

☐ I verify that the information I have entered above is correct and my own personal information

Verify Information

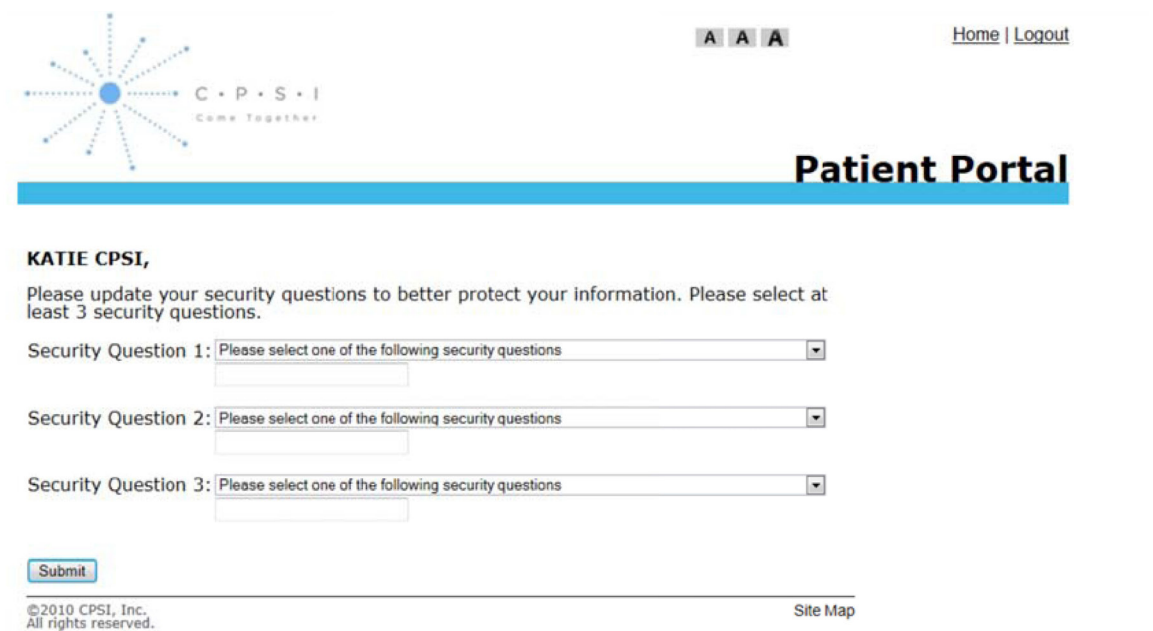
Register

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[Site Map](#)

Step 3

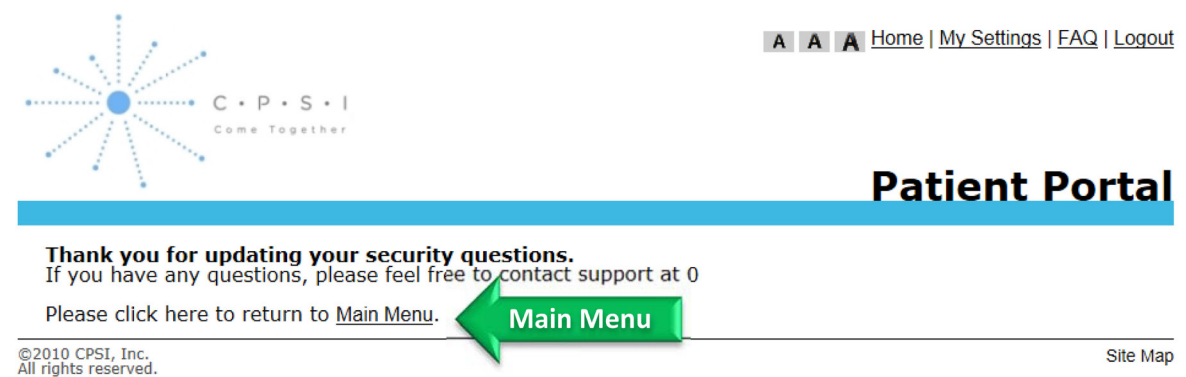
Choose 3 security questions and provide answers. These are needed in case you forget your password.



The screenshot shows the CPSI Patient Portal interface. At the top left is the CPSI logo with the tagline "Come Together". To the right are accessibility icons (A A A) and links for "Home" and "Logout". A blue banner at the top right reads "Patient Portal". Below this, the user is identified as "KATIE CPSI," and a message states: "Please update your security questions to better protect your information. Please select at least 3 security questions." There are three "Security Question" fields, each with a dropdown menu labeled "Please select one of the following security questions" and an empty text input box below it. A "Submit" button is located at the bottom left of the form area. The footer contains the copyright notice "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link.

Step 4

Click on "Main Menu."



The screenshot shows the CPSI Patient Portal interface after updating security questions. The CPSI logo and top navigation links are the same. The blue banner still reads "Patient Portal". The main message says: "Thank you for updating your security questions. If you have any questions, please feel free to contact support at 0". Below this, it says "Please click here to return to [Main Menu](#)." A large green arrow points from this text to a green button labeled "Main Menu". The footer contains the copyright notice "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link.

Step 5

Click on "View Clinical Information."

A A A [Home](#) | [My Settings](#) | [FAQ](#) | [Logout](#)

Patient Portal

WELCOME Alicia Test,

Would you like to:
[View Clinical Information](#)

View Clinical Information

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Step 6

Click on the applicable patient to view (if you are an authorized representative for more than one account, you will see all of them listed here).

A A A [Home](#) | [My Settings](#) | [Activity Log](#) | [FAQ](#) | [Logout](#)

Clinical Information

[Clinical Information](#) [Pay Your Bill](#)

Alicia Test:

You are authorized to view accounts for the following patients:

Patients List

[Alicia Test](#)

Select Patient

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Step 7

Click on applicable account. All accounts for your visits at Lucas County Health Center will be listed here.

A A A [Home](#) | [My Settings](#) | [Activity Log](#) | [FAQ](#) | [Logout](#)

Clinical Information

Clinical Information Pay Your Bill

Alicia Test's accounts at Lucas County Health Center

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI09	10/21/2013	10/28/2013	View CPSI09 Summary of Care	

Select applicable account

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Step 8

Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.

A A A [Home](#) | [My Settings](#) | [Activity Log](#) | [FAQ](#) | [Logout](#)

Clinical Information

Clinical Information Pay Your Bill

KATIE CPSI:

[Download CPSI967 Summary of Care](#)

Patient Summary (HL7 CCD)

Document Effective: 11/15/2013 10:41

Encounter Dates: 10/30/2013 through 10/30/2013

Contents

- [Patient Demographics](#)
- [Care Team](#)
- [Provider Organization](#)
- [Vital Signs](#)
- [Allergies](#)

Scroll down to view information or click on a blue link to the left to go directly to a category.

Step 9

To view another account, click on “Clinical Information”. You have successfully viewed your clinical information on Lucas County Health Center’s Patient Portal!