

# WILLAPA HARBOR HOSPITAL

## PATIENT PORTAL

Thank you for choosing **Willapa Harbor Hospital** as your provider of medical services. Our goal is to provide you with excellent care and hospitality. In compliance with the federal government's Meaningful Use Initiative, all hospitals are required to provide patients (and/or a patient-authorized representative) access to their patient medical record electronically.

Having this electronic access through your personal, secured email will allow you as the patient the ability to review your medical record of your stay here at our facility. This access provides you with information including but not limited to;

- ✓ Medical Procedures Completed
- ✓ Medical History
- ✓ Medications Taken
- ✓ Allergies
- ✓ Existing or Developing Medical Conditions, etc.

You can also download your confidential medical record to your own private computer for your personal records, as well as electronically share your record with another medical professional of your choice if there is a need.

Upon your discharge from our hospital, the email address you shared with us during the registration process will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record.

If you have any questions or concerns regarding the patient portal you can call us at 360-875-4513.

*Thanks again for choosing Willapa Harbor Hospital and we hope you had a pleasant stay with us.*

# PATIENT PORTAL ACCESS

## Frequently Asked Questions

### **What is the Patient Portal?**

The Willapa Harbor Hospital Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR). 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 Willapa Harbor Hospital Patient Portal **after** you have completed the initial setup process, you can log in at:

[www.thrivepatientportal.com](http://www.thrivepatientportal.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 internet connection, and access to the email account that you provided during the hospital registration.

### **How do I set up an account?**

Step-by-step instructions on how to setup an account are included in this educational handout. 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 account in the future.

## **Can my family or friends access the information found on my Patient Portal?**

Yes, but only after you have given them permission. As a patient of Willapa Harbor Hospital, you can choose to give an authorized patient representative access to specific hospital visits. You would need to provide the email address of the person you wish to be designated as your patient representative for that visit. Your patient representative would then receive an invitation email to create an account for the Patient Portal. You will be asked this information during the admission process.

## **Who should I contact if I have trouble logging in or accessing the WHH Patient Portal?**

If you have trouble logging in or accessing the Willapa Harbor Hospital Patient Portal, contact us at 360-875-4513.

## **Will I receive emails after each admission to the hospital?**

No. After each admission to the hospital a new summary of care document will 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 new visit.

## **Accessing your account**

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

[www.thrivepatientportal.com](http://www.thrivepatientportal.com)

*The Willapa Harbor Hospital Patient Portal relates to services provided at Willapa Harbor Hospital ONLY, and will not include health information from any other health care facilities that you may have utilized for health services.*

## **Willapa Harbor Hospital'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:** The Profile number will pull from the link provided in the email. Enter date of birth, an email address, and phone number. Next, create a username and password. Select the check box verifying the information is correct and then click REGISTER.

**Step 3:** Select an avatar (computerized picture) that symbolizes your profile, and submit.

**Step 4:** Select three security questions and provide answers. These are needed in case your password is forgotten, and submit.

**Step 5:** A "Success" message appears with a link to click to access the portal.

**Step 6:** The Patient Portal Dashboard will open, where you will be able to view four areas of the portal. They are labeled Message Center, Medical Record, Settings, and Help Center.

**Step 7:** To view the desired medical information, click "Medical Record". This would also show the number of visits available for viewing.

**Step 8:** Select the applicable account. All accounts for your visits to Willapa Harbor Hospital will be listed here.

**Step 9:** Your patient summary information will now show. This will include information from your admission to the hospital such as test results, vital signs, medications, allergies, immunizations, health issues, and a discharge summary.

**Step 10:** To view another account under your medical record, select the back arrow at the top left of the screen. Then click on the other account you wish to view.

**Logging Out:** To log out, click on the avatar (profile image) located in the upper left hand corner of the screen, a "sign out" tab will appear.