



SENECA HEALTHCARE DISTRICT

PATIENT PORTAL INFORMATION

Thank you for choosing SHD 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 user) electronic access to their patient information. Having this electronic access through your personal email will allow you the ability to review your medical information from your visits at SHD through our Patient Portal. This access provides you with information, including but not limited to, medical procedures completed, medical history, medications taken, allergies, existing or developing medical conditions, immunizations, etc. You can also download your confidential medical information to your own private computer for your personal records as well as electronically share your information with other medical professionals of your choice.

When your visit is completed, the email address you shared with us during the registration process will receive an auto-generated email from our electronic health record system. This email will direct you with step-by-step instructions on how to access your personal medical information online. **You may receive multiple new user invite emails. We are aware of this issue and our electronic medical records programming vendor is working on rectifying this issue in the near future. You will not receive emails for any future visits once you have registered on the Patient Portal.

If you have any questions or concerns regarding the Patient Portal, you can call SHD's Information Technology Department at 530-258-3673 or send an email to support@senecahospital.org and we will reply within 1 to 2 business days. If you have any questions or concerns regarding this new initiative, you can visit the Centers for Medicare and Medicaid Services website at <http://cms.gov> and search "Meaningful Use."

Thank you again for choosing Seneca Healthcare District.

We hope you have a pleasant visit with us.

Patient Portal Access

Frequently Asked Questions

What is the Patient Portal?

Seneca Healthcare District's Patient Portal is an online electronic health 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 Patient Portal **after** you have completed the initial setup process, you can log in at www.thrivepatientportal.com or through the Patient Portal link on Seneca Healthcare's website at senecahospital.org. Remember, use this link after you have received a portal invite and completed the sign-up process. You will not receive emails for any future visits once you have registered on the Patient Portal.

Do I need special equipment?

No. All you need is access to a computer, an email account that matches the one provided during 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 account in the future.

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

Yes, but only if you have given them permission. You can choose to give an authorized representative access to specific visits. You will be asked this information during the registration process.

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

If you have trouble logging in or accessing Seneca Healthcare District's Patient Portal, contact our Information Technology Department at 530-258-3673 Monday through Friday from 8am - 4:30pm or send an email to support@senecahospital.org and we reply within 1 to 2 business days.

After you register on the patient portal and set up a passworded account, you will have 5 failed attempts to log back in before your account will become locked. Please call or email Seneca's Information Technology Department to have your portal reset.

Will I receive emails after each visit to Seneca Healthcare District?

No. After each admission to our facility, a new summary of care document will post to your Patient Portal. You may access the document any time after you are discharged. Once you and/or your authorized representative have registered online for the Patient Portal, you and/or your authorized representative will not be sent new emails for each new 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 Seneca Healthcare District's Health Information Management (HIM) Department at 530-258-0305.

How do I access my Patient Portal Account?

To access your Patient Portal account or additional accounts at a later time, please visit: www.thrivepatientportal.com or through the Patient Portal link on Seneca Healthcare's website at senecahospital.org

If you login from a different IP address or a different device from what the portal login is associated with, you will be asked the security questions that you set up.