

## FAQ

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

Contact Relay Health Consumer Support toll free at **1-866-RELAY-ME (1-866-735-2963)** and select “Option One” or click “Contact Us” at the bottom of any Portal page.

### How can I access the portal once I have completed the invitation/account setup process?

After completing the setup process, visit **hcnw.com** and click on the “Visit the Heart Clinics Northwest Patient Portal” link or type **https://app.relayhealth.com** into your browser. Remember, use either of these links after you have received a portal invite and completed the sign-up process.

### How will I know when I have a new message?

When a new message arrives in your Heart Clinics Northwest Patient Portal inbox, an email alert will be sent to the address you provided when you set up your account.

**NOTE:** Please notify your Heart Clinics Northwest office if your email address changes.

### How do I check my messages?

When you log in to the Patient Portal, select “Secure Messaging” from the left navigation panel and then click on “Inbox”. This will take you to your received messages. Click on the message you would like to view.

### Have more questions about the Heart Clinics Northwest Patient Portal?

A complete portal guide is available online by clicking on the “Help” link at the top of your home screen.

## Online Patient Portal

POWERED BY  
 RelayHealth

### Kootenai Heart Clinics Northwest

#### Spokane - Downtown

Providence Spokane Heart Institute  
122 W. 7th Avenue, Suite 310  
Spokane, WA 99204  
509.847.2500 **tel**  
509.847.2501 **fax**

#### Spokane - Northside

Central Medical Office Building  
212 E. Central Avenue, Suite 335  
Spokane, WA 99208  
509.847.2600 **tel**  
509.847.2601 **fax**

#### Coeur d'Alene

700 Ironwood Drive, Suite 320  
Coeur d'Alene, ID 83814  
208.625.5250 **tel**  
208.625.5251 **fax**

#### Post Falls

1300 E. Mullan, Suite 900  
Post Falls, ID 83854  
208.625.5530 **tel**  
208.625.5531 **fax**

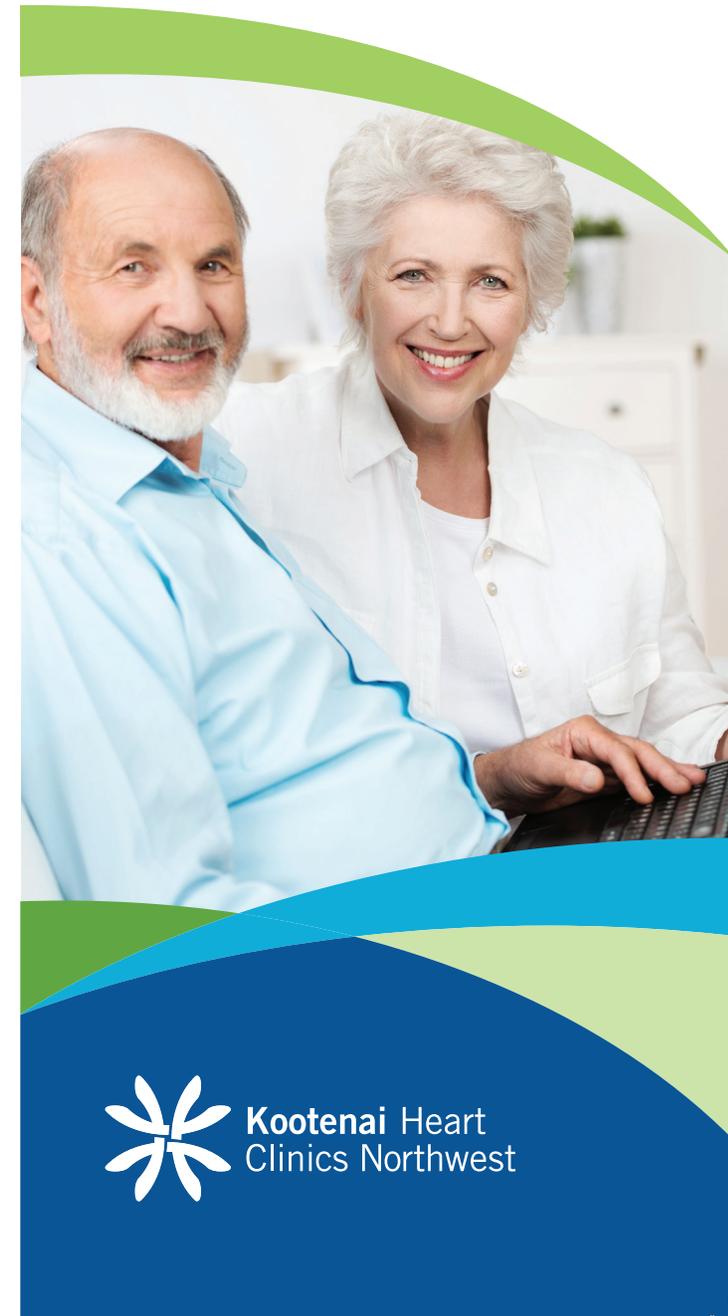
#### Sandpoint

423 N 3rd Avenue, Suite 355  
Sandpoint, ID 83864  
208.265.7070 **tel**  
208.265.7071 **fax**

[kh.org/hcnw](http://kh.org/hcnw)



**Kootenai Heart  
Clinics Northwest**



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## What is the Kootenai Heart Clinics Northwest Online Patient Portal?

The Heart Clinics Northwest online patient portal is a convenient and secure health-management tool you can use anywhere you have access to the Internet. Through the portal, you can:

- ▶ Communicate with your provider through a safe and secure environment.
- ▶ Review your results.
- ▶ Update your personal information. This information is confidential and for your own use. (Changes will not be made to your permanent medical records.)

### Steps for Getting Started with the Portal:

1. An invite will be sent to your email after you arrive for your appointment.
2. When you receive your e-mail invitation, click on the link:  
**<https://app.relayhealth.com/welcome.aspx>** in the second paragraph of the email.
3. Once connected you will verify your date of birth and click on the “Next” button.
4. Next fill out the “Register Your Account” screen and enter the User ID and password you would like to use.
5. You may need to scroll down to answer the security questions. These will be used if you forget your user name or password.
6. Review and agree to the “Terms of Use” and the “Privacy Notice” then click the “Register” button.

7. You will now be taken to a screen that is your RelayHealth home page.

During this process, you will receive confirmation messages from RelayHealth Customer Support (noreply@relayhealth.com). Please make sure your email account is set to allow messages from this email address.

**To log in on future visits go to:  
<https://app.relayhealth.com>**

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

### How do I send a message to a provider?

Start by clicking on “Secure Messaging”

located on the left navigation panel. Follow these steps:

1. Select “General Message”
2. Enter your provider’s name in the “To” search box by selecting the appropriate provider from the dropdown list that appears
3. Create a subject line
4. Type your message
5. Click send

As you get used to using secure messaging, it is a good practice to check your sent message in your sent folder to confirm that your message contained your typed text. If the text is not viewable, contact **RelayHealth Customer Support toll free at 1-866-RELAY-ME (1-866-735-2963)** for assistance.

### What is included in the medical record?

The Heart Clinics Northwest Patient Portal includes a view of clinical data from your Heart Clinics Northwest medical record. The Clinical Record Summary includes:

- ▶ Medications
- ▶ Allergies
- ▶ Immunizations
- ▶ Health Information

*Note: If you are experiencing any symptoms, please contact the office to talk to a nurse. Do not use the Heart Clinics portal to send a message as the portal is not continuously monitored.*

