

Kootenai Health Online Patient Portal FAQ

What is an online patient portal?

An online patient portal is a convenient and secure health management tool patients can use anywhere they have access to the Internet. Through the online patient portal, patients can review:

- Lab results
- Visit history
- Discharge instructions
- Health summary
- Allergies and conditions
- Medication instructions

Some online patient portals allow patients to:

- Exchange secure email with their health care teams
- Request prescription refills
- Schedule non-urgent appointments
- View educational materials
- Provide authorized family members access to their information anywhere they have access to the Internet

Why does Kootenai Health have online patient portals?

It is important to provide patients access to their health information in a way that is convenient and is consistent with the technology we have come to expect. By allowing access to information online, we provide an easy way to access important data while also decreasing waste and the risk of errors. Additionally, online patient portals help patients play a key role as a member of their health care team. Finally, the online patient portals can be accessed anywhere, meaning loved ones and care givers can easily access patient information from across town or across the country.

Is Kootenai Health required to provide patient portals?

Yes. Kootenai Health is required by the Centers for Medicare and Medicaid (CMS) to provide evidence of meaningful use of online patient portals with patients. Showing evidence of meaningful use of online patient portals (and a number of other initiatives) is tied to the amount of reimbursement provided to Kootenai Health for health care provided to Medicare and Medicaid patients.

Where do patients go to log in or to get questions answered?

Patients can visit the online patient portal access page at kh.org/portals to find links to our online patient portals and download instructions for their use. Brochures have also been developed to hand out to inpatients and outpatients at each facility.



Why does Kootenai Health have so many patient portals?

Each patient portal is directly related to the electronic health record (EHR) system used during a patient's care. An EHR is what the hospital and each clinic uses to manage health information, charts, discharge planning, notes, etc. EHRs within Kootenai Health and Kootenai Clinic include Meditech Health Portal, NextGen, Relay Health, Prime Patient and See Your Chart. EHRs are a pivotal component in hospital and clinic workflows. Because EHRs are a building block within health care operations, switching systems is extremely difficult. As Kootenai Health has acquired new physician practices, we have inherited these practice's EHR systems and their respective patient portals.

Do patients have to log in to multiple portals to view all their information?

Yes. If a patient has received care from multiple providers who have different patient portals they will have to log in to each provider's portal to see information from all providers.

Will Kootenai Health ever just have one online patient portal?

We are committed to the long term vision of one patient portal. In the short term there is no way to achieve this goal without the loss of the features that make the portal valuable to the patient and their providers. We are actively working to optimize the situation that we have and make it as easy as possible for patients until a long-term solution can be developed.

What portals do Kootenai Health and Kootenai Clinic have?

Portal Name	Hospital or Clinic
 Meditech (MT) Health Portal	Kootenai Health Kootenai Outpatient Surgery
 NEXTGEN HEALTHCARE	Kootenai Clinics: Family Medicine, Diabetes and Endocrinology, Ear, Nose Throat, Allergy and Audiology, Family Medicine Coeur d'Alene Residency, General Surgery, Internal Medicine, Neurology and Sleep Medicine, OBGYN, Plastic and Reconstructive Surgery, Rheumatology, Sports and Concussion Medicine or Vascular Surgery
 See YourChart®	Kootenai Clinic Cancer Services
 PrimePATIENT®	Kootenai Clinic Gastroenterology
 POWERED BY RelayHealth	Heart Clinics Northwest, a division of Kootenai Clinic

