

How to View a Summary of Your Office Visit:

1. Click the “Health Information” tab on the navigation bar
2. Click the “Medical Summary” button
3. Click the “View Summary”



FAQ

Can my family access my Online Patient Portal?

Yes, you can give family members, such as parents, children or healthcare proxies, access to the Online Patient Portal.

Is my information safe?

Yes. Online Patient Portal passwords are encrypted and the webpages are designed so that the information cannot be copied and pasted. You and authorized family members are the only ones who can access your Online Patient Portal. Also, a timeout feature protects your information if you leave the page open.

What if I ever have technical problems with the Online Patient Portal?

For username, password or technical questions, contact your physician’s office.

Gastroenterology
1919 Lincoln Way, Suite 415
Coeur d’Alene, ID 83814
208.625.4595 **tel**
208.625.4596 **fax**

Endoscopy
1919 Lincoln Way, Suite 416
Coeur d’Alene, ID 83814
208.625.4601 **tel**
208.625.4602 **fax**



kh.org/gastroenterology

Online Patient Portal: PrimePATIENT®



What is the Online Patient Portal?

The Online Patient Portal, Prime Patient, is a convenient and secure health management tool you can use anywhere you have access to the Internet. Through the Online Patient Portal, you can:

- ▶ Communicate with your provider through a safe and secure environment
- ▶ Request and review documents such as charts and visit summaries
- ▶ Request and view your appointment online

Steps to Get Started

1. When you receive your email invitation, click on the “Create My Patient Portal Account” in the email
2. The signup page will open in your browser.
Note: If you are a responsible party signing up for an account for a patient you are responsible for, the information requested and the security questions will be about you, not the patient
3. Review and agree to the terms of service and click “Continue”
4. Verify your username and create your password and click on “Complete Signup”. You will now have access to your account

To log in to the portal in the future go to:

1. <https://kh.secure.force.com/portal>
2. Enter your username and password
3. Click the “Login” button

The screenshot shows the 'Sign Up forrest' page for Kootenai Gastroenterology & Endoscopy. The page header includes the clinic name and address: 1919 Lincoln Way, Suite 415, Coeur d'Alene, ID 83814, (208) 625-4555. Below the header is a navigation bar with 'GASTROENTEROLOGY & ENDOSCOPY' and 'KootenaiClinic' logo. A row of five small photos shows various people. The main form is titled 'Your Information' and contains fields for 'Last Name', 'Date of Birth (mm/dd/yyyy)', and 'Zip Code' with a sub-field for 'Enter first 5 digits'. There are 'Cancel' and 'Continue' buttons at the bottom right.

Send New Message to Your Provider's Office

1. Click the “Messages” tab on the navigation bar
2. Click the “New Message” button
3. Select the type of message you would like to send
4. Complete each message section and enter your message to the office
5. After you type in your message, click the “Send” button

The screenshot shows a 'General Question' message form. The form is divided into two main sections: 'Additional Details' and 'Nature of Message:'. The 'Additional Details' section includes fields for 'Patient' (selected as Forrest Tiger), 'Form in Question' (Select One...), 'Symptoms & Complaints', 'Physician' (Select One...), 'Upcoming Appointment' (Select One...), and 'Billing Range' with 'Start Date' and 'End Date' fields. The 'Nature of Message:' section has a 'Message Body' text area. There are 'Send' and 'Cancel' buttons at the bottom right.

Request an Appointment with Your Provider

1. Click the “Appointments” tab on the navigation bar
2. Click the “Request Appointment” button
3. A pop up window will open
4. Complete all the fields necessary and click “Send”

How to View Your Chart Documents:

Chart Documents have to be sent from the office in a secure message. Once the message is sent, the chart documents can be viewed by clicking the attachment to the message or by going to the “Health Information” tab. To view a document from your office visit:

1. Request your chart documents by sending a message to the office (see above)
2. Once the office sends you back a message with your chart documents, they can be accessed on the “Messages” tab and on the “Health Information” tab in the “Chart Documents” section
 - On the “Messages” tab, click on the paperclip in the message title, or open the message and click on the paperclip
 - On the “Health Information” tab, click the “View Document” link for the date of the visit you want to view
3. Your “Chart Document” will appear in another tab or window