

FAQ

Where does my health information come from?

All of the information in the Online Patient Portal comes from your Kootenai Health Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

Can my family access the Online Patient Portal?

Yes, you can give family members, such as parents, children or health care proxies, access to the Online Patient Portal. This needs to be done within your health care facility and requires consent from you and your family member(s). Contact Medical Records at (208) 625-6222 to get started.

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?

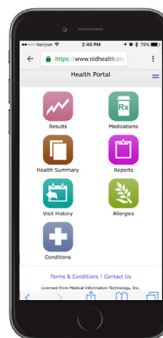
Within the portal, please click "Contact Us" on the homepage where you can submit any questions.

If you have questions about the Online Patient Portal, contact the Patient Portal line: (208) 625-5554.



Smartphone Friendly

Access your health information from your phone



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KootenaiHealth

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Coeur d'Alene, Idaho 83814
kh.org/portals

Online Patient Portal: Hospital and Imaging Portal by Meditech (MT)



KootenaiHealth

What is the Online Patient Portal?

Kootenai Health uses an electronic health record system called Meditech to manage health care information for patients while they are in the hospital. Our Online Patient Portal, Meditech Health Portal (MT), is linked to this system and 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 review:

- ▶ Lab Results
- ▶ Radiology Reports
(72 hours after radiologist report is signed)
- ▶ Visit History
- ▶ Discharge Instructions
- ▶ Health Summary
- ▶ Allergies and Conditions
- ▶ Medication Instructions

Your medical information is your information, and the Online Patient Portal provides easy access to review important information at any time. The portal allows you to provide authorized family members access to this information anywhere they have access to the Internet. By using the Online Patient Portal you are able to be an active member of your health care team and can manage your care easily and securely.



The screenshot shows the 'Health Portal' logo at the top. Below it is an 'Enrollment Request' form with the following fields: Last Name, First Name, Date of Birth (Month, Day, Year dropdowns), Social Security Number (Last 4 digits), Confirm Social Security Number (Last 4 digits), Email Address, and Confirm Email Address. A 'Submit' button is at the bottom.

Steps to Get Started

If you did not provide your email at registration:

- ❑ 1. Contact 208.625.6222 to provide your email and receive your temporary sign-in information

If you provided your email at registration:

- ❑ 1. Visit our enrollment website:
www.nidhealth.org/register
- ❑ 2. Complete the Enrollment Request
- ❑ 3. Log in to your email for your one-time username and password
- ❑ 4. Click on the link within the email to access the portal
- ❑ 5. Create your username and password of your choice

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

1. **www.nidhealth.org**
2. Enter your personal logon and password

The screenshot shows the 'Health Portal' logo. Below it is a login form with fields for 'Logon ID:' and 'Password:'. There are links for 'Forgot Logon ID?' and 'Forgot Password?'. A 'Log On' button is at the bottom.

How to View Lab Results

1. From the homepage, click on "Health Record"



2. Click on "Results"



How to View Radiology Reports

1. From the homepage, click on "Health Record"



2. Click on "Reports"

