

FAQ

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

Contact Change Healthcare Consumer Support toll free at **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 **kh.org/hcnw** and click on “Popular Resources” link or visit:

<https://communicator.changehealthcare.com>

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 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 office if your email address changes.

How do I check my messages?

When you log in to the Patient Portal, select “Messages”. This will take you to your received messages. Click on the message you would like to view.

Have more questions about the Heart Clinics Patient Portal?

A complete portal guide is available online by clicking on the “Help” link at the bottom of any screen.

Kootenai Heart Clinics

Spokane - Downtown
Providence Spokane Heart Institute
62 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**

Clarkston
Tri-State Medical Office Building
1119 Highland Avenue, Suite 4
Clarkston, WA 99403
509.769.2929 **tel**
509.769.2930 **fax**

kh.org



Online Patient Portal

CHΔ**NGE**
HEALTHCARE



What is the Kootenai Heart Clinics Online Patient Portal?

The Heart Clinics 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 lab results.
- ▶ Update your personal information. This information is confidential and for your own use. (Changes will not be made to your permanent medical record.)

Steps for Getting Started with the Portal:

1. An invitation will be sent to your email after you arrive for your appointment.
2. When you receive your e-mail invitation, click on the link provided.
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 then be taken to a screen that is your Change Healthcare home page.

During this process, you will receive confirmation messages from Change Healthcare Customer Support. Please make sure your email account is set to allow messages from this email address.

To log in on future visits go to:
<https://communicator.changehealthcare.com>

User Name: _____

Password: _____

How do I send a message to a provider?

Start by clicking on “Messages”. Follow these steps:

1. Select “Compose”
2. Enter your provider’s name in the “Provider” section 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 **Change Healthcare Customer Support toll free at 1-866-735-2963** for assistance.

What is included in the medical record?

The Heart Clinics patient portal includes a view of clinical data from your Kootenai Heart Clinics medical record.

The clinical record summary includes:

- ▶ Medications
- ▶ Allergies
- ▶ Problems
- ▶ Health Information
- ▶ Lab Results

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.

