Thank you for choosing Clarinda Regional Health Center as your medical services provider. The mission at CRHC is to provide exceptional, individualized healthcare to each patient and their family. One practice used to achieve this mission is the introduction of the Clarinda Regional Health Center Patient Portal.

In recognizing the convenience and importance of electronic resources to our patients, CRHC offers access to the Patient Portal, a software program which allows each patient to view his/her individualized medical record and pay your bill anytime and anywhere computer internet access is available. The Clarinda Regional Health Center Patient Portal displays brief personal medical history, medications, allergies, patient medical problem lists, etc. dating back to early 2012 in an online format. For your accounts that have been processed by insurance, the convenience of Online Bill Pay through CRHC’s Patient Portal is also available.

The email address you shared with us during your registration process will prompt an auto-generated email to you from our electronic health record. The email message, from donotreply@clarindahealth.com, will direct you to step-by-step instructions on how to access your personal medical record.

The following educational packet of information assists in answering “Frequently Asked Questions” regarding CRHC’s Patient Portal. This packet lists each step of your registration with an example of what you will view online. CRHC has staff dedicated to assisting you with your registration. If you are at CRHC for a brief appointment, assistance from your nurse or employees at the Admissions lobby is available to help. You are also welcome to utilize this educational packet at home to register. During a hospital stay, your nurse will assist you in registering for the Patient Portal.

The Clarinda Regional Health Center Patient Portal is in compliance with the Federal government’s Meaningful Use Initiative. If you have questions or comments regarding this initiative, you may contact the Centers for Medicare and Medicaid Services website: http://cms.gov and search “Meaningful Use.” CRHC’s Information Technology staff is available to assist if you have questions regarding logging in or accessing your Patient Portal. They may be reached by calling 712-542-1779 or portal@clarindahealth.com.

Thank you again for choosing Clarinda Regional Health Center!
Frequently Asked Questions

What is the Patient Portal?
The Clarinda Regional Health Care Center Patient Portal is a convenient electronic document management tool that allows you to view clinical data from your personal Electronic Medical Record (EMR).

The clinical data on the Patient Portal includes:
- Medications
- Allergies
- Immunizations
- Patient Problem List
- Lab and Test results (some exclusions)

How do I access the Patient Portal once I have completed the invitation/account registration process?
For future visits to the Clarinda Regional Health Center Patient Portal after you have completed the initial registration process, you will log in at: https://www.thrivepatientportal.com. Remember, use this link after you have received a Patient Portal emailed invitation and completed the registration process.

Do I need special equipment?
You need access to a computer, an email account that matches the one provided during your admission to CRHC, and an internet connection.

How do I set up an account?
Step-by-step instructions on how to set up an account are included in this packet. Once you have entered your information and have been prompted to create a User ID and password, you will only need your User ID and password to sign into your Patient Portal account in the future. Your User ID and password may not be the same. Additionally, your User ID may not be the same as your email address, as this will cause an error.

Can I have one User ID and Password for myself, my spouse, and/or my children? Can I use the same email for several individuals?
You may have one email address loaded into the Patient Portal for yourself, your spouse, and/or children. To help keep the billing information, as well as patient information well organized, each person sharing one email address must have a separate User ID and password. Although you may have one email address for your family, the Patient Portal requires that each individual patient have separate User IDs and passwords.

How long will it take to set up an account?
You will receive an email from donotreply@clarindahealth.com typically within one to three days of providing your email address to a CRHC Admissions employee. Whether you register on your own by following the instructions in this packet, or with a CRHC employee’s assistance, registration for your Patient Portal should take no more than 5-10 minutes.
Is my information secure on the Patient Portal? Will I receive spam?
Your personal Patient Portal account is completely secure. Your email address will not be provided to or sold to any other organization or persons. The Clarinda Regional Health Center may contact you via your email address for healthcare related announcements.

How far back will my records be shown on the Patient Portal?
You will be able to view your medical records on the Clarinda Regional Health Center Patient Portal dating back to early 2012.

Can my family/friends access the information found on my Portal?
Family/friends do not have access to your Portal unless you have given them permission. Should you wish to have an authorized representative access your account, you will provide additional information to CRHC’s Medical Records department. For further information, contact 712-542-8375.

Who should I contact if I have trouble logging in or accessing the Patient Portal?
If you have trouble logging in or accessing your Clarinda Regional Health Center Patient Portal, contact our Information Technology Staff at 712-542-1779 Monday through Friday from 8am - 4:30pm CST, or email them at portal@clarindahealth.com

What if I need to change the email address or password that I used for Patient Portal access?
CRHC’s Information Technology department will assist you in an easy process to change your Portal’s email address. If you change your email address, your updated email address will receive a message which requests that you reset your password and security questions for your Patient Portal.

Will I receive emails after each admission to the hospital?
Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each new visit. After each admission to CRHC, a new Summary of Care document will post to your Patient Portal within one week. You may access your updated records in the Patient Portal at any time using your User ID and password.

What if I have questions about my medical records?
If you have questions about your medical records, or feel that an error has been made, please contact Clarinda Regional’s Medical Records Department at 712-542-8375.

Accessing your account
To access your account or additional accounts at a later time, please visit: https://www.thrivepatientportal.com.

Will my CRHC Patient Portal include medical records from other doctors and hospitals?
The CRHC Patient Portal includes services provided at Clarinda Regional Health Center, Clarinda Medical Associates, and Villisca Family Medical Clinic only. Your CRHC Patient Portal will not include health information from any other health care facilities that you may have utilized for health services. If you have had an appointment with one of CRHC’s Specialty providers, please request information from that provider regarding electronic records. At this time, only test results ordered by a CRHC Specialty physician and administered at CRHC will appear on your CRHC Patient Portal.
How to Register for CRHC’s Patient Portal:  
A Step-by-Step Process

Step 1
You will receive an email invitation to create your Patient Portal account. Click on the link provided in the email to start the registration process.

Step 2
Enter first name, last name and date of birth. The Profile # and email address will automatically be inserted in the correct information boxes. Next, create a User ID and password. (Remember your User ID and password. You will need them both to access your Patient Portal in the future.) Review the information you provided in the boxes for accuracy. Select the checkbox verifying the information is correct and then hit REGISTER.
Step 3
Select three security questions and provide answers.

Step 4
Click on the “Main Menu” link.

Step 5
Click on “Medical Record to access your records or click on “Bill Pay” to access on-line bill pay.
Step 6
Select the applicable patient account to view.

Step 7
Your patient summary information will now show. This will include information from your admission to CRHC such as test results, medications, allergies, immunizations and any health-related issues.
Step 8
If you forget your password, you can now reset it through the portal. Go to https://www.thrivepatientportal.com to access the link, and then follow the steps.
PAY YOUR BILL ONLINE

Clarinda Regional Health Center offers online bill pay through CRHC’s Patient Portal. The following information provides step by step instruction to utilize CRHC’s online bill pay services.

Accessing your account
Go to https://www.thrivepatientportal.com to access your CRHC Patient Portal. Enter your User ID and Password to log into the site. Once you have logged in, please select "Bill Pay".

Paying your bill
You will be given a listing of all account numbers that have gone through insurance and the amount due for each account. From this screen, you can choose to make partial or full payments to any account. Enter in your payment amounts, or chose to pay in full, then hit the green arrow.

Enter your credit/debit card’s Cardholder Name, Address, Card Number, Expiration Date, and CCV2 number, Confirm that all information is entered correctly and click “Submit Payment”. Once payment has been processed, a confirmation will be emailed to the user’s email address. This will include the Confirmation Number and the amount charged to the credit or debit card.

Thank you again for choosing Clarinda Regional Health Center. Should you have questions regarding your Patient Portal account, please call CRHC’s Information Technology department at 712-542-1779.