



PATIENT PORTAL ACCESS

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 through the use of the Clarinda Regional Health Center Patient Portal.

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 Clarinda Regional Health Center Patient Portal is in compliance with the Federal government's Promoting Interoperability initiative. 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.

Frequently Asked Questions

What is the Patient Portal?

The Patient Portal is a convenient electronic tool that allows you to view clinical data from your personal Electronic Medical Record, as well as pay for any outstanding bills through the online Bill Pay.

Data found on the Medical Record section include:

- Medications
- Allergies
- Immunizations
- Patient Problem List
- Vital Signs
- Decision Aids (education)
- Upcoming Scheduled Appointments
- My Documents section-included scanned images
- Lab and Signed Radiology results (some exclusions)

Do I need special equipment?

You will need access to a computer or mobile device that can access the internet.

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.

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.

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 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>

What are some upcoming Patient Portal features?

Our Patient Portal vendor is actively working on enhancements that will allow you to request medications refills online, as well as self-schedule appointments. More information for this will be coming soon!!

How to Register for CRHC's Patient Portal:

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. The link within the email you receive is good for 48 hours only.



Dear HEATHER,

Thank you for your interest in Clarinda Regional Health Center's Patient Portal. We are glad that you are taking advantage of this free service offered to you. From your portal you will have the ability to view your provider documentation, most lab and radiology results, medications, allergies, and immunizations.

To register, click on this link to our secure portal: <https://www.thrivepatientportal.com/registration.html#/register?id=29622684958>

This link expires in 48 hours.

- The first page will ask basic information to create your account and create your user name and password. The second page will ask you three security questions.

Once you have finished those steps, you will be launched into the portal. Your options will be as follows:

- Medical Records** will show you a list of your visits. You may select any of those visits to view the information charted on that visit. When you are in a visit, if you would like to print it, download it, or email it to another provider, there is a link at the bottom of your personal information. It is named "Transmit, download, or print Summary of Care document".
- Bill Pay** will allow you to access bills that have already been processed with insurance, so you can pay them with any major debit or credit card.
- Message Center** allows you to pick a visit, and then securely and electronically send a message to your provider or physician.
- Settings** will allow you to change your email address associated with this account, or your phone number. The security option will allow you to change your password and your security questions.
- Help Center** will give you a list of Frequently Asked Questions and their answers.
- Show Navigation Menu** is located in the upper left corner. You may navigate to Medical Records, Settings, Help Center, or Sign Out.

If you have any problems, or questions, please feel free to contact our Information Technology Staff at 712-542-1779 Monday through Friday from 8am - 4:30pm CST, or email them at portal@clarindahealth.com

Step 2: Enter date of birth, email address and telephone number. The Profile # will automatically show. Next, create a Username and Password. Review the information you provided in the boxes for accuracy. Select the checkbox verifying the information is correct and then hit REGISTER. You will then be asked to pick an avatar picture to go with your account.

User Information

Please enter the following information
* indicates a required field

| | |
|---|---|
| Profile Number 51769 | Date of Birth* 2/23/1980 |
| Email Address testheather@clarindahealth.com | Phone Number +1 712-542-0000 |
| Username* testheather1 | |
| Password* ●●●●●●●● | Passwords should match the following criteria • Must be at least 8 characters • Must contain one uppercase letter • Must contain one lowercase letter • Must contain one number • Must contain special character |
| Confirm Password* ●●●●●●●● | |

Verify that the information I have entered above is correct and my own personal information.*

REGISTER

Choose Avatar

Please select an avatar

A row of 15 circular icons representing different avatars, including various people and symbols. The icon of a person with a yellow background and a blue shirt is selected.

SUBMIT

Step 3: Select three security questions and provide answers. If you forget your password, you may still access your account using your Username and answers to these security questions.

Security

Please select/answer 3 security questions.

Question 1
In what city did you meet your spouse/significant other?

Answer 1
City

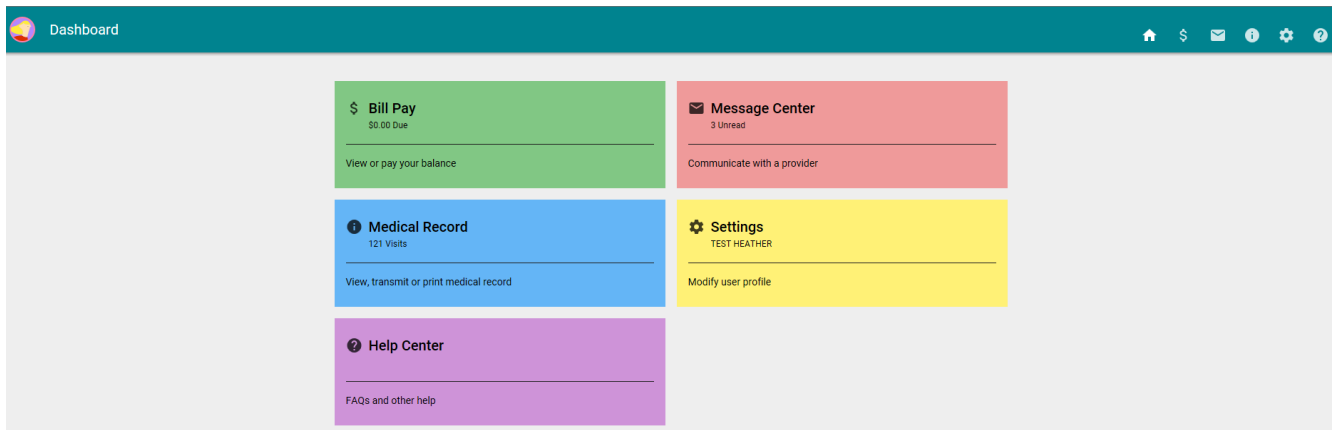
Question 2
What is your oldest sibling's birthday month and year?(e.g., January 1900)

Answer 2
Birthday

Question 3
What is your oldest sibling's middle name?

Answer 3
Name

Step 4: From the Home Screen, you can access Bill Pay to pay bills that have processed through insurance, Medical Records to look at a specific account and clinical data with it, or the Message Center to send questions to your provider in a safe and secure manner.



Step 5: If you forget your password, you can now reset it through the portal. Go to <https://www.thrivepatientportal.com> to put in your Username, and then click the "Forgot Password?" link.

Forgot Password

Please enter the following information

Username*
testheather1

Date of Birth*
2/23/1980

Forgot password?

| | |
|---|--|
| <p>Forgot Password</p> <p>Please answer the following questions</p> <p>In what city did you meet your spouse/significant other?</p> <p>City _____</p> <p>What is your oldest sibling's birthday month and year?(e.g.,January 1900)</p> <p>Birthday _____</p> <p>What is your oldest sibling's middle name?</p> <p>Name _____ x</p> <p><input type="button" value="SUBMIT"/></p> | <p>Forgot Password</p> <p>Please update your password</p> <p>Password _____ <small>Must be at least 8 characters</small></p> <p>Confirm Password _____</p> <p>Passwords should match the following criteria</p> <ul style="list-style-type: none"> • Must be at least 8 characters • Must contain one uppercase letter • Must contain one lowercase letter • Must contain one number • Must contain special character <p><input type="button" value="SUBMIT"/></p> |
|---|--|

For future reference, here is a place to write down your Username & Password

Username: _____

Password: _____

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

