

Patient Portal

Accessing your health information electronically

Thank you for choosing South Peninsula Hospital to assist with your medical needs! We are pleased to offer electronic access to view your "Patient Summary", which is a summary of the care you received during visit. This electronic access provides you with a portion of your health information, including medical conditions, medications taken, allergies, vital signs, and lab results. You can also download your confidential document to your own private computer for your records.

Please see the following pages for instructions. If you have any questions or concerns regarding this electronic health information you can call the Patient Portal Helpline at 907-235-0881.

Frequently Asked Questions

What is the Patient Portal?

The South Peninsula Hospital Patient Portal is an online health management tool supported by our Electronic Health Record that includes a summary view of your clinical information. This includes medications, allergies, lab results, and more.

Do I need special equipment?

No. All you need is access to a computer and an internet connection.

Who should I contact if I have trouble logging on?

You can call 907-235-0881 and ask for the Patient Portal Help Line.

What if I have questions about my medical record information?

You can call 907-235-0232 and ask for the Health Information Management (HIM) department.

How do I access the Patient Portal once I have already registered?

For future visits to the Patient Portal AFTER you have completed the initial setup process, you can log in at:

<https://www.thrivepatientportal>

How do I set up an account?

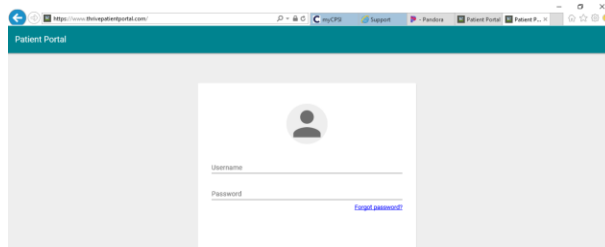
Step-by-step instructions on how to set up an account are included in this brochure. Once you have entered your information and have been prompted to create a username and password, you will only need your username and password to sign into your Patient Portal account at: <https://www.thrivepatientportal.com>

What if I would like to send it to my doctor?

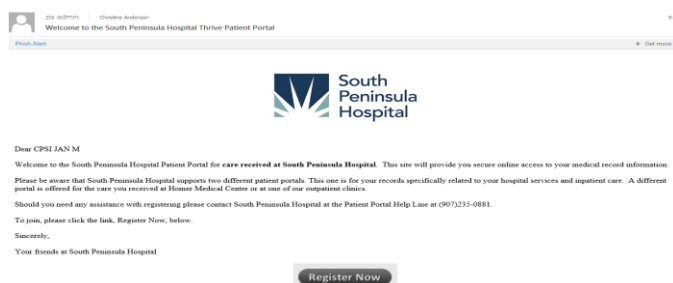
You may print the information and take it to your physician

How to Register for the SPH Patient Portal: A Step-by-Step Process

Important: If you already set up your patient portal account, then registration is not needed again. You can go directly to the web page www.thrivepatientcareportal.com from any computer with internet access and log in. You should see this screen.

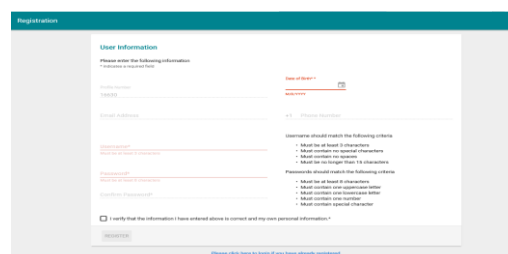


Step 1: If you have not registered for the portal AND have already received an email link, simply click on the link in the email sent to you and follow the prompts.



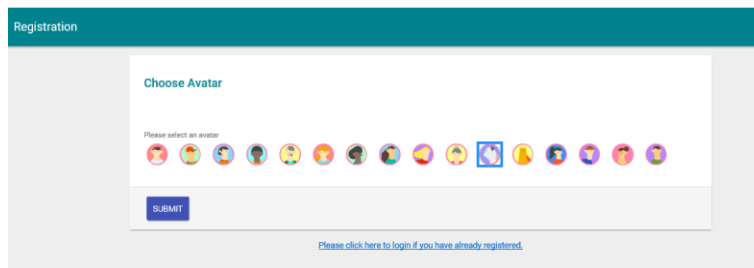
If you have not yet requested the link, you can do so by calling the **Patient Portal Helpline** at 235-0881. You will receive an email invitation within a few minutes to create your patient portal account. Click on the link in the email to start the registration process.

Step 2: Enter your date of birth and email address. Next create a user ID (not an email address) and password following the criteria listed on the User Information page, select the checkbox verifying the information is correct and then select REGISTER.



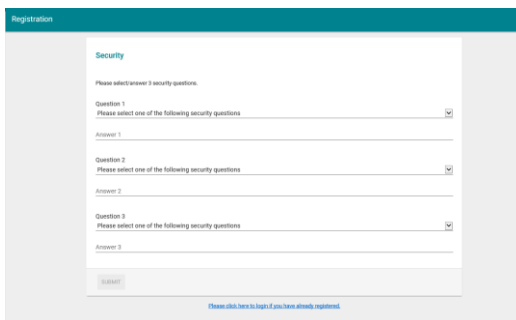
The SPH Patient Portal relates only to services provided at South Peninsula Hospital and will not include a summary of care document from another facility or physician, including Homer Medical Center. Please contact Homer Medical Center if interested in enrolling in their patient portal, Webview, by calling 235-8586.

Step 3: Choose an Avatar



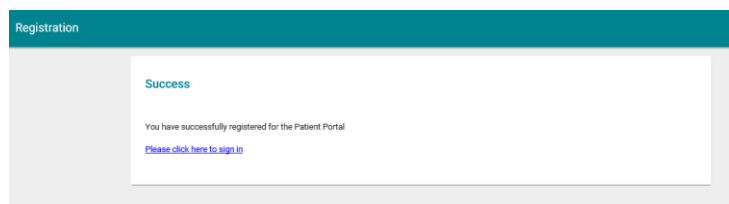
The screenshot shows the 'Registration' page with a teal header. The main content area is titled 'Choose Avatar' and contains the instruction 'Please select an avatar'. Below this is a row of 12 circular avatar icons. The 10th icon from the left is selected, indicated by a blue border. A blue 'SUBMIT' button is located below the icons. At the bottom right, there is a link: 'Please click here to login if you have already registered.'

Step 4: Select three security questions and provide answers. These are needed in case your password is forgotten.



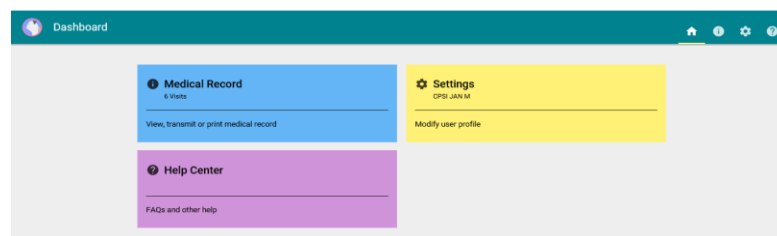
The screenshot shows the 'Registration' page with a teal header. The main content area is titled 'Security' and contains the instruction 'Please select answer to 3 security questions.' Below this are three questions, each with a dropdown menu for selection and a text input field for the answer. The questions are: 'Question 1: Please select one of the following security questions', 'Question 2: Please select one of the following security questions', and 'Question 3: Please select one of the following security questions'. Each question has a corresponding 'Answer' field. A blue 'SUBMIT' button is at the bottom left. At the bottom right, there is a link: 'Please click here to login if you have already registered.'

Step 5: Submit and Success



The screenshot shows the 'Registration' page with a teal header. The main content area is titled 'Success' and contains the message 'You have successfully registered for the Patient Portal'. Below this is a link: 'Please click here to sign in'.

The following screen is what you will see when you access your patient portal. Select "Medical Record" to see a list of your visits at South Peninsula Hospital.

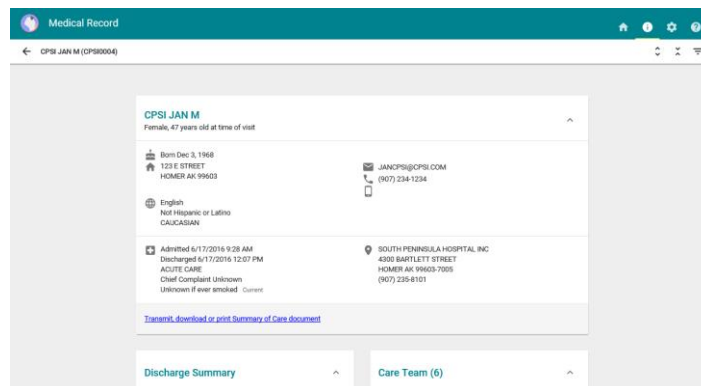
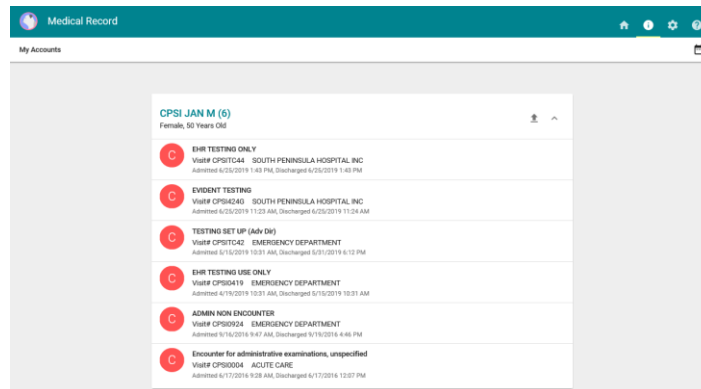


The screenshot shows the 'Dashboard' of the Patient Portal. The header is teal with a home icon, a user icon, and settings and help icons. The main content area has a light gray background. On the left, there are two colored boxes: a blue box for 'Medical Record' (8 visits) with a link to 'View, transmit or print medical record', and a purple box for 'Help Center' with a link to 'FAQs and other help'. On the right, there is a yellow box for 'Settings' (CPSJ, JAN 11) with a link to 'Modify user profile'.

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Select the visit to see health information related to that specific visit.



When done viewing information on the portal, Sign Out.



We are here to help. Please do not hesitate to contact the SPH Patient Portal Helpline for assistance at 907-235-0881.

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