

COVID19 Results via the SPH Patient Portal

NOTE: *SPH Patient Portal is NOT the same as the Homer Medical Clinic/Clinic Patient Portal*

Thank you for choosing South Peninsula Hospital to assist with your testing needs! You must visit the SPH online patient portal in order to get your test results. You can also download and print the test results on the portal for your records as soon as they're available.

Because we are doing so many tests, it can take up to 3-5 days before your results are ready.

NOTE: anyone with a positive test result will be called as soon as we know you are positive. If your test comes back negative, you will not receive a call and will need to check the online portal.

- If you've never used SPH's Patient Portal before, make sure to provide your email address when you're tested, so we can send you an email with the link to sign up.
- Within 24 hours you should receive an email with a link to sign up for the portal. If you don't receive this email within 24 hours, check your spam folder, or call 235-0881.
- If you've signed up for our patient portal in the past, you don't have to wait for an email – just visit <https://www.thrivepatientportal.com> and enter your username and password. If you forgot your password, click Forgot Password.
- Test results are available via the online portal as soon as we have the results at the hospital.
- Remember, it may take 3-4 days before your test results are ready. If you don't see the results on the portal after 5 days, please call the hospital for help at 235-0235.

The following pages have step-by-step instructions on how to get on the online patient portal. If you have any questions or concerns call the Patient Portal Helpline at 907-235-0881. The Helpline is staffed Monday-Friday during regular business hours. If forwarded to a voice message, **clearly** say your name, date of birth, email address, and call back number. Hospital staff will email you a registration link as soon as possible, and no later than the next business day, so make sure to keep checking your email!

Frequently Asked Questions

What is the Patient Portal?

The SPH Patient Portal is an online health management tool supported by our Electronic Health Record that includes a summary view of your clinical information. You can also use it to get your COVID-19 test results!

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.

Do I need special equipment?

No. All you need is access to a computer and an internet connection. Please contact the Helpline if you have difficulty registering via your smart phone.

Who should I contact if I have trouble logging on?

Call the Patient Portal Help Line 907-235-0881 to speak to staff or leave a voice message for follow up within one business day.

What if I have questions about my medical record information?

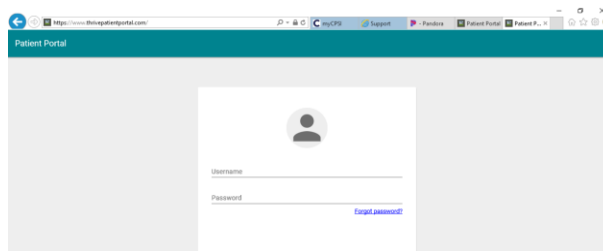
You can call 907-235-0232 and ask for the Health Information Management (HIM) department.

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

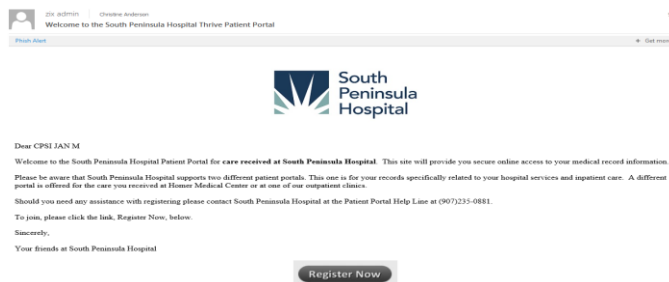
After you've registered, you can log in at: <https://www.thrivepatientportal>

Process to Register for the SPH Patient Portal

Important: If you already set up your patient portal account, you don't need to register again! Just go to www.thrivepatientcareportal.com from any computer with internet access and log in. You should see this screen.



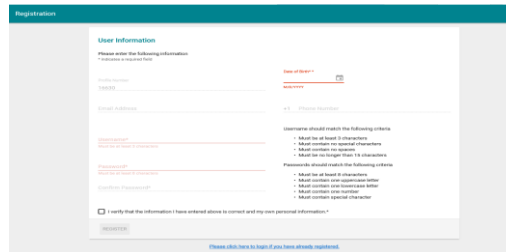
Step 1: If you have not registered for the portal yet AND you already received an email link, simply click on the link in your email and follow the prompts.



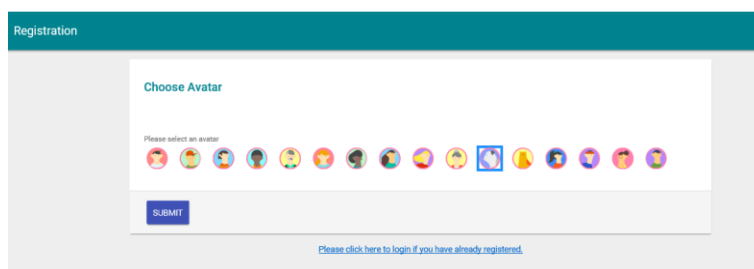
If you have not yet received the link within 24 hours of your test, call the **Patient Portal Helpline** at 235-0881 to request a link or further assistance.

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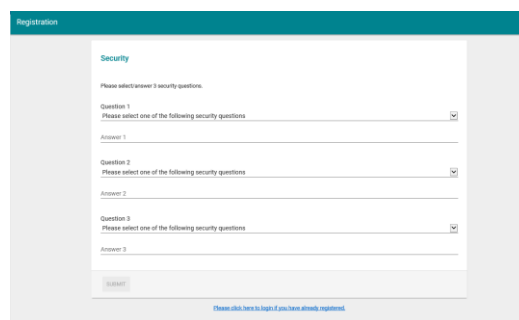
Step 2: Enter your date of birth and email address. Next create a user ID (not an email address) and password following the criteria listed on the User Information page, select the checkbox verifying the information is correct and then select REGISTER.



Step 3: Choose an Avatar

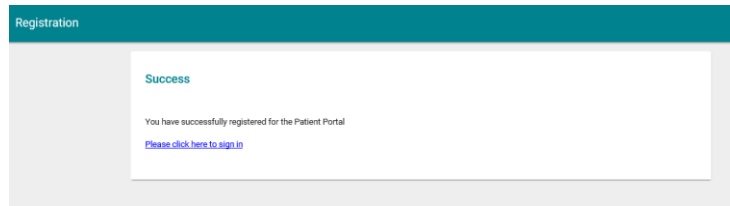


Step 4: Select three security questions and provide answers. These are needed in case your password is forgotten.

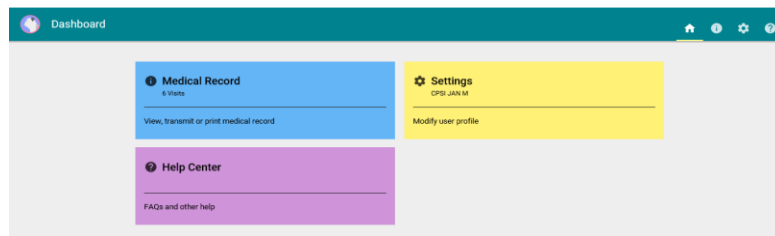


Step 5: Submit and Success

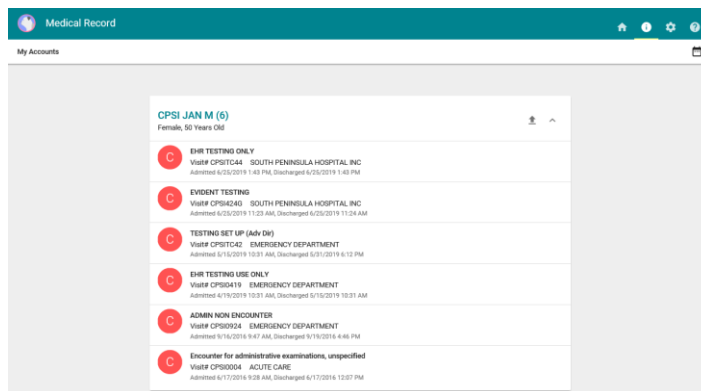
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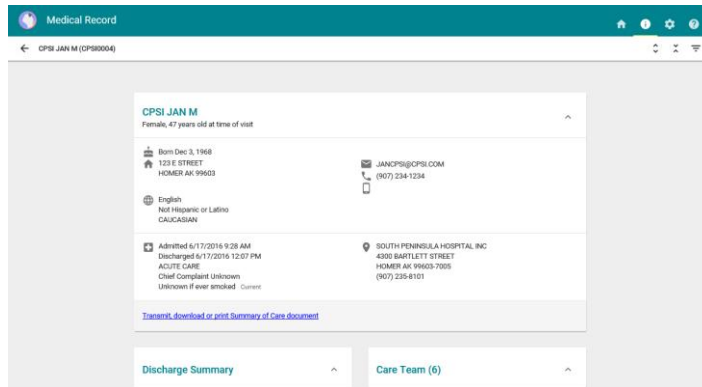
The following screen is what you will see when you access your patient portal. Select "Medical Record" to see a list of your visits at South Peninsula Hospital.



Select the visit to see health information related to that specific visit. To find your COVID results, select the date you had your test.



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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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