

Quick Start Guide for SPH MyCareCorner Patient Portal (MyCareCorner.net)

Welcome to MyCareCorner, your personal portal to your health record for care provided at South Peninsula Hospital. MyCareCorner replaces our previous hospital-based patient portal, ThrivePatientPortal.



GETTING STARTED

At the time of registration you will receive an email (if an email address is provided) invitation to the portal, or a printed copy of instructions for accessing the MyCareCorner website (mycarecorner.net).

If you are an existing SPH Thrive Patient Portal user, you will not receive an email and instead will be redirected and guided through the MyCareCorner Portal setup the next time you log in.

Using the Email

1. From the email, click the link in the email. The MyCareCorner page is launched.
2. Click **Continue**. The Invitation Code screen is displayed. When launching directly from the email, your customized invitation code is automatically displayed in the boxes.
3. Click **Submit**. The Create Your MyCareCorner Account page is displayed.
4. If you already have an account created, enter your **Email** and **Password** and click **Sign In**. You may skip to step 10. Otherwise, click **Create Account** and proceed with step 5.
5. Enter your information in the fields provided: First Name, Last Name, Relationship, Sex, and Date of Birth.
6. In the Create Account fields, enter an email address and password using the fields provided: Email, Password, Confirm Password.
7. Enter the characters you see in the field provided.
8. Check the **I agree to the Terms and Conditions** box.
9. Click **Create Account**. A verification question may be displayed. If so, answer the question and click Submit. The Information Transfer page is displayed.

10. In the **Select the record that MyPortal will be able to access** field, use the drop-down list to select the record (or person's name) whose information is being transferred to MyCareCorner (see note below). **IMPORTANT:** If you do not see the correct person's name, click the **Add record** button to add the person to the drop-down list so that it can be selected. [To add a record, click **Add record**. In the Create New Record screen, enter the First Name, Last Name, Relationship, Sex, and Date of Birth of the patient record you wish to add. Enter the characters and click **Create**. The new record is now an option in the drop-down list.] **NOTE:** *It is important to note that multiple patients can be set up under one account (or email address/password combination) so that spouses and/or children can be accessed from a single account holder.*
11. Click **Allow**. The Access Approved screen is displayed. Click **Home** to go to the MyCareCorner patient portal home page. As the home page is displayed, a **“Your Data is Loading”** message is displayed. Once the message disappears, refresh your browser to ensure the health record data is displayed. If an **“Error Occurred while getting your data. Please talk to customer service”** message is displayed, contact your healthcare provider/facility.

Using the Printed Instructions

1. From your internet browser, enter the URL from the printed invitation into the browser window. The Welcome page is displayed.
2. Click **Continue**. The Invitation Code screen is displayed.
3. Enter the invitation code from your printed instructions.
4. Click **Submit**. The Create Your MyCareCorner Account page is displayed.
5. The remaining steps are the same as in the Using the Email section. See steps 4-11 above to complete the process.

ACCESSING YOUR RESULTS

MyCareCorner provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. Or, you can use the menu on the left to navigate to the other areas of your record.

Click...	To...
Lab Results	View lab test results that have been uploaded to your personal health record.

FOR COMPLETE INSTRUCTIONS ON USING MYCARECORNER

Visit <https://www.sphosp.org/for-patients/patient-portal/>

OR

Call the SPH Patient Portal Support Line with questions: (907)235-0881
Staffed Mon-Fri, 9 AM to 3 PM