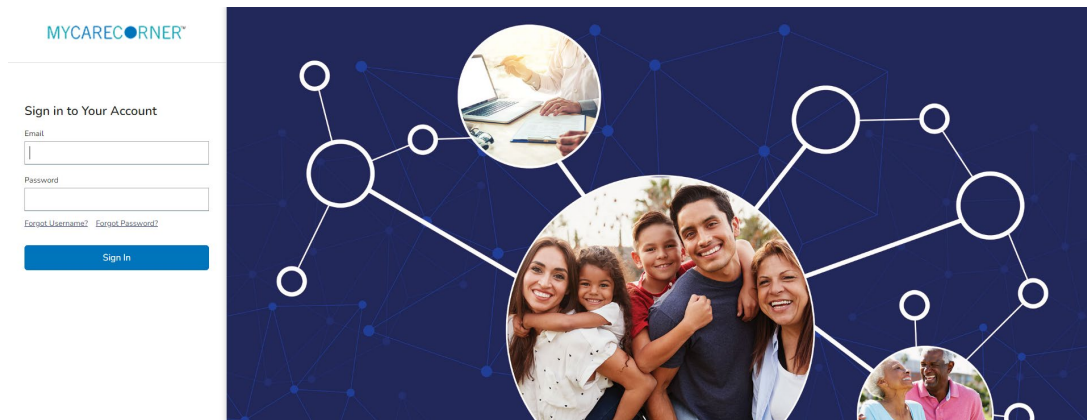


## A Patient's Guide to Using the MyCareCorner Patient Portal (MyCareCorner.net)

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.

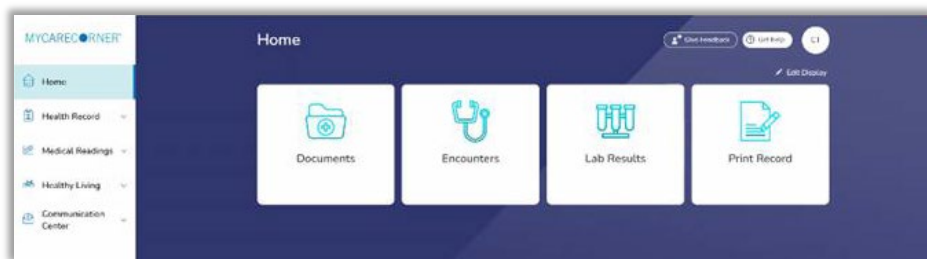
11. Click **Allow**. The Access Approved screen is displayed. Click **Home** to go to the MyCareCorner patient portal home page. As the home page is displayed, a **Your Data is Loading** message is displayed. Once the message disappears, refresh your browser to ensure the health record data is displayed. If the message **Error occurred while getting your data. Please talk to customer service** 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 AREAS OF YOUR HEALTH RECORD

MyCareCorner provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. You can edit your portal display per your preference. All available options can be pulled up within the menu on the left under the MyCareCorner logo.



**Important note:** *Appointments and Message features are not available on the portal at this time. Routine visit information, such as blood pressure, immunizations and medication lists should be accessed through your clinic portal (in most cases Athena) for the most up to date and comprehensive information.*

Click...	To...
<b>Documents</b>	View, manage, and download documents to your record. You can also view your health data audit log.
<b>Encounters</b>	View basic information about the medical visits/encounters recorded in your Consolidated Clinical Document (CCDA) record, edit or delete previous visits, and add new visits.
<b>Lab Results</b>	View lab results that have been uploaded to your personal health record.
<b>Print Record</b>	Print or save your health records as a PDF.

## VIEWING & MANAGING YOUR HEALTH INFORMATION

Information in your health record can either come from the hospital information system (HIS) or you can add it manually. If information comes from the HIS, you will not be able to edit it. However, you are able to edit or delete the information you enter manually. If you add information manually, it is important to note that your providers nor their staff are able to view your personal portal record - if you have information that your provider should know, please call the provider's office to notify them.

After clicking a link on the home screen, use these methods to work with the corresponding area of your personal health record:

- Click a row within the list to view more details about that entry. The details appear in a pop-up or flyover window on the right side of the screen.
- From the flyover window, click **Delete** to delete the entry or **Edit** to edit it. To close the flyover window, click the "X" in the upper-right corner of the window.
- To add a new entry (e.g., a new allergy from the Allergies screen, or a new appointment or reminder from the Appointments screen), click the plus sign (+) in the lower-right corner of the screen. Enter the appropriate information and click **Save**. Be sure to complete all required fields (those marked with a red asterisk).
- If the list can be filtered to view the data differently (e.g., to view immunizations, medications, or procedures for a specific date range, or to view only upcoming appointments or only past appointments), a **Show Filter Options** button appears above the list of items. Click this button to apply a filter.
- To sort the data in a list differently, click the column heading you want to sort by. Click the same heading again to reverse the sort.

**IMPORTANT REMINDER!** You cannot edit information that is displayed from the hospital information system. Your providers are not able to see your portal record. If you have information that your providers need to know, please call your provider's office to notify them.

## VIEWING & EDITING YOUR PROFILE

To view and update your profile information, click the circle with your initials on it (in the upper-right corner of the screen) and select **My Profile**. Enter any missing information and/or edit the existing information. If you want to upload a picture to use in place of your initials to access your profile, click **Choose File**. When finished updating your profile, click **Save**.

## SENDING & RECEIVING MESSAGES

At this time, this feature is not available. Please call your provider's office to communicate as any messages sent through the patient portal will not be received.

**If this is an Emergency, please dial 911**

## NOTIFICATION SETTINGS

You have the ability to receive customized notifications when new messages, files, or data elements have been added to your health record. To view and/or set up your notifications, click the **Notification Settings** option. From the Notification Center, click the red add button to create a new notification.

### NEED MORE HELP?

When using the patient portal, you can click the **Need Help?** button located in the upper right corner of the screen to access online application help.

OR

SPH Patient Portal Support Line  
M-F 9 AM to 3 PM  
(907)235-0881