

# ***Patient Portal***

## **Medical Records at Your Fingertips**

The Kern Valley Healthcare District Patient Portal is an online health management tool that includes a view of clinical data from your Kern Valley Healthcare District Electronic Medical Record. The clinical data on the Patient Portal includes:

\* Test results      \* Allergies      \* Health Issues      \* Medications      \* Immunizations

No special equipment is needed. All you need is access to a computer, an email account that matches the one provided during hospital registration and an internet connection. Your medical record will be available within 36 hours after discharge.

After you are discharged you will receive a "Welcome" email. Step-by-step instructions on how to set up an account start on page two of this document. 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 in the future.

For future visits to the KVHD Patient Portal **AFTER** you have completed the initial setup process, you can log in at: <https://www.mymedicalencounters.com> Remember, use this link only after you have received a portal invite and completed the sign-up process.

If you have trouble logging in or accessing KVHD's Patient Portal, contact KVHD's Information Systems Department at 760-379-2681 ext. 619, Monday through Friday from 8 a.m. - 5 p.m. PST. You may also email Information Systems at [helpdesk@kvhd.org](mailto:helpdesk@kvhd.org).

## **Frequently Asked Questions**

### **Can my family/friends access the information found on my Portal?**

Yes, but only after you have given permission. As a patient of KVHD, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

### **Will I receive emails after each admission to the hospital?**

No. After each admission to the hospital a new summary of care document will automatically post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each visit.

### **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 KVHD's Health Information Department at 760-379-2681.

# How to Register for KVHD's Patient Portal: A Step-by-Step Process

## Step 1

After discharge 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.

### Kern Valley Healthcare District - Patient Portal New User

donotreply@kvhd.org

Sent: Mon 5/12/2014 4:35 PM

To:

Welcome

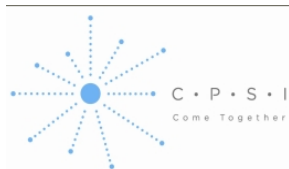
You have been invited to Patient Portal.  
To create a user please click the following link.

[https://www.mymedicalencounters.com/patportal\\_newuser.pl?](https://www.mymedicalencounters.com/patportal_newuser.pl?)

Once the email is received, click on the link.

## Step 2

Enter first name, last name and date of birth exactly as it was provided during registration. The Profile # and email will pull from the link provided in the email. Next create a user ID and password, select the checkbox verifying the information is correct and then hit register.



## Patient Portal

### New User Registration:

\*First Name:   
\*Last Name:   
\*Date of Birth:  ( format: MM/DD/YYYY )  
\*Profile #:   
Email Address:   
\*User ID:   
\*Password:   
\*Confirm Password:

I verify that the information I have entered above is correct and my own personal information


REGISTER

Register

[Login with an existing username/password.](#)

### Step 3

Select 3 security questions and provide answers. These are needed in case your password is forgotten.



A A A

[Home](#) | [Logout](#)

## Patient Portal

Please update your security questions to better protect your information. Please select at least 3 security questions.

Security Question 1:

Security Question 2:


Security Question 3:

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[Site Map](#)

### Step 4

Click on Main Menu.



A A A

[Home](#) | [My Settings](#) | [FAQ](#) | [Logout](#)

## Patient Portal

**Thank you for updating your security questions.**  
If you have any questions, please feel free to contact support at 1-760-379-2681

Please click here to return to [Main Menu](#).


Main Menu

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[Site Map](#)

### Step 5

View Clinical Information.



A A A

[Home](#) | [My Settings](#) | [FAQ](#) | [Logout](#)

## Patient Portal

**WELCOME STARTACCTCPSI CPSI,**

Would you like to:  
[View Clinical Information](#)

View Clinical Information

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[Site Map](#)

## Step 6

Select the applicable patient to view (if you are an authorized representative for more than one account, you will see all of them listed here).



## Clinical Information

### Clinical Information

#### STARTACCTCPSI CPSI:

You are authorized to view accounts for the following patients:

#### Patients List

[CPSI START ACCT CPSI](#)

Select Patient

## Step 7

Select applicable account. All accounts for your visits at Kern Valley Healthcare District will be listed here.



## Clinical Information

### Clinical Information

#### CPSI START ACCT CPSI's accounts at Kern Valley Healthcare District

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	<a href="#">View Summary of Care</a>	<a href="#">View Transfer/Referral of Care</a>
CPSI0226	06/16/2014	06/16/2014	<a href="#">View CPSI0226 Summary of Care</a>	

Select applicable account

## Step 8

Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.

## Clinical Information

### Clinical Information

#### CPSI START ACCT CPSI:

[Download CPSI0226 Summary of Care](#) [Send CPSI0226 Summary of Care](#)

### Patient Summary (HL7 CCD)

Document Effective: 06/16/2014 15:10

Encounter Dates: 06/16/2014 through 06/16/2014

#### Contents

[Patient Demographics](#)  
[Care Team](#)  
[Provider Organization](#)  
[Vital Signs](#)  
[Allergies](#)

Scroll down to view information or click on a blue link to the left to go directly to a category.

## Step 9

To view another account, select "Clinical Information." You have successfully viewed your clinical information on Kern Valley Healthcare District's Patient Portal!

To access your account or additional accounts at a later time, please visit:

<https://www.mymedicalencounters.com/>.

If your user ID or password is forgotten, it can be reset from this address as well.

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