Lake Regional Patient Portal
Enrollment Instructions

1

Visit **lakeregional.com/PatientPortal** and click **First-Time User** under the Hospital section.

Hospital - Lake Regional Patient Portal

View:

- Hospital stays
- Emergency Department visits
- Lab and imaging results from hospital stays/ED visits

Log In

Get support

First-time user

2

Click **Create Account** and complete the form following these guidelines:

Sign In | Create Account

Create an account

Last Name (required)

Do not include any suffix.
(Example: Smith, not Smith Jr.)

First Name (required)

Enter legal first name. No nicknames, please.
(Example: William, not Will or Bill)

Date of Birth (required)

Month	Day	Year
Double	check	these fields!

You must be 13 years or older

Email Address (required)
Example: email@example.com

You must use the same email used during registration at the hospital or clinic.

Confirm Email Address (required)

protected by reCAPTCHA
Privacy - Terms

Submit

3

Check your email for a confirmation message. Click the Link and Sign In.

Dear Your Name,

Welcome to your *Lake Regional* Patient Portal, your *personal* link to your confidential medical record. It only takes a couple minutes to get logged in and then you will be able to view and request appointments, see visit histories, review results, message your care team and more!

Please follow the instructions below to securely access your online medical record. Reset links are valid for 72 hours.

1. Click the **Link** at the end of this email to open a new window.
2. With your temporary username and password already entered by the system, click **Sign In** near the bottom of the log in window. Do not click on Create Account.
3. From the Portal credential page, enter

Note: if you do not see this email in your inbox, please check your junk/spam folders.

4

Create a username and password, and answer a security question.

Password must:
- Contain no fewer than 8 character(s)
- Contain no more than 15 character(s)
- Contain no fewer than 1 numeric character(s)

Change Logon ID and Password

New Logon ID:

Special characters, such as @, # and $, are not allowed.

New Password:

Confirm New Password:

Security Question (choose one):

Security Question Answer:

Note: This information is important to remember! Consider recording your username, password, and security question and answer in a secure place.

5

Read and **Accept** the User Agreement.

User Agreement

The information on the patient portal is maintained by Lake Regional Health System at its current physical facility. For questions about this site, contact Lake Regional Health System Patient Portal Coordinator at 573-348-8215 or email at patientportal@lakeregional.com

The patient portal does provide the following services:
* Viewing lab results
* Viewing and printing of the "summary of care document" or "health summary"
* Viewing and request updates of demographic information
* Viewing and request updates of insurance (allergies, medications, current problems, past medical history)
* Request appointments
* Make online bill payments

The patient portal is not intended to provide internet based diagnostic medical services.

Also, the following limitations apply:
* On-demand based urgent and treatment requests. Diagnosis can only be made and treatment rendered after the patient schedules and SEES the doctor.
* Medical advice communications or services. Patients with emergent conditions should call 911 or visit Lake Regional Express Care or the Lake Regional Emergency Department.

The patient portal is provided as a courtesy to our valued patients. While some providers charge for this convenience on an annual basis, we are focused on providing the highest level of service and health care. However, if abuse or negligent usage of patient portal process, we reserve the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered to any patient without prior notice. Refer to the Notice of Privacy Practices for information on how Personal Health Information (PHI) is used at Lake Regional Health System.

Patient Acknowledgement and Agreement: I acknowledge that I have read and fully understand this consent form. I have been given rules and benefits of the patient portal and agree that I understand the risks associated with online communication between my physicians and me as the patient, and consent to the conditions outlined herein. I acknowledge that using the patient portal is merely a convenience and that it is not a substitute for my physician's office visits, or other medical treatment or consultation as prescribed by my physician. I acknowledge that I have read and understand the Notice of Privacy Practices for information on how Personal Health Information (PHI) is used at Lake Regional Health System.

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Decline | Accept

6

Return to the Patient Portal page and Sign In.

Sign In | Create Account

Username (required)

Health Portal
Your Name Appears Here

Timely information will appear in this space at the top of your portal home page. Use the buttons below to access your personal health information.

Appointments | Results | Current Conditions
Medications | Billing | Immunizations
Health Summary | Reports | Download Medical Record
Letters | Visit History | Health Maintenance
Allergies

Questions?

For assistance with enrollment, please call **573-348-8245** or email **patientportal@lakeregional.com.**

LAKE REGIONAL HEALTH SYSTEM