

Scheurer
Better Health. Better Life.

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HOSPITAL PATIENT PORTAL
Medical Records at Your Fingertips



ARE YOU SCHEURER?

WE ARE SCHEURER.

Frequently Asked Questions

What is the Patient Portal?

The Scheurer Thrive Patient Portal is an online health management tool which allows you to view your clinical data from your Scheurer medical record. The clinical data on the Thrive Patient Portal includes some test results, medications, allergies, Immunizations and health issues.

How does the Clinical Information work?

Clinical Information is a collection of all your visits allowing you to view available services and procedures for any given service date.

Do I need special equipment or extra software/hardware?

No. All you need is access to a computer, an email account that matches the one provided during hospital registration and an Internet connection.

Can anyone see my Clinical Information?

You, anyone you provide your User ID and Password to, and anyone that you designate as your Patient Representative will have access to your Clinical Information.

Can I access my accounts from both work and home?

Yes, you can access your accounts from any PC that has Internet access and a secure browser that supports secure communications.

How do I access the Patient Portal once I have completed this invitation/account set-up process?

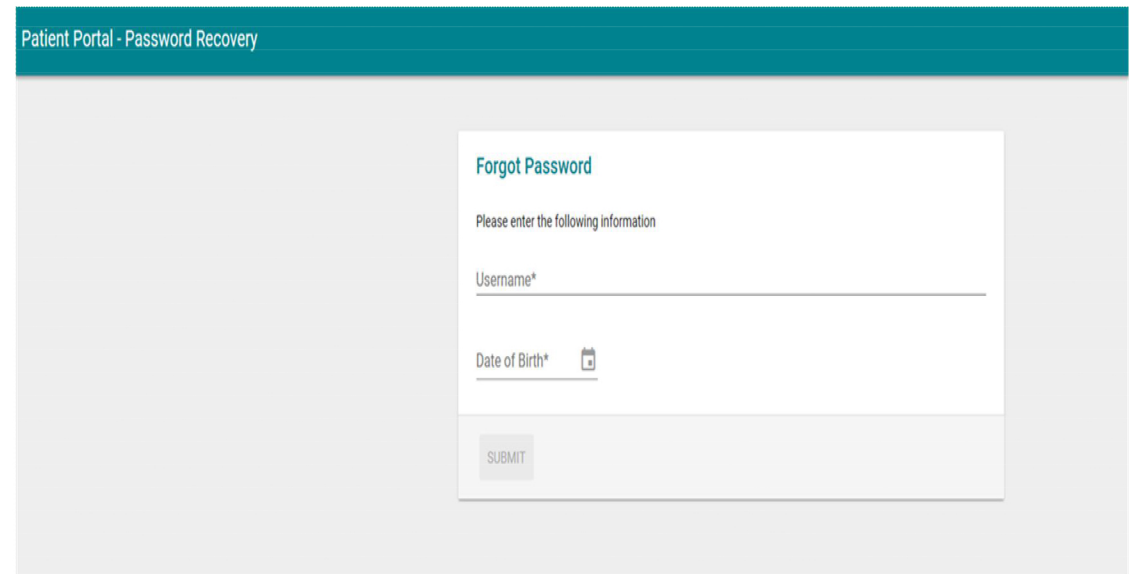
For future visits to the Scheurer Thrive Patient Portal after you have completed the initial set-up process, you can log in at:

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

Remember, use this link after you have received a portal invite via email and have completed the sign-up process.

I did not receive my invitation email. Now what?

Check your spam folder. If you still cannot locate the email, please call Scheurer Hospital at 989.453.5235 to verify the email address provided.

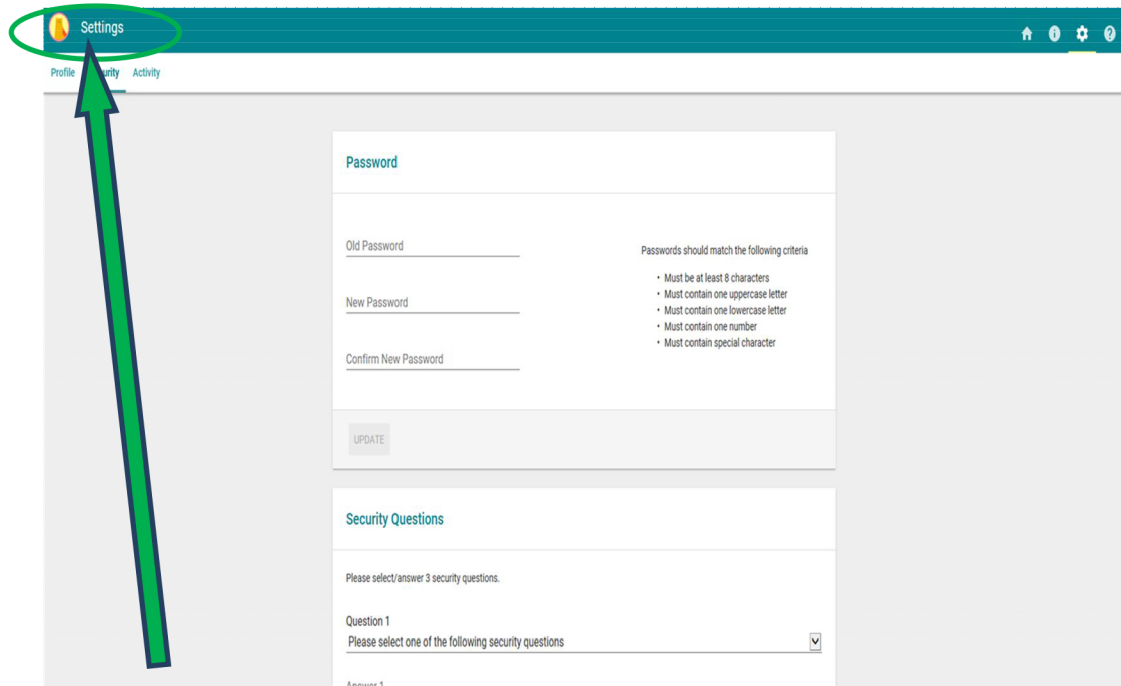


<https://www.thrivepatientportal.com/>

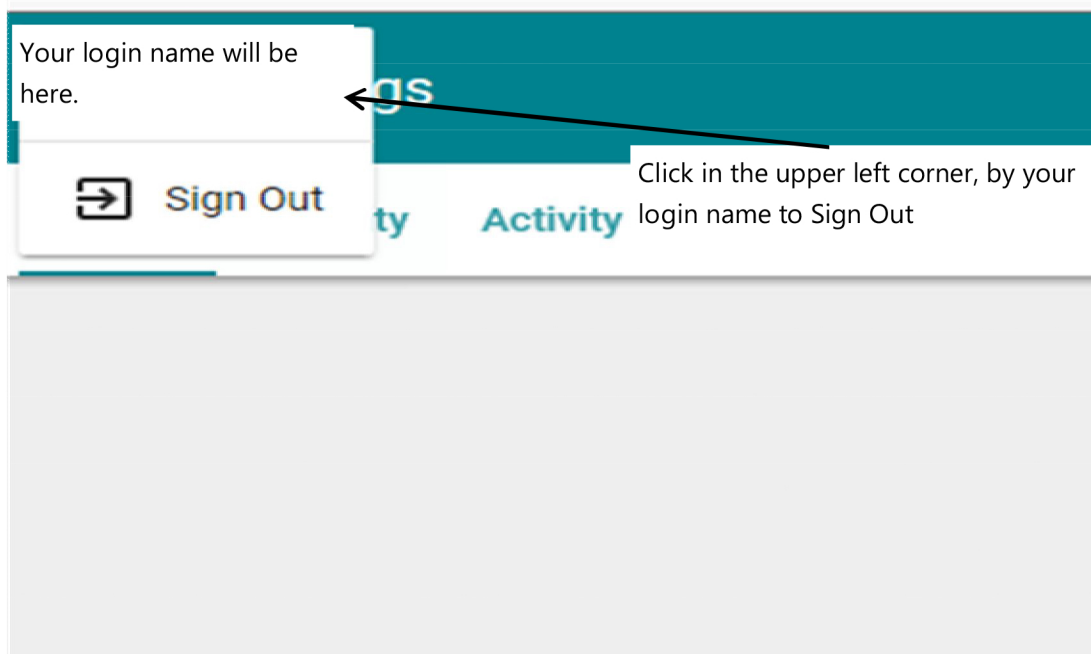
Please Note:

Scheurer Hospital's Patient Portal includes medical information from Scheurer Hospital only and does not include data from Scheurer's Family Practice Clinics.

If you have questions about your medical records, need Login assistance, or have questions regarding Patient Portal access for your physician's office, please contact HIMS at 989-453-5235 Monday through Friday 8:30A.M.—4:30 P.M..



Under Settings is where you can change your password and security questions.



Click in the upper left corner, by your login name to Sign Out

How do I set up an account?

Step-by-step instructions on how to set up an account are included in this booklet. Once you have entered your information and have been prompted to create a User ID and password, you will only need your User ID and password to sign into your Patient Portal in the future.

How do I view the Summary of Care?

Click on the View Summary of Care or View Transfer/Referral of Care link in the visit

Can my family and friends access information found on my Patient Portal?

Yes, but only after you have given permission. As a patient of Scheurer Hospital, you can choose to give an authorized representative (Proxy) access to specific hospital visits. We will discuss this information with you during the admission process. Please ask staff for a Proxy Access form to enable your appointed Representative to have access to specific visits.

Will I (or my authorized representative) receive emails after each hospital admission?

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 anytime after you are discharged.

Accessing Your Account

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

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

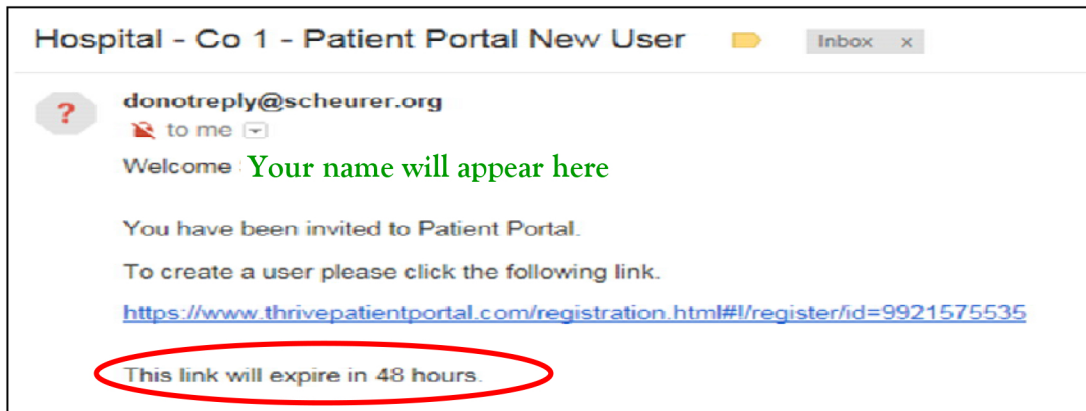
You may also access the Patient Portal by visiting www.scheurer.org. To access the Patient Portal, click on "Patients" on the blue area of the home page. From there, click on "Medical Records" then "Hospital Patient Portal" and follow the directions listed under "Patient Portal Scheurer Hospital." If you forget or misplace your User ID or password, it may be reset at this address.

Please Note:

Scheurer Hospital's Patient Portal includes medical information from Scheurer Hospital *only* and does not include data from Scheurer's Family Practice Clinics. If you have questions about your medical records, need Login assistance, or have questions regarding Patient Portal access for your physician's office, please contact HIMS at 989-453-5235 Monday through Friday 8:30A.M.—4:30 P.M..

How to Register for Scheurer's Hospital Patient Portal: A Step-by-Step Process

After your visit at Scheurer, you will receive an email message inviting you to the hospital's patient portal, which is designed for Patients like you to view your care summary and/or care instructions online.



User Information

Please enter the following information
* Indicates a required field

Profile Number

Date of Birth*
MM/DD/YYYY

Email Address

+1 Phone Number

Username*

Password*
Must be at least 8 characters

Confirm Password*

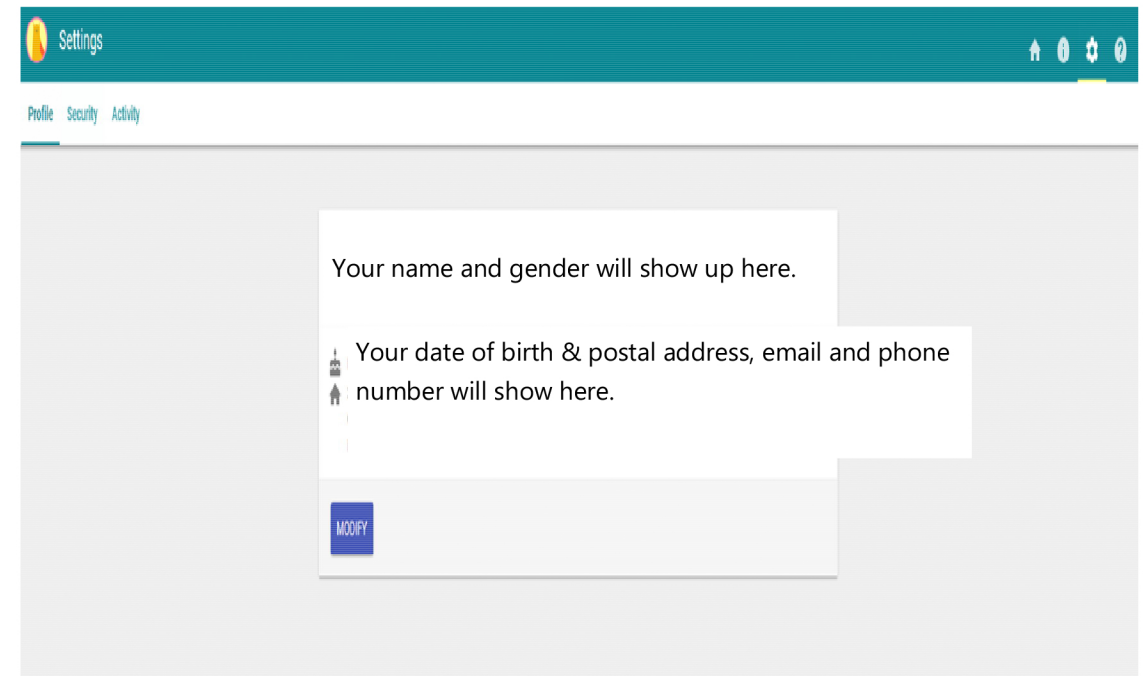
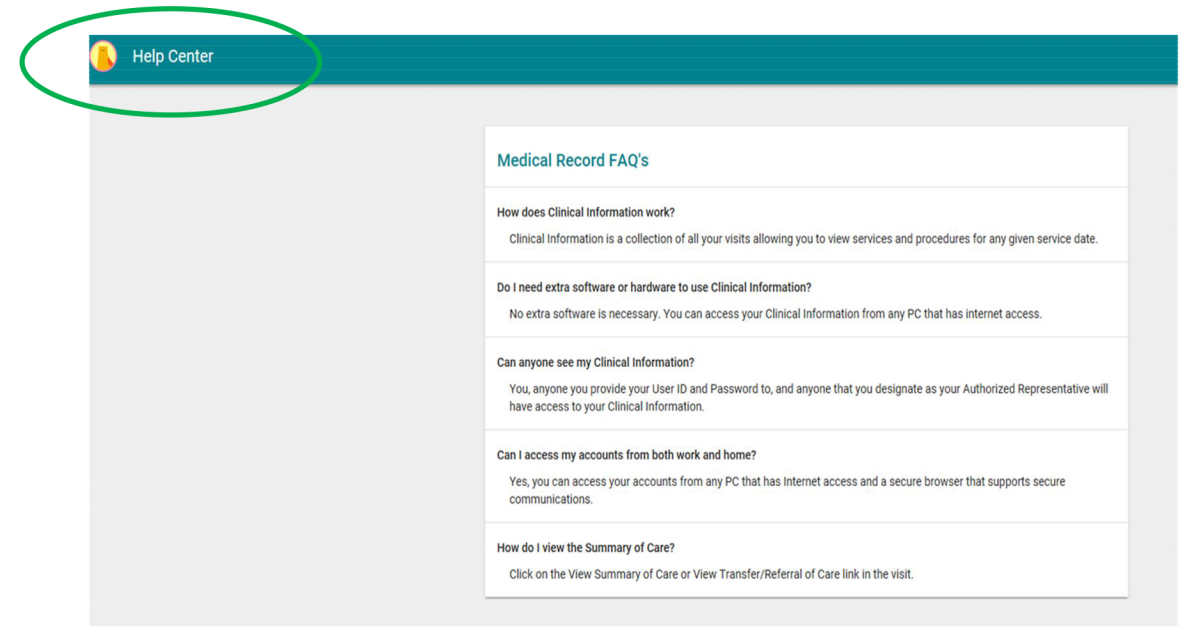
Passwords should match the following criteria

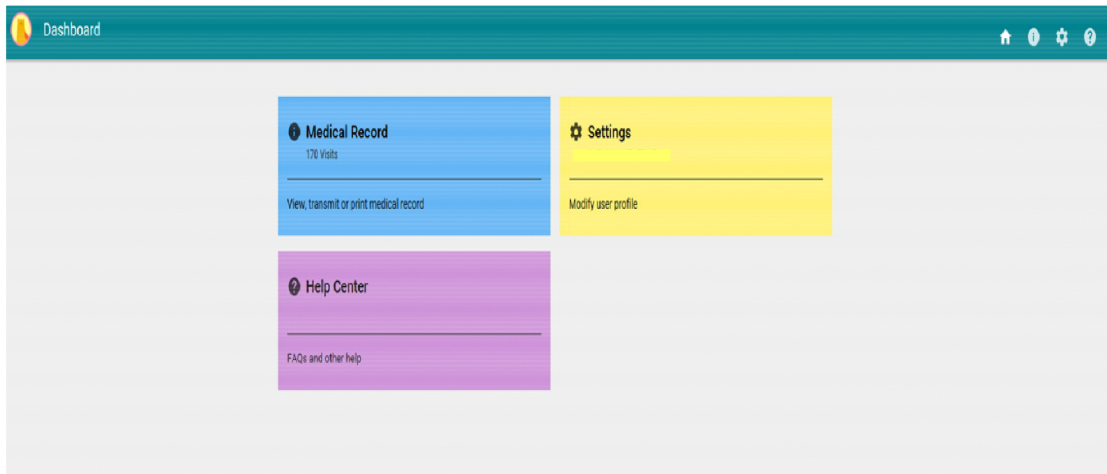
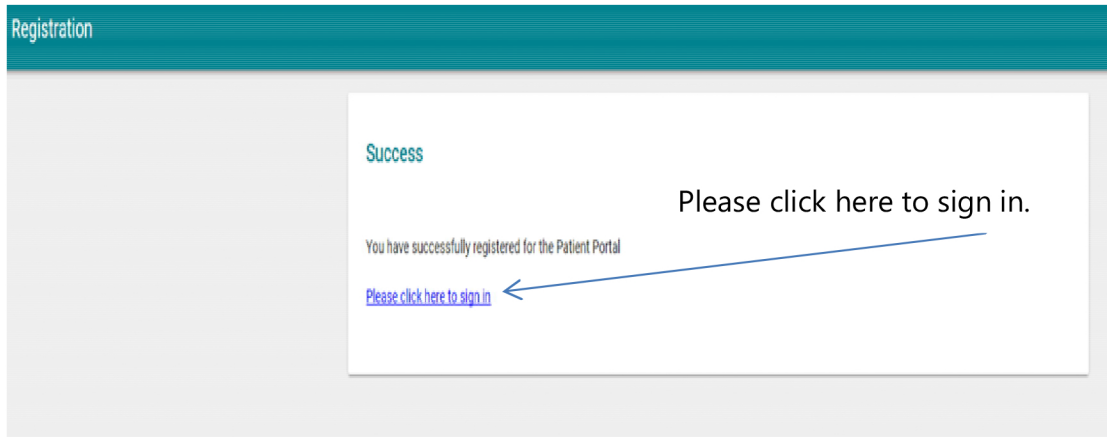
- Must be at least 8 characters
- Must contain one uppercase letter
- Must contain one lowercase letter
- Must contain one number
- Must contain special character

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

REGISTER

Please click here to login if you have already registered.





Medical Record This menu will show your summary of care /services.

Help Center This menu will show you a list of common questions/answers.

Settings This menu will let you update your personal information.

Examples of menu items are shown on the next few pages.

***Please Note: Bill Pay is currently not an available option on the Patient Portal.**

To make a payment please contact Scheurer's Business Office Monday through Friday 8:00am to 4:30pm <http://www.scheurer.org/patients-billing.aspx>

Next, please choose an Avatar you would like

Choose Avatar

Please select an avatar



SUBMIT

Next, use the drop down arrows to choose a security question. Type a response to the question that you will remember.

Follow this process for these three security questions.

Should you forget your username or password you may be asked for the answers to the questions you choose to use.

Security

Please select/answer 3 security questions.

Question 1
Please select one of the following security questions

Answer 1

Question 2
Please select one of the following security questions

Answer 2

Question 3
Please select one of the following security questions

Answer 3

SUBMIT

[Please click here to login if you have already registered.](#)