

# Welcome to Benefis Hospitals Patient Portal

This portal provides you with details about hospital stays and outpatient services at Benefis Hospitals. In this portal you can see your visit history, review your laboratory and X-ray results, view appointments and update personal information.

How many times have you been asked by your provider about your prior hospital stays or procedures?

Now your personal health information is at your fingertips anywhere, anytime 24/7. The portal makes time-consuming tasks simple...a few clicks and you're done.

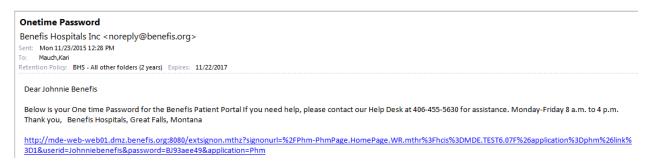
- Easily print your medication list
- •Share your hospital information with your primary care provider
- •Be better prepared for your follow-up appointment



### How to Sign Up for the Hospital Patient Portal

When registering for an inpatient or outpatient visit at Benefis Hospitals, you may sign up for the hospital patient portal. The clerk will ask for your email address. You will receive an email with a link to complete your portal enrollment.

(If you did not sign up during a visit at Benefis, please contact our portal helpdesk at 455-5630 for assistance.)



Click on the link in the email (or copy and paste this into your internet address field) and it will direct you to this page:

	Benefis	Log Off
Please select a new Log O	n User Id and Password. Also define a Security Question to activate your user.	
Change Log On User Id and Pas	sword	
Logon ID must: • Contain no fewer than 6 ch • Contain no more than 20 c		
Password must: • Contain no fewer than 8 ch • Contain no more than 20 cl • Contain no fewer than 1 nu	haracter(s)	
New Logon ID		
New Password		
Confirm New Password		
Security Question Security Question Answer	In what city (full name of city) was your Mother born ?	
	Submit 🕑	

Benefis Hospitals Great Falls, Montana (406) 455-5000 Portal Helpdesk (406) 455-5630 Page 2 of 10



Enter your new Logon ID, New password, choose a security question (with the dropdown arrow), and enter your security question answer. Then Click on the green Submit button. Your information is saved.

		Benefis	Log Off
Click Log Off	Your new credentials have be	een saved. Please log off and sign back on using you	r new credentials.
Use the link to logon to the por your new credentials.	tal with	Logged Out You have signed out of the system. Click <u>here</u> to sign on again.	
Now, log back in to Patient Portal, this time using your newly created username and password.		Benefis HOSPITALS Benefis Hospitals Inc	
		Logon Id: Foraot Logon Id? Password: Foraot Password? Sign In	

You will be asked to accept the terms and conditions (1 time only).

lical Advice and Information Disclaimer Bendris Health System Patient Portal may from time to time include information posted in the form of news, opinions, or g build not be constructed as specific medical advice or instruction. The information posted within the Benefin Patient Portal plefe medical record, nor should it be relied on to suggest a course of treatment for a particular individual. You should advi ide with any question you may have regarding an aedial condition or result and you should serve dimegraf medical advi- te with a suggestion you may have regarding an aedial condition or result and you should serve integrated medical advi-	
should not be construed as specific medical advice or instruction. The information posted within the Benefit Patient Portal splete medical record, nor should it be relied on to suggest a course of treatment for a particular individual. You should alwe dier with any quentions you may have regarding a medical condition or result and you should alwer diaregard medical advi	
plete medical record, nor should it be relied on to suggest a course of treatment for a particular individual. You should alwa ider with any questions you may have regarding a medical condition or result and you should never disregard medical advis	should not be considered a
ider with any questions you may have regarding a medical condition or result and you should never disregard medical advis	
	ce or delay in seeking it
use of something you may have read or interrupted on the Patient Portal.	
erms of Use Patient Portal Guidelines and Security	
our Secure Patient Portal Works	
Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from re	ading communications,
mation, or attachments. Secure messages and information are designed to be read only by someone who knows the right pa	issword or pass-phrase to log
the Patient Portal site.	
ilability of the Patient Portal	
ess to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. I	f service is suspended or
inated, we will notify you as promptly as we reasonably can.	
to Use our Patient Portal:	
Request access from Benefis Health System. To register you must be at least eighteen (18) years old.	
Review the Patient Portal User Agreement and electronically submit the Agreement by clicking Accept. *Note: By sele-	cting "Accept" you are
ating that you have read and fully understand the User Agreement, therefore creating an electronic signature of acceptanc	e.
After Agreement to Abide by the Patient Portal Terms of Use is completed or accepted, you can expect to see a "Welco	me" email. This email will

Benefis Hospitals Great Falls, Montana (406) 455-5000 Portal Helpdesk (406) 455-5630 Page 3 of 10



## **Congratulations - You're in the Portal!**

## On your home page, you can find information on:

- Additional Resource links to Benefis Health System website and On-Line Bill Pay
- Upcoming Appointments
- Recent Visits

You can view additional information by clicking on any item. Appointments may include directions and patient instructions. Medications include the dosage and how often to take when your information was last updated by a Benefis Hospitals care provider.

Benefis				Log (		
Ben Benefis						
Health		dications	nents Profile			
Additional Resource	ces					
Benefis Health Syste	m Website					
Benefis OnLine Bill Pa	ау					
C Upcoming Appoin	tments					
Thu, Aug 20, 2015	2:00 pm CV	ECHO - 2D/LIMITED	CARDIOVASCULAR SERVICES			
🕾 Recent Visits						
Mon, Jun 29, 2015	4:14 pm	Observation	ER - INPT OVERFLOW			
Mon, Jun 29, 2015	11:22 am	Emergency	EMERGENCY ROOM			
Mon, May 04, 2015	4:05 pm	Recurring	SLETTEN CANCER INSTITUTE			
		D. (				
C	lontact Us	Preferences   Term	is & Conditions			

Benefis Hospitals Great Falls, Montana (406) 455-5000 Portal Helpdesk (406) 455-5630 Page 4 of 10



Benefis Hospitals Patient Portal enables you to instantly and safely access the personal health information your care team entered into your record:

- Allergies
- Conditions
- Discharge Summaries
- Discharge Instructions
- Hospital Visit Histories
- Lab Results
- Medication List
- Radiology Reports
- Upcoming Appointments



## How to view, print, or download records



Click on any of the tabs to see detailed information.

Lab tests are under the Results Tab.

Medications are under the Medication Tab.

Radiology and Therapy reports are under the Reports Tab.

Visit History lists inpatient and outpatient visits.





#### On the Results Tab:

# Your results will be listed by date.

Click on a specific test to view the history if you have had this test in the past.

Select 🤛 to view result comments						
Date of Last Result	Test	Result	Reference Range	Flag		
Jan 19, 2015	Vitamin D 25-Hydroxy	36.9 NG/ML 🗭				
Oct 13, 2014	Blood Urea Nitrogen	14 MG/DL	7-18			
Oct 13, 2014	Creatinine	0.7 MG/DL	0.6-1.3			
Oct 13, 2014	Estimated GFR (Non- African American	92 💭				
Oct 13, 2014	Glucose Level	102 MG/DL	74-106			

On the Health Summary Tab:

You can generate and print a detailed summary of your Benefis Hospitals medical record. You can create a new health summary, also called Continuity of Care Document, to have a current up to date summary.





# **Changing Account Settings**

You can update your User Preferences by clicking on the Preferences link on the bottom of the Home Page. Here you can change your password and email address.

Benefis				Log Of		
Ben Benefis						
Health R	Record Med	lications Appoint	tments Profile			
Additional Resource	:S					
Benefis Health System Website						
Benefis OnLine Bill Pay	/					
Upcoming Appointr	nents					
Thu, Aug 20, 2015 2	2:00 pm CV	ECHO - 2D/LIMITED	CARDIOVASCULAR SERVICES			
🕾 Recent Visits						
Mon, Jun 29, 2015	4:14 pm	Observation	ER - INPT OVERFLOW			
Mon, Jun 29, 2015	11:22 am	Emergency	EMERGENCY ROOM			
Mon, May 04, 2015	4:05 pm	Recurring	SLETTEN CANCER INSTITUTE			
Co	· · · ·	Preferences   Ter Medical Information T				

#### **NEED LOGIN HELP?**

- I did not provide my email at the time of hospital registration and would like to enroll.
- I am having trouble resetting my username and/or password.

Call Patient Portal Support at 406-455-5630, Monday - Friday, 8:00 am- 4:00pm MST



## **Frequently Asked Questions**

- **Q.** Who is eligible to enroll in the Patient Portal?
- A. Patients and Proxies (Authorized Users) must be at least 18 years old.
- **Q.** Can I get my spouse or authorized representative access to the portal?
- A. Yes, anyone at least 18 years old can present to Benefis Hospitals Health Information Management Department and complete the Proxy Consent Form.
- **Q.** Is the Patient Portal the same patient portal I use at my doctor's office?
- A. No, Patient Portal will provide information specific to Benefis Hospitals visits, not physician offices.
- **Q.** What information is available in the Patient Portal?
- A. Patient Portal will show select portions of your health information: demographics, results, reports, medications, conditions, allergies, hospital visit histories and upcoming appointments. If you would like a copy of your full medical record please contact Benefis Hospitals Health Information Management Department.
- **Q.** Will I be notified when new information is available in the portal?
- A. Yes, you will receive a "New Portal Activity" email alert when new health information, results or reports are available in Patient Portal.
- **Q.** What do I do if I forget my password?
- A. You can retrieve your password by following these steps:
  - Click the "Forgot Password?" link on the Patient Portal sign-on page
  - Enter your portal Logon ID
  - Enter your email address (this must match the email currently on file with the hospital)
  - Click Submit



- **Q.** How can I change my password?
- A. You can change your password by following these steps:
  - Log into the portal
  - Click on Preferences
  - Click Change Password
  - Enter your current password
  - Enter your new password
  - Confirm your new password
  - Click Submit
- **Q.** What do I do if I forget my username?
- A. Call Benefis Hospitals Patient Portal support at (406)455-5630.
- **Q.** How can I change my address or phone number?
- A. From the Portal home page, click on the Profile Tab. Here you can update demographic information such as address and phone, next of kin, and person to notify. Your request will be reviewed by a Benefis Hospitals employee.
- **Q.** I don't understand my results, can you help me?
- A. Please contact your physician for any questions concerning your medical information.
- **Q.** What browsers are recommended for accessing Patient Portal?
- A. Patient Portal is compatible with most web browsers: Safari, Chrome, Internet Explorer, and Firefox.