



# Patient Portal

## Indian Stream Health Center's Patient Portal

A Guide to Accessing your Health Information

# Welcome!

- Thank you for signing up for the ISHC Patient Portal
- This tutorial will help you through your first time logging into the Portal.
- If you still require assistance at any time, please contact our dedicated support team at 603-388-2440 or email us at [patientportal@indianstream.org](mailto:patientportal@indianstream.org).

# Receiving the Initial Email for the Portal

## **STEP 1**

# Step 1: Receiving the Initial Email

- You will receive an email at the email address you registered for the Portal with.
- This email will contain:
  - Your **username**
  - Your **password**
  - **Instructions** on how to log in to the Portal
- Please keep your initial email safe and do not share with others.

# Step 1: Receiving the Initial Email

- You will need to click on the link to access the Patient Portal, and will be instructed to change your password once you get to the Portal. (See next page for an example)
- \* **Note:** you will need to access the Portal through an internet web browser (Internet Explorer, Firefox, Chrome, etc.), and will need an internet connection to do so.

# Step 1: Receiving the Initial Email

Indian Stream Health Center Patient Portal



You Must Change your  
Password

New Password

Retype Password

You must type your new password twice. Click "Save" to move onto the next step.

Keep your password in a safe place so that you are able to log into the Portal in the future.

Please do not share your username or password with others.

problems? Send email to [support](#).  
Get Screen Reader Mode On

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[Portal Agreement and Privacy Policy](#)

Powered by

# Setting your Profile

## **STEP 2**

# Step 2: Setting your Profile

- Once you have saved your new password, you will then need to verify your:
  - **Name** as it will appear on the Portal,
  - Verify your **email address**,
  - And create a **security question and answer**.
    - The security question and answer should be something you will remember. If you forget your password, they will be used to help you reset it.



# Step 2: Setting your Profile



Welcome!

Portal user password changed successfully.

Verify the information in your profile, and create a security question and answer.

## My Profile

ALLIE

WHITE

Security Question

Answer

Save

Cancel

# Patient Portal Agreement and Privacy Policy

## **STEP 3**

# Step 3: Patient Portal Agreement and Privacy Policy

- In order to use the Patient Portal, you must agree to the Patient Portal Agreement and Privacy Policy.
- You will be asked to renew your agreement every 365 days or if the agreement changes.
- Please read it carefully before you accept. A copy of the agreement will be available in the office documents section of the Portal, for you to review at a later time if you wish.

# Step 3: Patient Portal Agreement and Privacy Policy

You must accept the agreement before you are able to access the Portal.



## PATIENT PORTAL AGREEMENT and PRIVACY POLICY

This Patient Portal (the Portal) is a service offered by your Health Care Provider (Provider) through its website or a link provided to you and is operated and hosted by SuccessEHS, Inc. The purpose of this Portal is to provide you with the ability to access certain individual health information and other information related to the health care services provided to you by your Provider or to the individual patient for whom you are the legal representative and to allow for secure communication between you and your Provider). From here on, any reference to Provider is meant to include the Provider of any individual for whom you are the legal representative. Your use of the Portal is pursuant to and subject to the terms and conditions of this Portal Agreement and Privacy Policy.

BY CLICKING I AGREE BELOW, YOU ARE AGREEING, TO BE BOUND BY THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE AND DO NOT CLICK I AGREE, YOU WILL NOT BE PERMITTED TO ACCESS THE PORTAL.

ACCESS TO AND USE OF THE PORTAL IS VOLUNTARY AND WILL NOT AFFECT THE DELIVERY OF HEALTHCARE SERVICES BY YOUR PROVIDER OR YOUR ABILITY TO ACCESS YOUR HEALTH INFORMATION. BY AGREEING TO ACCESS THE PORTAL YOU AGREE TO ENGAGE IN ELECTRONIC TRANSACTIONS AND AGREE TO BE BOUND BY YOUR ELECTRONIC SIGNATURE.

### 1. Consent and Agreement.

As authorized by you, your Provider will determine your eligibility to register for the Portal and complete your Portal registration. By registering for the Portal, you are also authorizing your Provider to deliver to you a link to the Portal and you represent that you have the legal capacity to execute the Portal Agreement documentation and are authorized to access the individually identifiable health information disclosed through the Portal. The purpose of the Portal is to provide you and your Provider with a secure method to communicate electronically and for the purpose of providing, updating and accessing your individually identifiable health information and other information related to your treatment and payment for healthcare services. Your individually identifiable health information collected through the Portal will be used and disclosed only in accordance with the Health Information Portability and Accountability Act (HIPAA) privacy and security rules. You will be given notice of any breach of your individually identifiable health information as set out in HIPAA. There may be occasions when you are requested by your Provider to execute additional HIPAA authorization forms as may be required under HIPAA. Your execution of additional HIPAA authorizations is voluntary.

### 2. Access License, Term and Availability.

# Step 3: Patient Portal Agreement and Privacy Policy

## 6. Applicable Law.

SuccessEHS controls and operates the Portal from within the United States. The Portal is subject to the laws and jurisdiction of the United States and is not intended to be subject to the laws or jurisdiction of any state, country or territory other than that of the United States. Your access to the Portal is at your own initiative and you are solely responsible for complying with the laws, rules and regulation of your jurisdiction.

1 - 2

You must accept the agreement before you are able to access the Portal.

## Accept Privacy Statement

I Disagree  I Agree

OK

# Validate your Account

## **STEP 4**

# Step 4: Validate your Account

- Once you have accepted the Agreement and Privacy Policy, you will be brought to the “Patient List” screen.
- If you have access to view other patients, you will see multiple names listed in blue buttons on this screen.
- Most users will only have access to themselves, and will simply click their name to enter the Portal where their health information is contained.

# Step 4: Validate your Account



Welcome!

Click on the Patient Name in the Patient List that you would like to access the Health information for.

## Portal User Patient List

 ALLIE WHITE



# Step 4: Validate your Account

- Once you have selected a patient name from the list, you will be asked to Validate the Account for that patient.
  - If you are validating yourself, please enter your:
    - **Zip Code**
    - And **Date of Birth** (in the format MM/DD/YYYY)
- \*Note: If you are validating another patient other than yourself, please enter in that patient's Zip Code and Date of Birth.

# Step 4: Validate your Account

Indian Stream Health Center Patient Portal

ALLIE WHITE ▾



Welcome!

Enter the Zip Code and Date of Birth for the Patient being Validated.

## Validate Account

The account for **ALLIE WHITE** has not been validated. Please complete the following patient information to permanently add this account to your list:

# Step 4: Validate your Account

- If the Zip Code and Date of Birth you are validating your account with are being entered correctly, but the Portal is denying you access to the account, please contact our support team at 603-388-2440. We will correct the system to allow your validation.

# Patient Privacy Information

## **STEP 5**

# Step 5: Patient Privacy Information

- Once you have validated your account, you will be asked to accept the Patient Privacy Information.
- You will be asked to renew your agreement every 365 days or if the agreement changes.
- Please read it carefully before you accept. A copy of the information will be available in the office documents section of the Portal, for you to review at a later time.

# Step 5: Patient Privacy Information

## Patient Privacy Information

CONSENT FOR TREATMENT AND ASSIGNMENT OF PAYMENT: I consent to routine treatment deemed necessary or advisable by the health care provider responsible for my care. I also understand I have a right to be informed about all treatments given me and the right to decline any specific treatment should I choose. I request that payment of authorized benefits be made on my behalf to Indian Stream Health Center for services furnished to me by the Health Center. I authorize any holder of medical information about me to release to my insurances any information needed to determine these benefits of the benefits payable for related services

STATEMENT OF FINANCIAL RESPONSIBILITY: I understand that Indian Stream Health Center will assist me in submitting my claims to my insurance carrier. I understand that I am financially responsible for my health insurance deductible, coinsurance, non-covered services, and services not referred or authorized. Failure to pay my self pay balances could result in placing my account on hold until the balance is resolved.

ACKNOWLEDGEMENT HIPAA NOTICE OF PRIVACY: I acknowledge that I have received the ISHC Notice of Privacy Practices. I consent to ISHC's use and/or disclosure of my health information as necessary to treat me, to obtain payment for services, and to conduct internal health care operations as described in the Notice of Privacy Practices in accordance with federal and state law.

I acknowledge the receiving of the Patient Privacy Information

Continue

You must check the box next to the Acknowledgement statement, before clicking "Continue"

# Using the Portal

## **STEP 6**

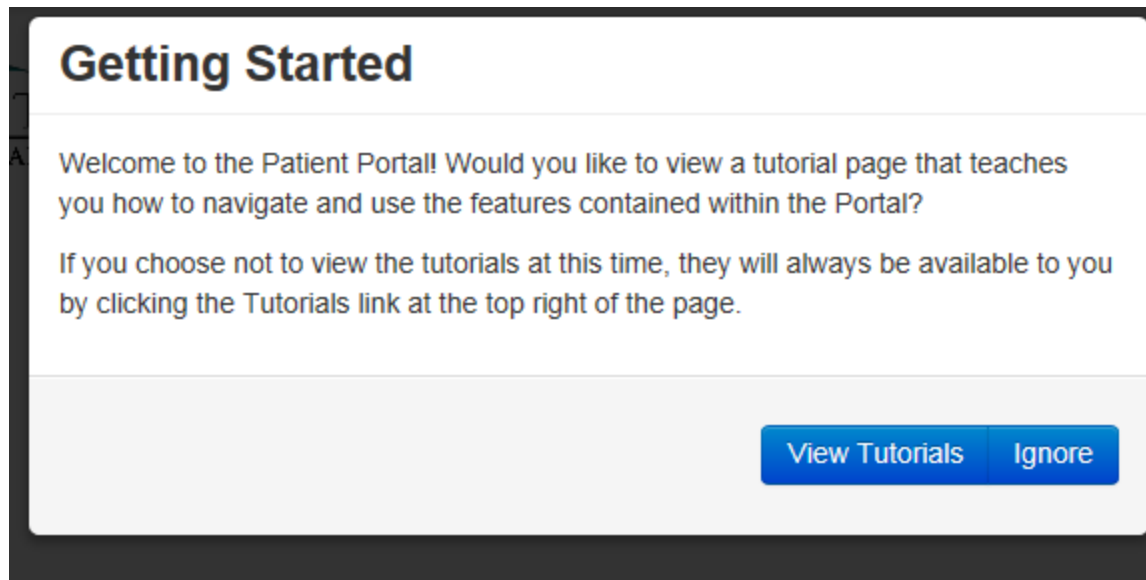
# Step 6: Using the Portal

- The Indian Stream Health Center Patient Portal has been created to give patients easier access to their health information, in a secure manner.
- The Portal may seem confusing at first, but it has many functions that can be beneficial to help you manage your health care.



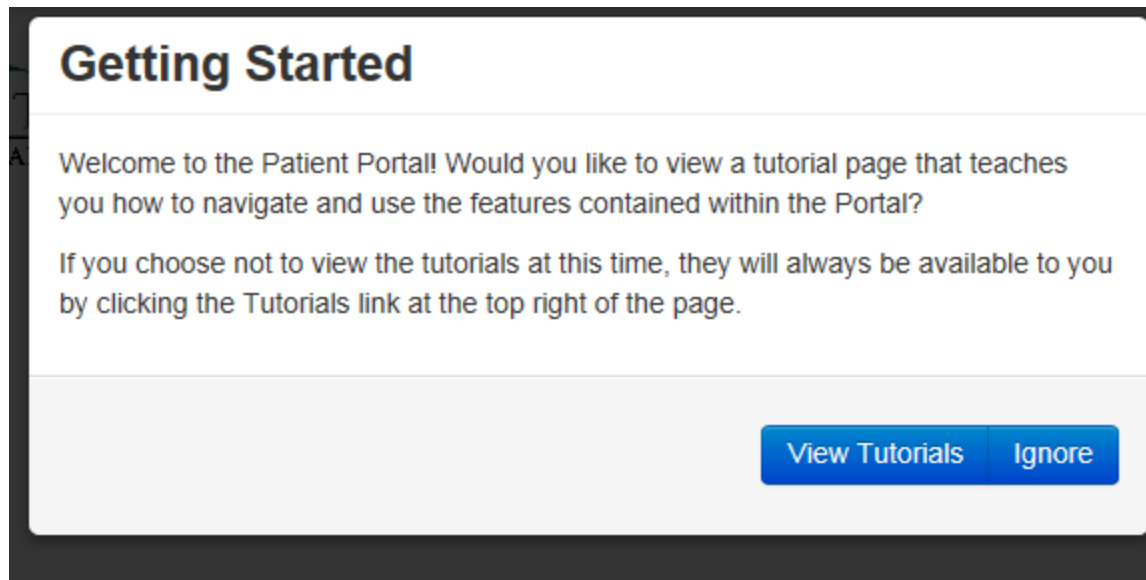
# Step 6: Using the Portal

- Once you get logged into the Portal for the first time, you will see a pop up, asking you if you would like to “View Tutorials”



# Step 6: Using the Portal

- Indian Stream strongly suggests you click the View Tutorials button, and watch some of the training videos that have been provided from our Electronic Medical Record company.



# Step 6: Using the Portal

- If you do not wish to view the Tutorials at this time, you are able to click “Ignore”. However, the pop up will not come back the next time you log into the portal.
- To access the videos at a later time, you will need to click on your Patient Name (in the top right hand corner of the Portal), and “Video Tutorials” from the drop down menu. See the next slide for an example.

# Step 6: Using the Portal

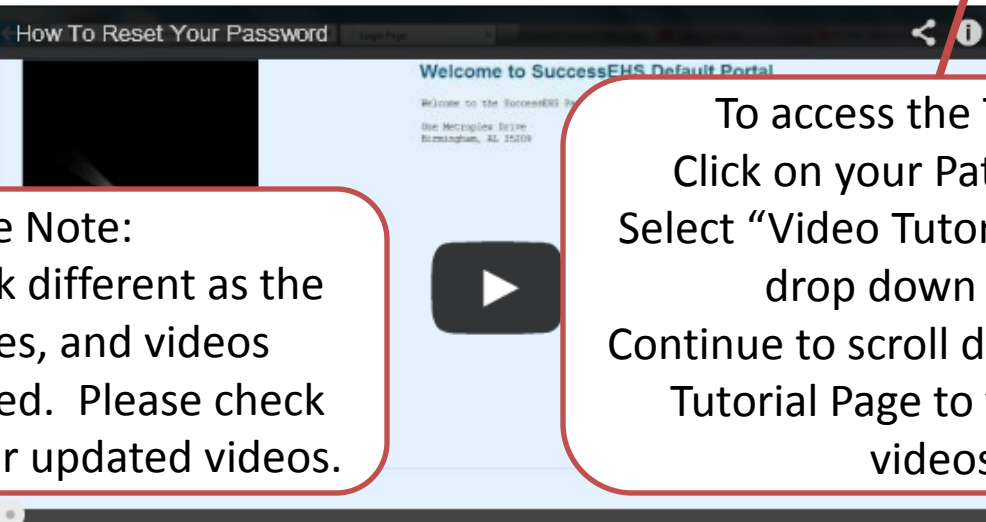


Welcome!

Video Tutorials

- Change Patient
- Change Profile
- Change Password
- Video Tutorials
- Logout

## How To Reset Your Password



Please Note:  
Videos may look different as the Portal changes, and videos become outdated. Please check back regularly for updated videos.

To access the Tutorials:  
Click on your Patient name, Select "Video Tutorials" from the drop down menu. Continue to scroll down the Video Tutorial Page to view all the videos.

# Support

As Indian Stream Health Center (ISHC) updates the Patient Portal, you will receive email updates informing you of new functionality and tutorials.

Although the Portal is a powerful tool, ISHC employees are learning how to best manage patient contact through the Portal. Please bear with us as we attempt to best serve you during this timeframe.

Since this is a new tool, and we would like to assure that your needs are met, please make sure to **call the Front Desk at 603-237-8336 with any time sensitive requests**. Although we will attempt to process requests through the Portal in a timely manner, requests may not be answered as quick as you would prefer while our staff is continuing their training. Calling the Front Desk will confirm that your request has been processed.

If at any point, you require assistance with the Portal, please contact our dedicated support team at:  
603-388-2440 or email us at [patientportal@indianstream.org](mailto:patientportal@indianstream.org).