

Manage My Health – LRH Patient Portal FAQ

What do I do if I forget my password?

Click on the “Forgot your username or password?” [Start Recovery](#)” link on the bottom of the log in page.

How do I sign up for Manage My Health?

Simply provide us with a valid email address (this can be done at time of registration for an appointment or online at www.lrh.org - just click on the Patient Portal “[ManageMyHealth](#)” box and fill out the on-line sign up form.)

Does it matter which email address I use to sign up?

We highly recommend using a personal email address instead of a work address since it is more likely a personal email address will stay with you over time.

What if I didn’t get the email invitation after dropping off my authorization form?

Check your junk mail box – it may have been filtered out as spam. If not, contact our Customer Relations Representative at 218.736.8027 to help troubleshoot getting your invitation email through to you.

How do I sign up to get access to Manage My Health for my dependent child or a parent or other adult whom I help manage care for?

A parent/guardian or legal representative can fill out an authorization form request on behalf of their dependent. Please be aware that state law protects certain health information for minors age 13 to 17. For this reason, LRH’s Manage My Health will not post new information to the portal for patients in this age range. Requests for patient information in these situations should follow the normal [Release of Information process](#).

How current is my health information on the Patient Portal?

Data that is listed under the “Source” from Lake Region Healthcare is current as of your last patient visit to Lake Region Healthcare in which you had updates to your record. The records are updated in real time during your visit so, for example, your Visit Summary will be available to you on the portal as soon as you leave your appointment.

Can I add my own information to the Portal for myself or family members I manage online?

Yes. This is your tool. You can add things like medications, allergies, as well as information from other providers you see outside of LRH. Just click the “Add” button under any category you wish to enter information.

Can I link my records from another healthcare provider to my LRH ManageMyHealth portal?

This depends on the software used by the other provider or facility. If they use the same software (Relay Health) as LRH, there are ways to link your information. If not, you would need to maintain online portals for each one.

How do I access the Patient Portal from my mobile phone?

Navigate to the Patient Portal as you would to any other site from your mobile browser (from the ManageMyHealth box at www.lrhc.org or directly at www.lrhc.org/managemyhealth.) The mobile and desktop versions access the same website. If you choose, create a bookmark and place it on your Home screen for a one-tap short cut to the Patient Portal.

Are there differences between the mobile and desktop versions of the Patient Portal?

The navigation varies slightly between the two versions; however, the functionality remains the same. The mobile navigation is designed to be very intuitive, allowing you to access your healthcare information with just a few simple taps.

How do I change my User ID?

You will find this option on your Account page. You can change your User ID at any time by clicking the Edit link to the right of your User ID under the Account Information section. Enter your new preferred User ID (there are no special restrictions on format at this time), and click Save. Use the new User ID the next time you sign in to this service.

How do I change my password?

You will find this option on your Account page. You can change your password at any time by clicking the Edit link to the right of your password under the Account Information section. Enter your current password, your new preferred password, and then re-enter the new password for verification. Click Save. Use the new password the next time you sign in to this service.

Are there any restrictions on passwords?

Yes. Having a strong password helps to protect your data. You can specify a password between 8 and 32 characters (letters, numbers, or symbols). The password may not include a space or greater/less than symbols (< >). Additionally, do not use your first name, last name, User ID, security question answer, a common word, or a previously used password.