

# HOW TO ACCESS YOUR MEDICAL RECORD ONLINE

We believe that every patient should have easy, instant access to his or her health information at any time. We are pleased to present this opportunity through the use of a secure internet portal. Using this portal, you will be able to access key components of your personal health information online. All you need to activate this service is a valid email address. You will then be able to access information from your visit, allergies, lab results, vitals, and more—all in one place! If you have questions related to accessing the Relay Health website, please contact Relay Health Customer Support by calling 866.735.2963 or sending an e-mail to: [relayhealth-support@RelayHealth.com](mailto:relayhealth-support@RelayHealth.com). If you have questions related to registering for the portal at one of our registration desks or on our website, or viewing your Lake Region Healthcare information in your portal, please contact our Customer Relations department by calling (218) 736-8027.

## Step 1

Provide LRH with a valid email address (this can be done at time of registration for an appointment or by filling out the online form at [www.lrhc.org](http://www.lrhc.org) => Manage my health PATIENT PORTAL then click on Sign-Up) .

## Step 2

LRH will verify your information & send you an email with a link to the Patient Portal. Please allow 2-3 business days for your invitation e-mail.

## Step 3

Check your email and click on or copy the link in your e-mail to launch the online Patient Portal.

## Step 4

You will be prompted to enter your date of birth to confirm your identity.

### Registration

#### Verify Your Information

Please enter your Date of Birth so that your doctor can verify your identity.

Date of Birth \*  Day  4 Digit Year

\* Required information

## Step 5

You will be prompted to verify your demographic information.

### Register Your Account

Preferred Language

Parents, please enter your own information here. You can add family member(s) to your account AFTER completing this first step.

If you select Canada as your country, you will be asked to confirm where you plan to receive care. Please enter a valid zip code that adheres to one of the following formats: 55555 or 55555-5555.

\* Required information

Country \*

First Name \*

Middle Name

Last Name \*

Date of Birth \*

Gender \*  Male  Female

E-Mail \*

ZIP Code \*

## Step 6

Create a User ID (a unique ID or email address) and password.

### Sign-In Information

You may use your e-mail address as your User ID. Your User ID must be at least four characters in length and your password at least six characters and contain no spaces.

User ID \*   
Personal e-mail address is easy to remember

Password \*  Strong

Re-type your Password \*   
At least 6 characters, no spaces

## Step 7

Create three security questions to verify your identity in case of password loss.

### Security Questions

We will use your answers to these security questions to help verify your identity in the event that you forget your password.

Question 1 \*

Your Answer \*

Question 2 \*

Your Answer \*

Question 3 \*

Your Answer \*

## Step 8

Check the box to agree to the Terms of Use.

Terms of Use [View/Print](#) | Privacy Policy [View/Print](#)

RELAYHEALTH SUBSCRIBER (PATIENT) TERMS OF USE - AUGUST 2010  
Welcome to the RelayHealth website. RelayHealth, a division of McKesson Technologies Inc. ("RelayHealth") provides a web site and internet-based services offering a secure, private channel for healthcare consultation communications with your physician, personal medical information storage, on-

Check the box below to agree to the Terms of Use and consent to the Privacy Policy.

I agree to the [Terms of Use](#) and I consent to collection, use and disclosure of my personal information as described in the [Privacy Policy](#) above

## Step 9

Congratulations! Your account has now been activated.

# MANAGE MY HEALTH INFORMATION

ManageMyHealth allows you secure online access to key components of your personal health and medical information contained in Lake Region Healthcare's (LRH) electronic medical record. It's available any time of the day, anywhere and on any device that has internet access. There is no cost to you and registering is quick and simple.

## Through the portal you can:

- Access your personal online medical record which includes information such as Medications & Allergies, Problems & Procedures and Vitals
- Review lab and test results
- View summaries of your visit(s) including care and discharge plans
- Message your provider or care team
- Request a clinic appointment

## Requirements for online access to a patient's medical records:

- Each individual requesting access must have their own ManageMyHealth account.
- Each individual must abide by the terms and conditions of the ManageMyHealth site.
- ManageMyHealth is not to be used to contact us in the event of an emergency.

Access to a patient's electronic medical record is revoked when the patient or physician submits a request or revokes access online. LRH reserves the right to revoke online access to medical information at any time. Communications to LRH on behalf of the patient must be sent from ManageMyHealth's secure messaging feature, and responses will be received in the patient's online record. ManageMyHealth alerts will be sent to the email address entered in the patient's record.

You will receive a ManageMyHealth invitation email with instructions on how to create a patient portal account. If you do not activate your account within 60 days after receiving your invitation email, your invitation will expire. Please promptly activate your account.

## Support:

If you have questions when accessing your Lake Region Healthcare medical records or if you have questions or need assistance registering for access to your Lake Region Healthcare medical records please call Customer Relations at (218) 736-8027. All other questions related to your Relay Health account should be directed to Relay Health Customer Service at 866.735.2963.

*A copy of this information is available upon request. Terms of service are available on the ManageMyHealth site and will be emailed to you once you complete your account activation.*