

MYCARECORNER™

MyCareCorner.net

Securely Access Your Health Information — Anytime, Anywhere!

Thank you for choosing Athens-Limestone Hospital for your healthcare needs. In an effort to provide you with the best quality care and enable your involvement with the management and improvement of your healthcare,

ALH offers a secure online website that gives you convenient 24-hour access to your personal health information and medical records. This website can be accessed from anywhere that has an Internet connection.

Benefits of the using the Patient Portal

- ✓ Secure and convenient 24/7 online access
- ✓ View inpatient/outpatient lab and radiology results
- ✓ View medication list, allergies, and other medical information
- ✓ Only authorized users may access your information

Getting Started

For patients with existing Patient Portal accounts

- Log into your existing Patient Portal at thrivepatientportal.com with your existing Username and Password.
- You will be redirected to the **MyCareCorner** login/registration page.
- Fill out the appropriate fields to complete registration for MyCareCorner.

New Patient Portal users

- **E-mail Option**
 - Provide your preferred e-mail address during the admission or outpatient registration process. You may also choose to give family members or healthcare proxies access to your Patient Portal. They will have their own login and you must provide their e-mail address as well.
 - You and/or your authorized representative will be sent an introductory e-mail to register for MyCareCorner. If you do not receive the e-mail, check your junk/spam folders. If you can't find it there or if you need additional assistance, **please call 256-233-9464**.
 - The invitation e-mail will include a link to register for MyCareCorner. Click the link in the e-mail to create your account. The MyCareCorner page is launched. *Please note this link will expire in 90 days.
 - Click **Continue**. The Invitation Code screen is displayed. When launching directly from the e-mail, your customized invitation code is automatically displayed in the boxes.
 - Click **Submit**. The Create Your MyCareCorner Account page is displayed.

- **E-mail Option continued**

- Click **Create Account**.
- Enter your First Name, Last Name, Relationship, Sex, and Date of Birth.
- In the Create Account fields, enter the E-mail address and Password that will be used to manage this account. Confirm Password. Be sure to write down your **Password** for future reference.
- Enter the characters you see in the CAPTCHA field.
- Click the link to read the **Terms and Conditions** of the Patient Portal. Check the **I agree to the Terms and Conditions** box. Click **Create Account**.
- A verification question may be displayed. If so, answer the question and click Submit. The Information Transfer page is displayed.
- In the **Select the record that MyPortal will be able to access** field, use the drop-down list to select the record (or person's name) whose information is being transferred to MyCareCorner.
IMPORTANT: If you do not see the correct person's name, click the **Add record** button to add the person to the drop-down list so that it can be selected. [To add a record, click **Add record**. In the Create New Record Screen, enter the First Name, Last Name, Relationship, Sex, and Date of Birth of the patient record you wish to add. Enter the characters and click **Create**. The new record is now an option in the drop-down list]
- To complete the information transfer, click **Allow**.
- The Access Approved screen is displayed. Click **Home**.
- As the Patient Dashboard is displayed, a **Your Data is Loading** message is displayed. Once the message disappears, refresh your browser and your health record will be displayed.

- **Self-Registration Option**

- You, as the patient, can self-register for the MyCareCorner patient portal. Once you have self-registered by completing the steps below, **contact 256-233-9464** and request a registration invitation for MyCareCorner.
- Enter **MyCareCorner.net** into your internet browser.
- The Welcome page is displayed. In the **New User** sections, click **Sign Up**.
- The Create Account screen is displayed. Enter your First Name, Last Name, Sex, and Date of Birth.
- Enter the E-mail address and Password that will be used to manage this account. Be sure to write down your **Password** for future reference.
- Enter the characters you see in the CAPTCHA field.
- Click the link to read the **Terms and Conditions** of the Patient Portal. Check the **I agree to the Terms and Conditions** box and click **Create Account**.
- To complete your account setup, verify you record access and click **Allow**.
- The Patient Dashboard is displayed. To obtain access to your health record, **contact 256-233-9464** and **request a registration invitation** for MyCareCorner.
- Once you receive the registration invitation for MyCareCorner, click the link in the e-mail.
- The MyCareCorner page is launched. Click **Continue**.

- **Self-Registration Option continued**

- MyCareCorner Account screen is displayed. Enter your **E-mail address** and **Password**. Click **Sign In**.
- To confirm your identity, enter your date of birth and click **Submit**.
- The Information Transfer page is displayed. To complete the information transfer, click **Allow**.
- The Access Approved screen is displayed. Click **Home**.
- As the Patient Dashboard is displayed, a **Your Data is Loading** message is displayed. Once the message disappears, refresh your browser and your health record will be displayed.

Download the MyCareCorner App

1. After registering your account, download MyCareCorner to your phone or device from your App Store or Google Play Store.
2. Once the App has downloaded to your phone or device, log in with your account information.
3. You will be prompted to create a 4-digit pin for simple sign-on in the future.



Download MyCareCorner
in your app store

Viewing and Managing Your Health Information

Information in your health record can either come from the hospital information system or you can add it manually. If information comes from the HIS, you will not be able to edit it. However, you are able to edit or delete the information you enter manually. If you add information manually, it is important to note that your providers nor their staff are able to view your personal portal record - if you have information that your provider should know, please call the provider's office to notify them.

After clicking a link on the home screen, use these methods to work with the corresponding area of your personal healthrecord:

- Click a row within the list (e.g., a specific appointment within the list of appointments) to view more details about that entry. The details appear in a pop-up or flyover window on the right side of the screen.
- From the flyover window, click **Delete** to delete the entry or **Edit** to edit it. To close the flyover window, click the "X" in the upper-right corner of the window.
- To add a new entry (e.g., a new allergy from the Allergies screen, or a new appointment or reminder from the Appointments screen), click the plus sign (+) in the lower-right corner of the screen. Enter the appropriate information and click **Save**. Be sure to complete all required fields (those marked with a red asterisk).
- If the list can be filtered to view the data differently (e.g., to view immunizations, medications, or procedures for a specific date range, or to view only upcoming appointments or only past appointments), a **Show Filter Options** button appears above the list of items. Click this button to apply a filter.
- To sort the data in a list differently, click the column heading you want to sort by. Click the same heading again to reverse the sort.

IMPORTANT REMINDER! You cannot edit information that is displayed from the hospital information system. And, your providers are not able to see your portal record. If you have information that your providers need to know, please send a message or call your provider's office to notify them.

Accessing Areas of Your Health Record

MyCareCorner provides access to your personal health record. The home screen (or dashboard) contains several widgets you can view at a glance. Or, you can use the menu on the left to navigate to the other areas of your record.

Click:	To:	Click:	To:
Allergies	View, edit, delete, and add allergies in your personal health record.	Encounters	View basic information about the medical visits/encounters recorded in your Consolidated Clinical Document (CCDA) record, edit or delete previous visits, and add new visits.
Appointments	View your upcoming and past appointments and add new appointments.	Height	View and enter height values in a graph format.
Blood Glucose	View and enter values for blood glucose and HgA1c levels.	Immunizations	Manage the immunization data in your personal health record.
Blood Oxygen	View historical blood oxygen values in a graph format and add new entries.	Procedures	View the procedures included in your personal health record, edit or delete previous procedures, and add new procedures that have been performed.
Concern	View and manage a list of health concerns, including start and end dates.	Reminders	Keep a list of reminders for appointments or other tasks.
Conditions	View a list of medical problems in your record and add, delete, or edit problems to mark inactive (i.e., indicate that you no longer have the condition).	Vital Signs	View and modify the blood pressure values and other vital signs recorded in your personal health record.
Documents	View, manage, and download documents to your record. You can also view your health data audit log.	Weight	View and enter weight values in a graph or list.
Lab Results	View lab results that have been uploaded to your personal health record.	Medications	View the medications listed in your personal health record, edit or delete existing medications, and add new medications you are taking.
Messages	View and send messages to and from your providers.		

Viewing and Editing Your Profile

To view and update your profile information, click the circle with your initials on it (in the upper-right corner of the screen) and select **My Profile**. Enter any missing information and/or edit the existing information. If you want to upload a picture to use in place of your initials to access your profile, click **Choose File**. When finished updating your profile, click **Save**.

Sending and Receiving Messages

You can see messages on the Home screen in the Messages widget. Or, use the **Messages** menu option to view the messages full screen and send messages to your care providers.

- The list defaults to messages you have received in your Inbox. Click the **Sent** button to display sent messages. Toggle back to received messages by clicking the **Inbox** button.
- To view, delete, or reply to a message, click the row for that message. The message and corresponding options appear in the message detail window.
- To send a new message, click the plus button (lower right corner). Click the **To:** field to select a recipient from your list of authorized providers. Or, you can type an e-mail address in the **To:** field. Type a subject and the message text, and add any attachments, if necessary. (You can select attachments from the files stored in the Documents section of MyCareCorner or upload files from your computer.)

IMPORTANT REMINDER! All providers do not utilize the 'Messages' feature and messages sent through MyCareCorner are not monitored 24 hours a day. If you have a medical emergency, call 911 or go to the nearest emergency room. Do not send a message on MyCareCorner to receive help for your emergency.

Notification Settings

You have the ability to receive customized notifications when new messages, files, or data elements have been added to your health record. To view and/or set up your notifications, click the Notification Settings option. From the **Notification Center**, click the red add button to create a new notification.

Need More Help?

When using the patient portal, you can click the **Need Help?** button located in the upper right corner of the screen to access online application help.

Frequently Asked Questions

What is a Patient Portal?

A Patient Portal is a secure online website that gives you convenient 24-hour access to your personal health information and medical records—from anywhere with an Internet connection.

Why should I use a Patient Portal?

Accessing your personal medical records through a Patient Portal can help you to be more actively involved in your own healthcare.

Is my information safe?

Yes. Patient portals have privacy and security safeguards in place to protect your health information. Always remember to protect your Username and Password from others and make sure to only log on to the Patient Portal from a personal or secure computer.

Can my family access my patient portal?

You may choose to give family members or healthcare proxies access to your Patient Portal. They will have their own login. You must provide their e-mail address to registration personnel.

What do I do if I do not receive a registration e-mail?

Once you provide your e-mail address to registration staff, you and/or your authorized representative will be sent an introductory e-mail to create a login name and user password for the Patient Portal. If you do not receive this e-mail, **please call 256-233-9464**.

Patient Portal Website Address

<https://MyCareCorner.net>