**Frequently Asked Questions about my Hospital Patient Portal**

**OVERVIEW**

**Is there a fee to use the portal?**

The Hospital portal is a *free service* provided by Logansport Memorial Hospital.

**How will I know when something has been added to my Hospital portal?**
Log on at any time to review your information. You may also decide to receive email notifications when information is revised or added to your account. Select "Preferences," then” Update User Preferences” and customize your notification settings to meet your needs.

**How do I navigate my Hospital Portal?**

We have an instructional video available for your convenience. [Click Here](https://www.youtube.com/watch?v=PWs4vf_fXTM)

**ENROLLING**

**How do I set up a hospital portal account?**

*Sign-up is simple* and takes place when patients arrive at registration or as part of the hospital admission process. During the registration process patients will be asked to provide their email address. *Patients must have an email address on file to access the hospital portal.*

### Once you sign up, watch for an email from *My Hospital Portal* DoNotReply@logansportmemorial.org within a few business days. Click the registration link to complete the process.

**What if I don't receive the invitation email?**
To ensure that the My Hospital Portal invitation email reaches you, please check your "spam folder" and add **DoNotReply@logansportmemorial.org** as an approved sender. Or you can use the enroll button to activate your hospital patient portal. If you know you have provided a valid email address when you last registered, go to [www.logansportmemorial.org](http://www.logansportmemorial.org) and on the Patient Portal page, you will click on the Enroll button under the “Login for Hospital Patients” option.

Here is how to add an approved sender to popular email domains:

**Yahoo**

1. Open Yahoo email account
2. Click Options
3. Click Settings
4. Click Filters
5. Click Add
6. Enter in the email address: **DoNotReply@logansportmemorial.org**
7. Use the drop down "Then deliver the email to the following folder": Select Inbox
8. Click Save

**Gmail**

1. Open Gmail account
2. Select contacts from the options on the left side of the Gmail Inbox
3. Select Create Contact on the top menu
4. Enter in the email address **DoNotReply@logansportmemorial.org**
5. Click Save

**AOL, Comcast, Frontier**

1. Open email account
2. Click on Contacts (or address book)
3. Click New Contact
4. Enter in the email address: **DoNotReply@logansportmemorial.org**
5. Click Add Contact

**Hotmail and Web Outlook.com**

1. Open email account
2. Click on Settings (small gear icon at top right)
3. Click Safe and Blocked Senders
4. Enter in the email address: **DoNotReply@logansportmemorial.org**
5. Click Save

**Windows Live and Outlook Application**

1. Open email account
2. Click on Home tab in the ribbon
3. Click on Junk button
4. Select Safety options from drop-down menu
5. Click Add
6. Enter in the email address: **DoNotReply@logansportmemorial.org**
7. Click OK

**MSN**

1. Open MSN email account
2. Select Settings: Email | Junk e-mail (bottom left, just above Calendar)
3. From the E-mail settings screen, select Junk E-mail Guard
4. Select Safe List
5. Enter in the email address: **DoNotReply@logansportmemorial.org**
6. Select Add

**What is my username? My password?**

You determine your own username and password when you create your Hospital Patient Portal account online.

**After I set up my account, when and how do I log in?**
Log on whenever you want to review changes, make updates, review Labs and more. Bookmark the site to make it convenient to visit on a regular basis. You may also decide to receive email notifications when information is revised or added to your account. Select "Preferences" then select “Update User Preferences” and customize your notification settings to meet your needs.

**ACCESS**

**How do I log in to the portal?**

Go to the **“Patient Portals”** tab located in the top right hand corner of the Logansport Memorial Hospital website ([www.logansportmemorial.org](http://www.logansportmemorial.org)). You will be directed to the Patient Portal webpage. If you are already registered, click on the login for hospital patient button. It will take you to the login page.

**How can I access my child's health information?**
If you are interested in Hospital Portal access for your child(ren) under the age of 18 for whom you are legally responsible, you must call medical records for further assistance at (574) 753-1390.

**Can my family access my portal?**

Yes, you will need to fill out a proxy request form and bring it to the Medical Records department. The proxy request is available for download on the hospital website, where this document is located.

**PASSWORD/ LOGON ID**

**What if I forget my password/logon id?**
If you don't remember your password, choose LMH Secure Login and select either “Forgot Password” or “Forgot Logon Id.” Complete required fields and click “Reset \_\_\_”. You will then receive an email with instructions about how to complete this process.

**What if I need help?**

If you have any questions regarding this process, please contact Logansport Memorial Hospital Medical Records department at (574) 753-1390 or medical.records@logansportmemorial.org.

**I don’t have an email, how do I get one?**

There are many free email services available to use. Any email service is compatible with Logansport Memorial Hospital portals. If you are looking to create a free email account, some of the more established email providers are:

* Gmail from Google (<http://mail.google.com>)
* Outlook form Microsoft (<http://www.outlook.com>)
* Yahoo! Mail from Yahoo (<http://login.yahoo.com>)

**CONFIDENTIALITY AND PRIVACY**

**Will my information in the portal be secure?**
Yes. We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal IDs and passwords. Logansport Memorial Hospital uses the latest encryption technology. All Logansport Memorial Hospital messaging is done while you are securely logged on to our website.

Only you – and those you authorize – will be able to see or gain access to the information in your portal. We will not share your personal information with any outside party not affiliated with our organization.

**Where does my health information in the Portal come from?**

All of the information in the Portal comes from your Logansport Memorial Hospital Electronic Medical Record.

**How do I get the complete set of my medical records?**

You can obtain your medical records by contacting Logansport Memorial Hospital Medical Records department at (574) 753-1390.

**How do I communicate my medical concerns?**

Logansport Memorial Hospital portals are not used to communicate medical concerns to your doctor. **If you are experiencing an urgent medical problem, please call 911immediately.**