

Online Patient Portal

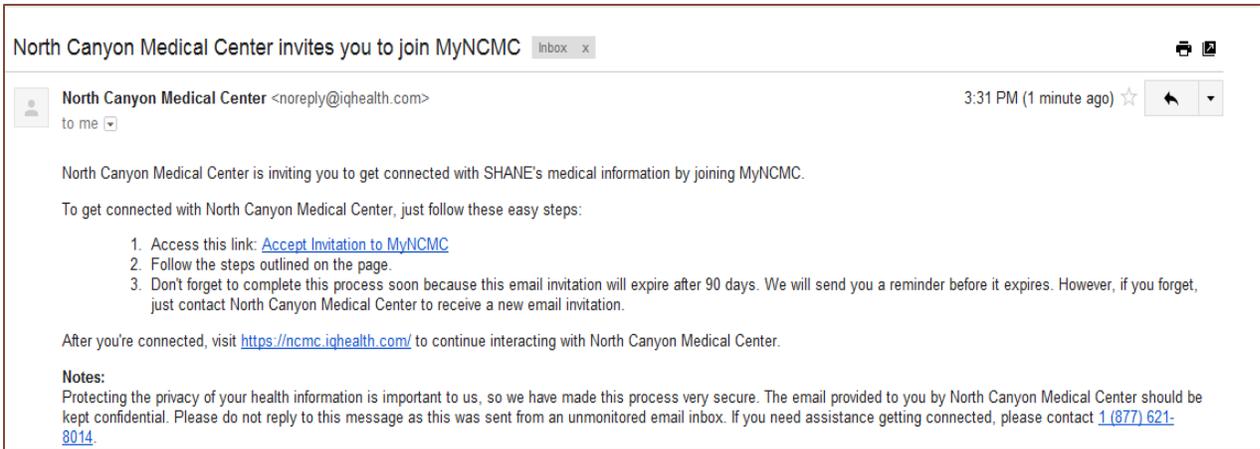
Convenience at your fingertips

Patient Portal Registration Packet

Thank you for taking the time to learn more about the benefits of using the NCMC Patient Portal. Enclosed are the instructions to complete your patient portal registration.

Steps to Set up Your Patient Portal

1. In order to set this up we must send you an email, ask registration.
2. Open your email program. You should have received an email that looks very similar to the sample below.



3. Open the email and click on Accept Invitation to MyNCMC. The following screen should appear. Complete all sections.

The screenshot shows the registration page for MyNCMC. The header includes the North Canyon Medical Center logo and contact information: 267 North Canyon Drive, Goelling, ID 83330, (208) 934-4433. A compass icon is also present.

Create an account for yourself

* Indicates a required field.

First name *

Last name *

Email address *

Re-enter email address *

Date of birth * / /
Date of birth must be entered as mm/dd/yyyy.

Gender *

Username *

First, create your account so we can link SHANE's patient record to your account.

Already have an account? [Sign in.](#)

Secure health identity provided by:

CernerHealth

North Canyon Medical Center uses Cerner Health to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the Cerner Health logo.

Steps to Set up Your Patient Portal

The system asks you to create a username and password that only you will know.

Username *

Password *

Passwords must be at least six (6) characters long.

Re-enter password *

Security question *

Security answer *

I agree to the [Cerner Health Terms of Use](#) and [Privacy Policy](#).

Create Account

Cancel

The security question is the last 4 digits of your social security number.

When you have completed all the sections, click on Create Account.

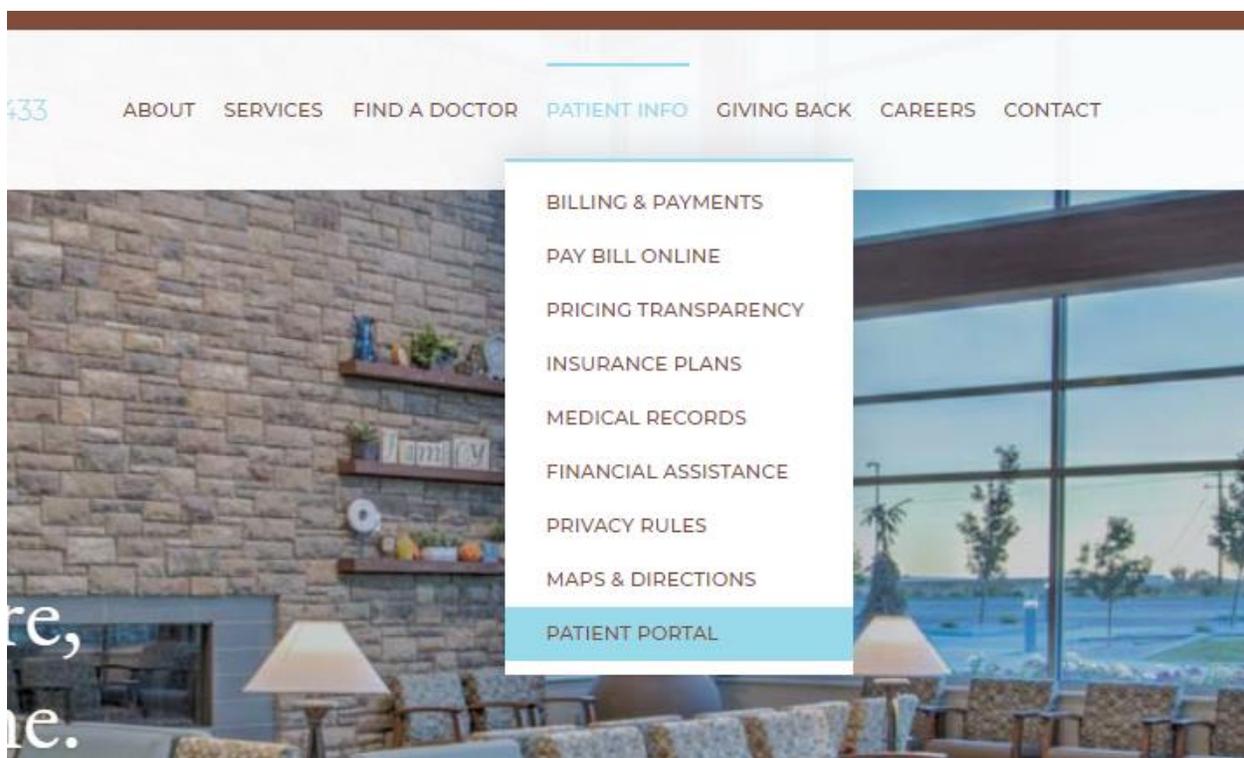
You have now completed the account registration process. Instructions to access your health records begin on the next page.

Accessing Your Patient Portal

It is a good idea to bookmark or add the patient portal to your favorites list, for future access.

Or you can access the patient portal through the NCMC website using the following steps.

- Go to www.northcanyon.org
- At the top of the page click on **“Patient Info”**.
- From the drop-down tab, click **“Patient Portal”**.



Accessing Your Patient Portal

Click on the link **Picture** or the **Access your Patient Portal** tab at the bottom.

The screenshot shows the North Canyon Medical Center website. At the top, there is a navigation menu with links for ABOUT, SERVICES, FIND A DOCTOR, PATIENT INFO, GIVING BACK, CAREERS, and CONTACT. Below the navigation is a large banner image of a person sitting on a couch using a laptop. The text on the banner reads "Online Patient Portal Convenience at your fingertips". To the right of the banner is a "CONTACT US" section with phone numbers and a "PATIENT INFO" section with a list of links including FIND A DOCTOR, BILLING & PAYMENTS, PAY BILL ONLINE, PRICING TRANSPARENCY, INSURANCE PLANS, MEDICAL RECORDS, FINANCIAL ASSISTANCE, PRIVACY RULES, MAPS & DIRECTIONS, and PATIENT PORTAL. Below the banner, there is a section titled "Enhancing your overall patient experience" which lists various services available through the portal, such as Medications, Immunizations, Allergies, Lab Results, Radiology reports, Vital Signs, Discharge Documentation, Health & Physical for visits, Patient Education, Clinical Summaries, Health Status, Current problems, and History of problems. There is also a "Works with Apple Health" logo and a button for "PATIENT PORTAL PACKET - PRINTABLE .PDF". At the bottom, there is a prominent button that says "ACCESS YOUR PATIENT PORTAL »".

Enter your email and password and click the green Sign In button.



Email address or username

Password

[Sign In](#) [Forgot Password?](#)

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 CernerHealth

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Questions about your account? Support is available any 24/7 at 1-877-621-8014.

If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

Accessing Your Patient Portal

You can now access the following records within 72hrs after your clinic or hospital visit:

- Medications you are currently taking
- Immunizations
- Allergies
- Lab Results
- Radiology reports only (NO images)
- Vital Signs
- Discharge Documentation
 - Health & Physical for visits
 - Patient Education
- Clinical Summaries
- Health Status
 - Current problems and History of problems

Frequently Asked Questions

I don't see my invitation?

Please check your email Junk Folder.

Why can't I register for the portal over the phone or online?

For security reasons, we need to register you in person at NCMC.

What if I can't remember my password? Go to the portal site and click on the "forgot password" link and follow the directions. Note: it may take 10-15 minutes for your new password to become active.

What if I am locked out of my account?

Your account will be locked after 4 unsuccessful log-in attempts. The username and passwords are both case sensitive, so please be careful when logging in. Contact the following number to have your account unlocked, 877-621-8014.

Why can't I see my lab results?

Lab results are visible as soon as results are available. In addition to your results, we have included what are normal values. At this time, we can only publish labs that have been ordered by a NCMC provider. Also, the labs must be performed at NCMC in order to be published to your portal account.

Frequently Asked Questions

Why can't I see the results of my microbiology results?

Currently, results are not visible through our system. Please contact your provider to discuss these results.

Why can't I see all the information in my record?

The portal does not allow all portions of the medical record to be visible. Tests, vaccines, etc. that were done prior to initiation of our portal will not be visible. If you had vaccines done at another facility, please notify us and we can add these to your record.

I was a patient in the old hospital but not the new one so why can't I see my information?

The Portal only reflects the documentation since our new hospital opened in March of 2010.

How do I create an account for my child who is less than 13 years old?

When asked for the patient's first and last name, put your child's first and last name. When it asks for the patient's birthdate and your child is less than 13, you will need to put your birthdate in. IT WILL BRING UP YOUR CHILD'S HEALTH RECORD, NOT YOURS. When your child reaches the age of 18, the system will automatically lock you out and a new invitation will need to be sent to that person who turned 18; they are now legally in control of their own health records.

Some of my information is wrong. How do I correct this?

We are hopeful that the portal will help us keep your information correct to reduce billing mistakes and other errors. If you notice an error in your demographic information, please speak with our registration desk and they will be happy to assist you. If you see information in your medical history that is incorrect, please notify your provider.

Who do I contact for additional help or questions?

Clinical IT at 208-934-4433 ext. 1142 , 1304, or 1392

** The Patient Portal is designed to help you monitor your personal medical records. It does not provide any emergency medical service. If you have a medical emergency, call 911.