

Patient Portal Access FAQ

How do I access the Patient Portal once I have completed the invitation/account set-up process?

You can log in at:
<https://www.thrivepatientportal.com/>

Do I need special equipment?

No. All you need is access to a computer, an internet connection, and access to the email account that you provided during hospital registration.

Can my family/friends access the information found on my Portal?

Yes, but only after you have given them permission. As a patient of Mountainview Medical Center, you can choose to give an authorized representative access to specific hospital visits. You will be asked this information during the admission process.

Who should I contact if I have trouble logging in or accessing the HCCH Patient Portal?

If you have trouble logging in or accessing Mountainview Medical Center's Patient Portal, contact our registration department at (406) 547-3321 Monday through Friday from 8am - 5pm.

Will I receive emails after each admission to the hospital?

No. After each admission to the hospital a new summary of care document will post to your patient portal. You may access the document any time after you are discharged. Once the initial email has been sent, the patient or authorized representative will not be sent new emails with each new visit.

What if I have questions about my medical records?

If you have questions about your medical records, or feel that an error has been made, please contact our Medical Records Department at (406) 547-3321.

How to Register for Mountainview Medical Center's Patient Portal

Step 1

You will receive an email invitation to create your patient portal account. Click on the link provided in the email to start the registration process.

Step 2

Enter your information and then click the REGISTER button.

Step 3

Select an avatar.

Step 4

Select three security questions and provide answers & click Submit.

Step 5

Select the Medical Record box.

Step 6

Select applicable account. All accounts for your visits to Mountainview Medical Center will be listed here.

Step 7

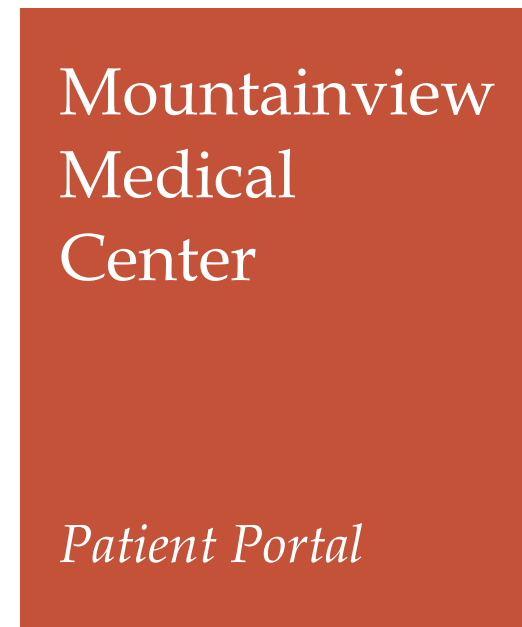
Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, allergies, immunizations and health issues.



Mountainview Medical Center

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Thank You

For choosing Mountainview Medical Center as your provider of medical services. Our goal is to provide you with excellent care and hospitality. In compliance with the federal government's Meaningful Use Initiative, all hospitals will soon be required to provide patients (and/or a patient-authorized user) access to their patient record electronically. Having this electronic access through your personal, secured email will allow you as the patient the ability to review your medical record during your stay here at our facility. This access provides you with information, including but not limited to, medical procedures completed, medical history, medications taken, allergies, existing or developing medical conditions, etc. You can also download your confidential medical record to your own private computer for your personal records, as well as electronically share your record with another medical professional of your choice if there is a need.

What to Expect

Upon your discharge from our hospital, the email address you shared with us during the registration process will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record.

If you have any questions or concerns regarding this new initiative you can call us at (406) 547-3321 and/or contact the Centers for Medicare and Medicaid Services website: <http://cms.gov>, and search "Meaningful Use."

To access your account or additional accounts at a later time, please visit:

<https://www.thrivepatientportal.com/>



Thanks again for choosing Mountainview Medical Center and we hope you have a pleasant stay with us

The Mountainview Medical Center Patient Portal relates to services provided at Mountainview Medical Center ONLY and will not include health information from any other health care facilities that you may have utilized for health services.