

## Patient Portal Access Frequently Asked Questions

### What is the Patient Portal?

The CMC Patient Portal is an online health electronic document management tool that includes a view of clinical data from your Electronic Medical Record (EMR). The clinical data on the Patient Portal includes:

<b>Lab results</b>	<b>Allergies</b>
<b>Immunizations</b>	<b>Health Issues</b>
<b>Discharge Instructions</b>	<b>Medications</b>

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

For future visits to the CMC Patient Portal **after** you have completed the initial setup process, you can log in at:

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

Remember, use this link after you have received a portal invite and completed the account set-up process.

### Do I need special equipment?

No. All you need is access to a computer, or mobile device (smart phone, I-pad, etc.) to launch the patient portal.

### How do I set up an account?

Step-by-step instructions on how to set-up an account are included in this brochure. You must first be registered by the hospital to create an account.

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

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

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

If you have trouble logging in or accessing CMC's Patient Portal, contact Citizens Medical Centers hotline available 24 hours at 785-460-9308. If you get a recording leave a message and someone will return your call during normal business hours.

### Will I receive emails after each admission to the hospital?

No. Once the initial email has been sent and patient or authorized representative creates their login no other emails will be sent.

### 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 CMC's Health Information Department at 785-460-4851.

### **Please Note:**

**Results could take a minimum of one week to appear on the portal.**

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

### **MISSION STATEMENT:**

***"Enhancing the Lives of Those We Serve"***



**CITIZENS MEDICAL  
CENTER**

AT CITIZENS HEALTH

**PATIENT PORTAL**

**Phone: (785) 460-9308**

**[WWW.CMCIKS.COM](http://WWW.CMCIKS.COM)**

**100 E. COLLEGE DRIVE  
COLBY, KANSAS 67701**

## How to register for your Patient Portal: A Step-by-Step Process

Step 1: Click on the link “Register Now” from the email invite sent to the email address provided to CMC.

Register Now

Step 2: Enter you DOB, create a username and password, check the box to verify your information entered and select “Register” at the bottom of the screen.

### User Information

Please enter the following information

\* indicates a required field

Profile Number\*  
00000492      Date of Birth\* Month /Day /Year

Username\*

Password\*

Confirm Password\*

I verify that the information I have entered above is correct and my own

Step 3: Select a picture to be displayed on your portal account, and select “Submit” at the bottom of the screen.

Please select an avatar



Step 4: Enter three security questions and answers to be used if you forget your password; select “Submit” when finished. This will finish creating your portal account.

### Success

You have successfully registered for the Patient Portal

[Please click here to access the portal.](#)

## Steps to Access the Patient Portal (Existing User)

Step 1: Go to the follow website address:  
[www.thrivepatientportal.com](http://www.thrivepatientportal.com)

Step 2: Enter your username and password. Use the “forgot password” if applicable and answer your security questions to update your password.

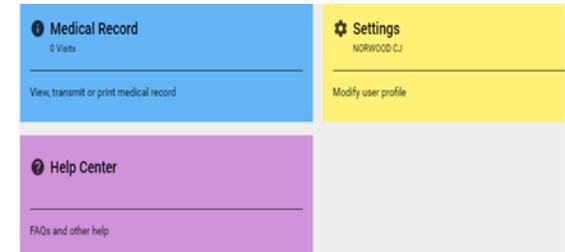


Username

Password

[Forgot password?](#)

Step 3: Once logged in, you can access your medical record by clicking on the blue Medical Record box.



Step 4: Be sure to sign out of the portal when you are finished accessing your records, by clicking on the picture in the top left corner.

