

St. Vincent's Health System Patient Portal

Your personal patient portal for St. Vincent's Family Care/Primary Care visits

How To's

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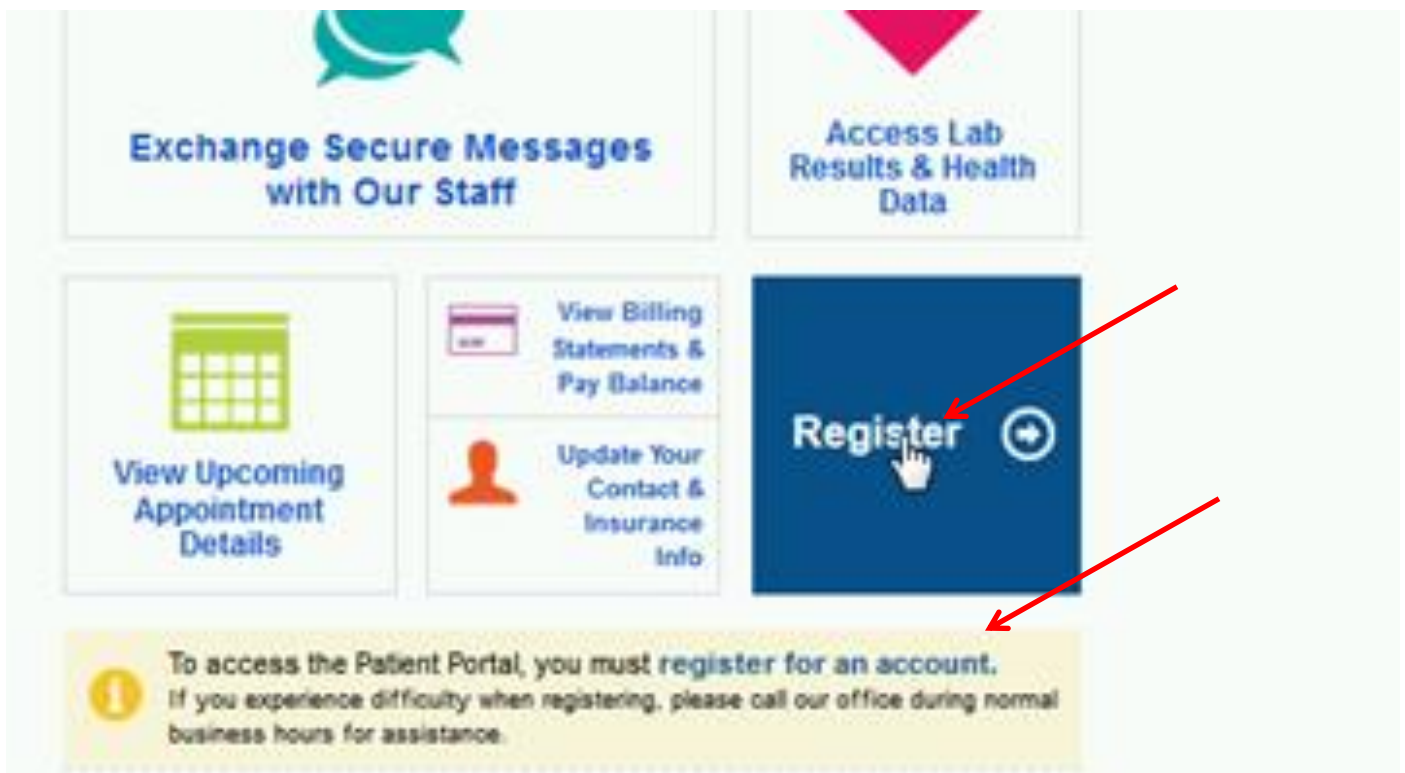
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How to obtain and create an account to St. Vincent's Patient Portal

Adult patients of the age of **19** and older will receive an email from St. Vincent's with a link to create an account after scheduled for an appointment or after a visit to the clinic. A valid email is required. Please check your email provider's spam folder if you are expecting an invitation. The email may have been incorrectly flagged as spam.

From the email click the link. Once you are on the registration page, click the blue register button or select the link 'register for an account'.



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You will need to complete the following steps for IDENTITY VERIFICATION.

How to Verify Identity

You will need to select the method in which to verify your identify.

If you use your mobile phone as your HOME PHONE, make sure the clinic or scheduling department knows to use this number for both HOME and MOBILE phone. Otherwise, you will only see the option for a phone call.

If you select PHONE, please have pen and paper handy to write down the code. The phone announcement will repeat the code.

You should receive the phone call or text shortly. Make sure you are in a location for cellular phone reception.

[Return to Sign In](#)

Create Account

Create Account: Verify Your Identity

To help us protect your health information, please verify your identity using a temporary passcode.
How would you like us to send your passcode?

How would you like to verify your identity?

Call (xxx) xxx-6371

Text (xxx) xxx-6371

[Show SMS Terms and Conditions](#)

[Continue](#)

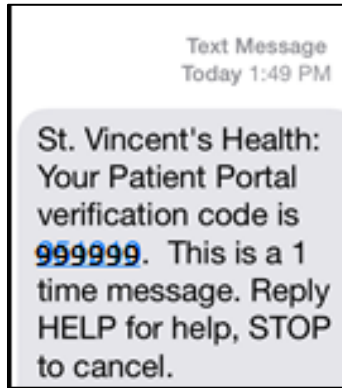
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[FAQ](#) [Terms and Conditions](#) [Privacy Policy](#)

The phone call message or text message will provide the temporary code.

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Enter the temporary code.

A screenshot of the patient portal's "Create Account" page. At the top right is a link "Return to Sign In". The main heading is "Create Account". Below it is "Create Account: Verify Your Identity". A message states: "To help us protect your health information, please verify your identity using a temporary passcode. We will text you a temporary passcode in the next 90 seconds." There is a text input field labeled "Temporary access code" with a red arrow pointing to it. The field contains "999999" and a cursor. Below the field are "Back" and "Continue" buttons. At the bottom left is the "athenahealth" logo with "powered by" above it. At the bottom right are links for "FAQ", "Terms and Conditions", and "Privacy Policy".

You will then be presented with the screen to create a password.

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[Return to Sign In](#)

Create Account

Please create a new password for your Patient Portal account.

Password ▼

Confirm password ▼

Your password must include:

- Between 8 and 20 characters
- At least one uppercase letter
- At least one lowercase letter
- At least one number or symbol

Remember this computer to save time resetting your password.

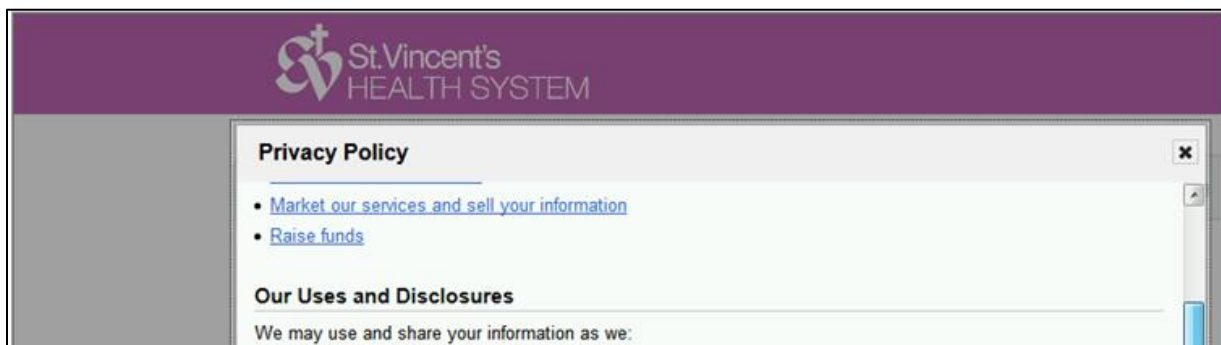
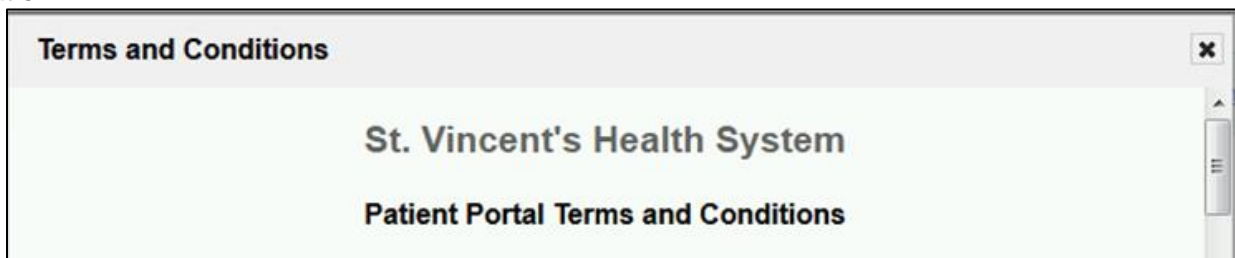
I have read and accepted the [Terms and Conditions](#) and [Privacy Policy](#)

[Back](#) [Continue](#)

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[FAQ](#) [Terms and Conditions](#) [Privacy Policy](#)

You must accept the [Terms and Conditions](#) and [Privacy Policy](#). You can select the links to review the information.



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The bullets will change to check marks once your password meets the requirements.

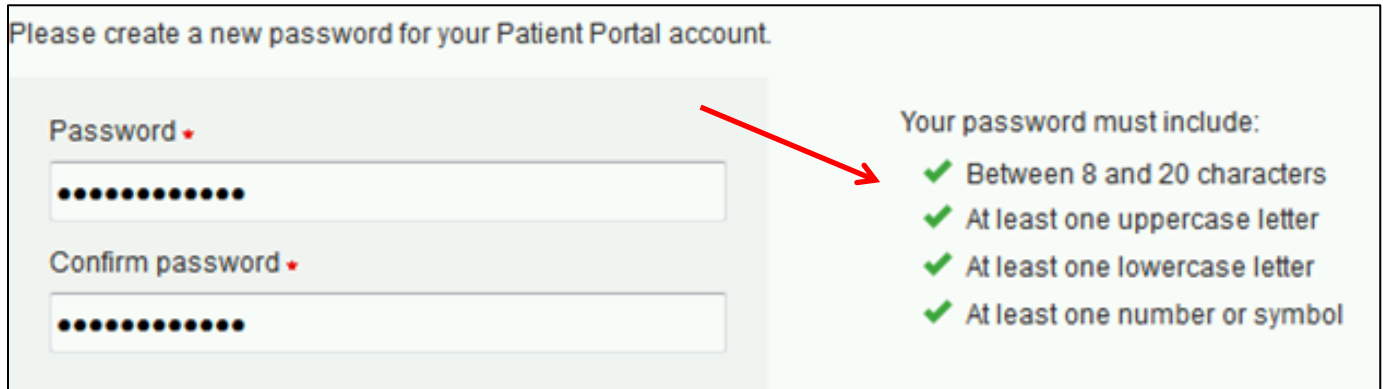
Please create a new password for your Patient Portal account.

Password ▾

Confirm password ▾

Your password must include:

- ✓ Between 8 and 20 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number or symbol



Once the create account page is filled out completely, press continue.

[Return to Sign In](#)

Create Account

Please create a new password for your Patient Portal account.

Password ▾


Confirm password ▾

Your password must include:

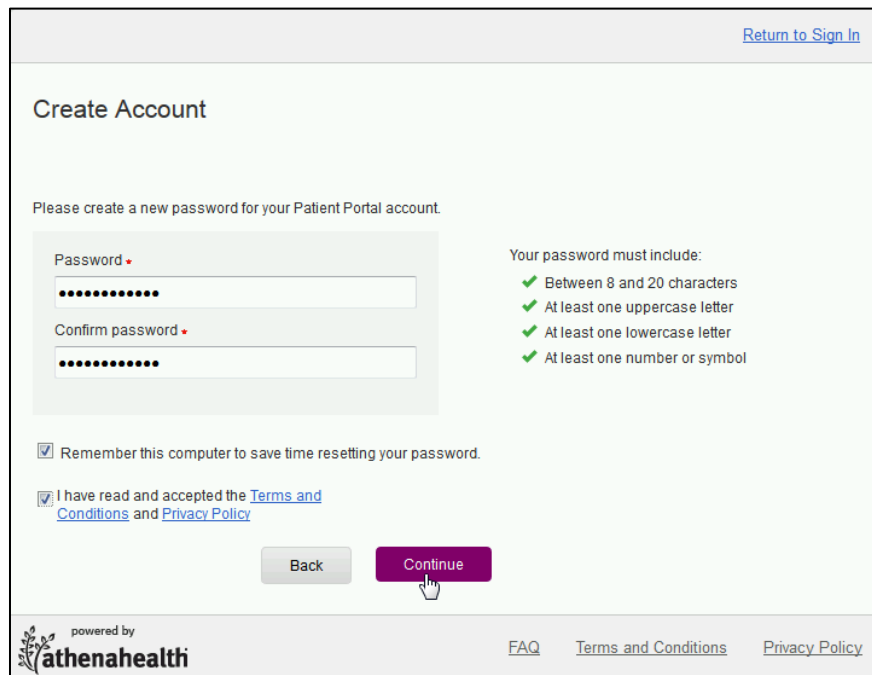
- ✓ Between 8 and 20 characters
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number or symbol

Remember this computer to save time resetting your password.

I have read and accepted the [Terms and Conditions](#) and [Privacy Policy](#)

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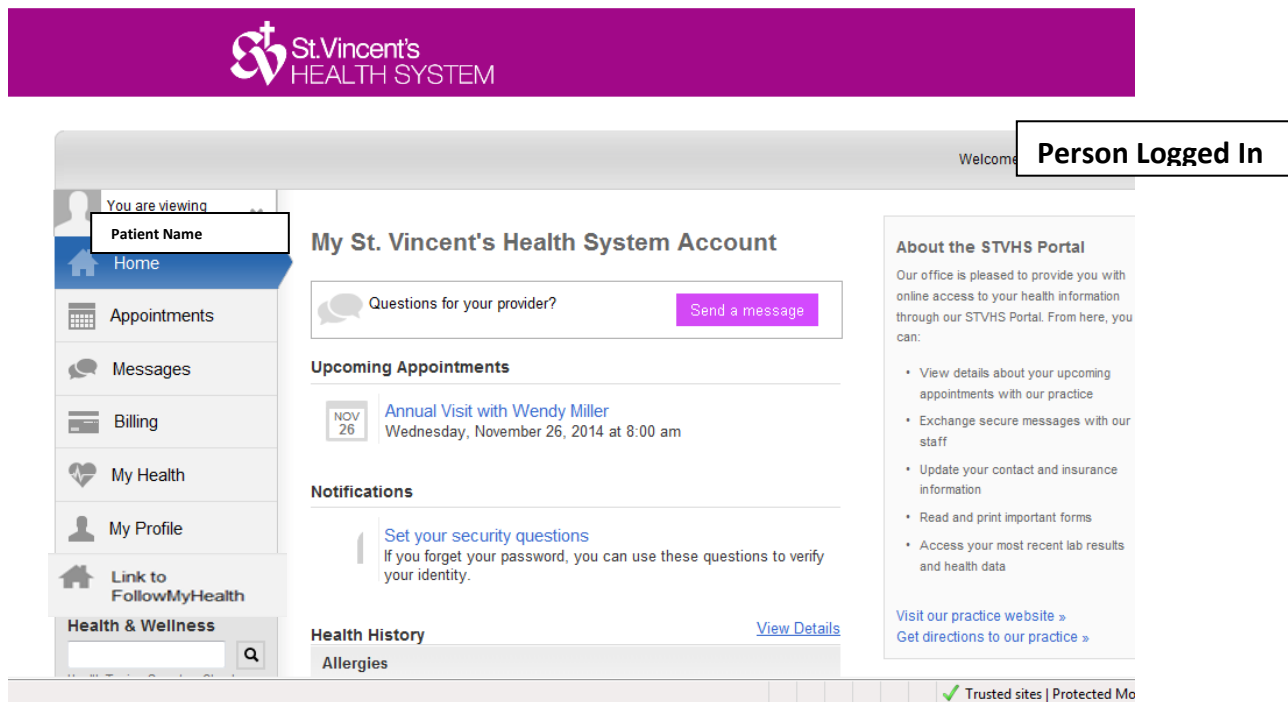
[FAQ](#) [Terms and Conditions](#) [Privacy Policy](#)



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Next, you will be presented with your PORTAL HOME PAGE. If the patient is logged in his or her name, the patient name will appear in the right-hand welcome message. If a parent or family member is logged in for another patient, the patient's name will appear in the upper LEFT section and the family member in the right-hand welcome message.



Once you have completed the first time log-in, you will be able to access your St. Vincent's Health System Patient Portal by clicking [here](#) or visiting stvhs.com/patientportal.

How to get help?

Additional information can be found in the **[FAQ Link at the bottom of the portal page.](#)**

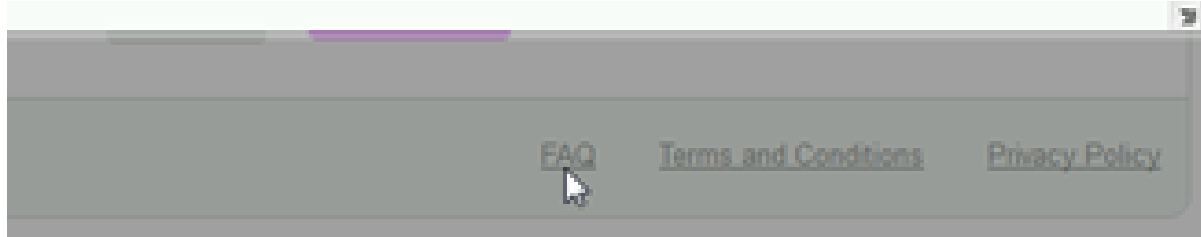
The FAQ will refer you to the physician office. However, our Dial-A-Nurse team will also be glad to assist you.

To contact St. Vincent's Dial-A-Nurse, call 205-939-7878 or 800-331-6777 (toll free), or e-mail by visiting www.stvhs.com/dialanurse.

Dial-A-Nurse will make every effort to respond to e-mail by the following business day. Our hours are Monday through Friday from 8:00am until 5:00pm CST. We reserve the right to decline replying to questions deemed inappropriate to answer via e-mail.

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The FAQ (Frequently Asked Questions) has several links containing additional information.

A screenshot of a 'Frequently Asked Questions' page. The page title is 'Frequently Asked Questions'. Below the title, there is an introductory paragraph: 'Below you will find answers to commonly asked questions concerning the website. For technical issues with this website during normal business hours, please contact our office.' The page is organized into sections with horizontal lines: 'What is the Patient Portal?' with links for 'What is the patient portal?' and 'Who can use the patient portal?'; 'Security' with links for 'How secure is the patient portal?', 'What if my password is stolen?', 'What if I forget my password?', 'If I'm signing in with my PIN, what should I do?', 'How do I change my ResultsCall PIN?', 'What if I'm unable to access the Patient Portal?', and 'How do I sign out?'; and 'Signing Up'. At the bottom of the page, there is a footer with the 'athenahealth' logo (powered by) and navigation links for 'FAQ', 'Terms and Conditions', and 'Privacy Policy'. A mouse cursor is hovering over the 'FAQ' link in the footer.

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How to gain access to view and manage my children's health record?

Access to records will follow Alabama State Law. Access is available for parents/legal guardians for children up to the age of 14. You will be able to view and manage your child's information, including appointments. Certain situations, as defined by Alabama Law, may require terminating a parent's access before age 14.

- Parents must present a driver's license for identification.
- All other Guardianship needs to present documentation from a governing body that this child is under their care. (i.e. foster children, adoption papers, etc.)
- Although you cannot access your child's information from age 14-19 on the Patient Portal, you can still request paper copies by contacting the clinic or release of information.

St. Vincent's Health System Family Care Practices & Clinics	LINK to Clinic Phone Numbers
Release of Information for St. Vincent's Birmingham Hospital	205-939-7128
Release of Information for St. Vincent's East Hospital	205-838-3187
Release of Information for St. Vincent's St. Clair Hospital	205-814-2421
Release of Information for St. Vincent's Blount Hospital	205-274-3076

How to gain access to view and manage another adult's record?

Any patient who has established a St. Vincent's account can grant access to another person as a 'function within' the portal.

If you are the caregiver or guardian for the adult and the adult patient is not able to grant you access to their record themselves:

- You must present POA (power of attorney) or Certified Letter from Attorney stating that you are eligible to act on the patient's behalf, medically speaking. Please note: A living will does not grant automatic access to the patient's health record.
- You can request paper copies of the patient's medical record while awaiting the Patient Portal invitation by contacting the clinic or release of information.

St. Vincent's Health System Family Care Practices & Clinics	LINK to Clinic Phone Numbers
Release of Information for St. Vincent's Birmingham Hospital	205-939-7128
Release of Information for St. Vincent's East Hospital	205-838-3187
Release of Information for St. Vincent's St. Clair Hospital	205-814-2421
Release of Information for St. Vincent's Blount Hospital	205-274-3076

How to alert someone if I think the information is not mine?

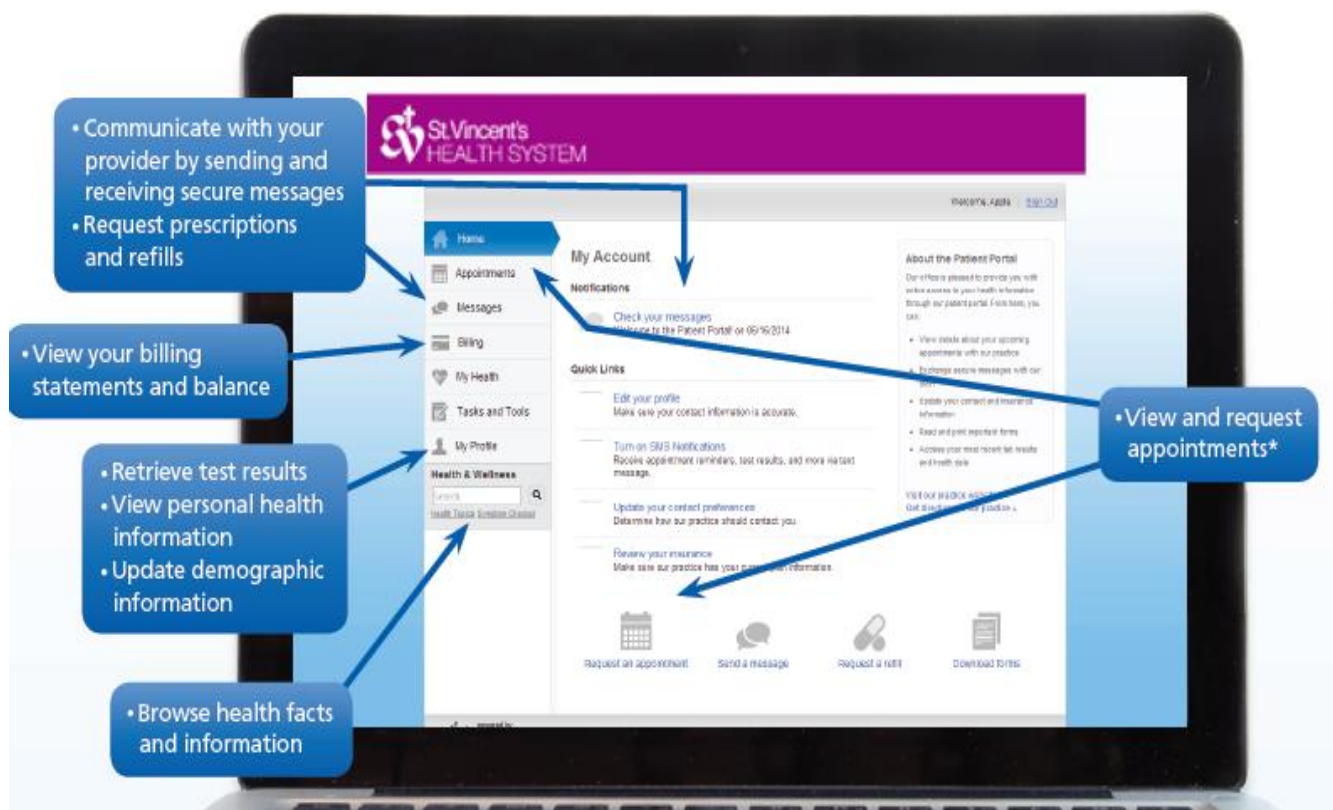
If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify the Privacy Officer for St. Vincent's Health System at 1 (866) 742-4922 or at 1 (205) 930-2027.

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What features are available in the Patient Portal?

- You can communicate via secured messaging with your provider
- View and request appointments
- Request prescription refills
- Review your health information and test results
- View your billing information, and make payments on account balances
- Download, print or transmit copies of your information
- Browse health facts and information

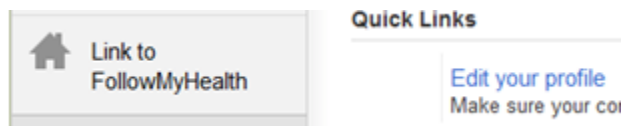


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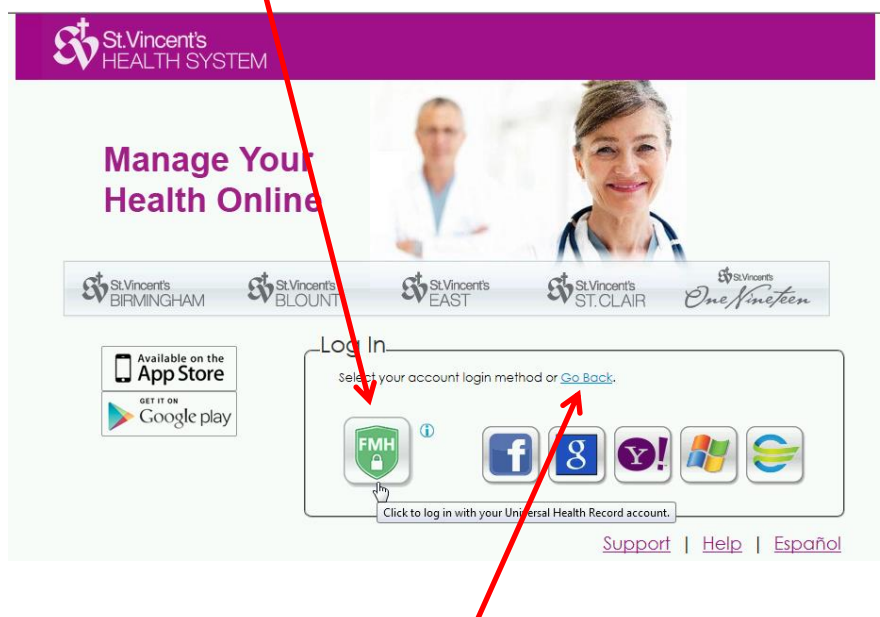
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What is the Link to FollowMyHealth?

Included in the left menu options is a LINK to access your hospital information via the FollowMyHealth (FMH) Portal.



If you have a FMH account, select LOG IN. Enter your FMH User ID and Password.



If you do not have FMH Account, you can create an account and use the FMH portal to track your PERSONAL health information. Select the GO BACK link then select 'Create an Account' and follow ONLINE instruction. Visit our STVHS 'For Patients' website <http://www.stvhs.com/followmyhealth/> for additional information about the FMH Portal.

**If you are admitted to one of our hospitals or have an emergency room visit and provide your e-mail to hospital registration, you will be sent an e-mail enabling you to connect your hospital record to your existing FMH account. If you do not have a FMH account, you will be able to register for an account at that time. See our website for additional information about FMH Portal for hospital visits.*