



**North Canyon**  
MEDICAL CENTER

## Patient Portal Registration Packet

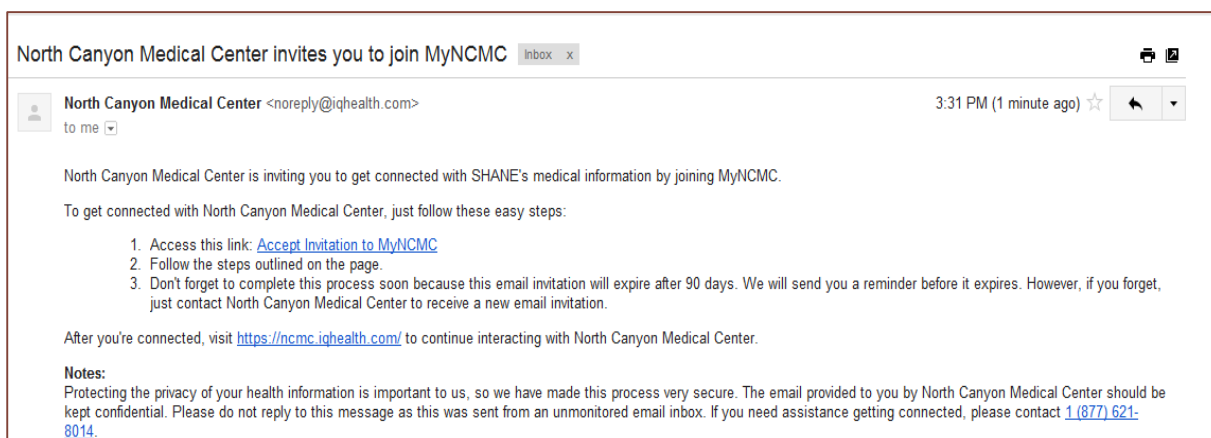
Thank you for taking the time to learn more about the benefits of using the NCMC Patient Portal. Enclosed are the instructions to complete your patient portal registration.

**Online  
Patient Portal**  
Convenience at your fingertips

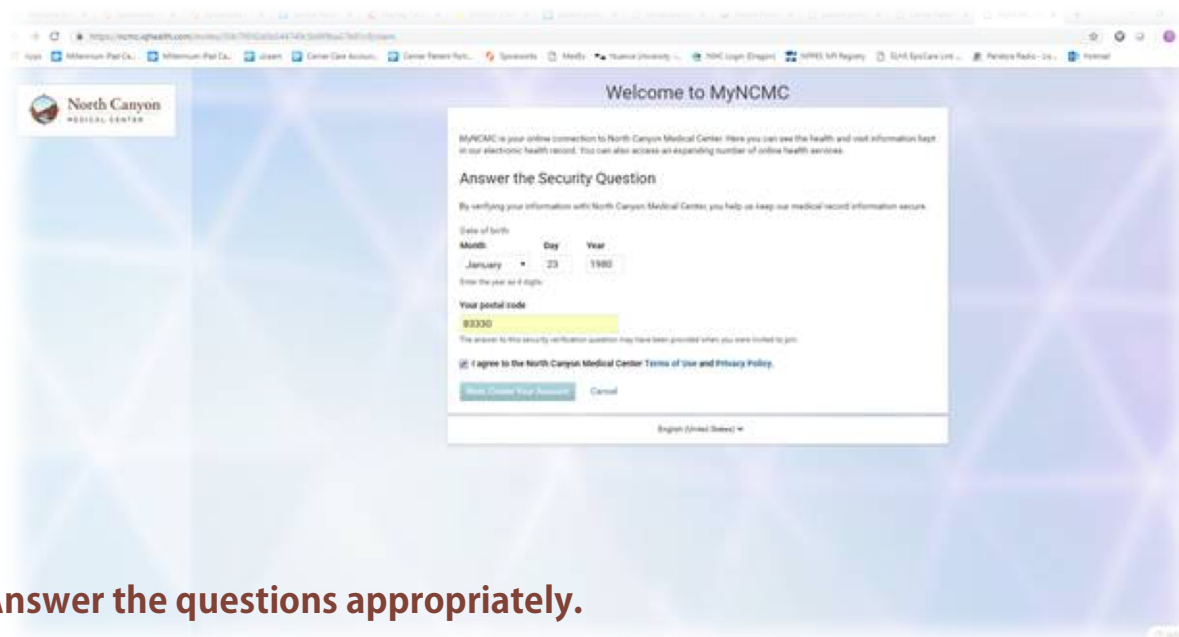


## Steps to Set up Your Patient Portal (Page2)

1. In order to set this up we must send you an email, ask registration.
2. Open up your email program. You should have received an email that looks very similar to the sample below. Click on the [Accept Invitation to MyNCMC](#).



3. The link will take you to the following bag shown below:



4. Answer the questions appropriately.
5. Click "I agree to the North Canyon Medical Center Terms of Use and Privacy Policy." Followed by clicking "Next, Create Your Account."

## Steps to Set up Your Patient Portal (Page 3)



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### Do You Already Have an Account?

This email address is already associated with an account. If you share this email address with someone, check if the other person already created an account. If the email address is yours, you just need to sign in.

Email address or username

Password

 Sign In

[Forgot Password?](#)

Sign in if you already have an account. If you can't remember your password, use the Forgot Password option.

Secure health identity provided by:



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.

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.

### Don't have an account?

[Create an account.](#)

## 6. Next step click on create an account

## Steps to Set up Your Patient Portal (Page 4)



**North Canyon**  
MEDICAL CENTER

**7. Fill out each area with the appropriate information.**

### Create an Account

All fields are required.

First name

BELLA

Last name

TEST

Email address

renae.irace@ncm-c.org

Re-enter email address

Date of birth

Month

January

Day

2

Year

2001

Enter the year as 4 digits.

Gender

Female

Username

Password

Passwords must contain at least 8 characters and should contain at least 3 of the following: uppercase letter (A-Z), lowercase letter (a-z), number (0-9), symbol. [Learn more.](#)

Re-enter password

Security question

Security answer

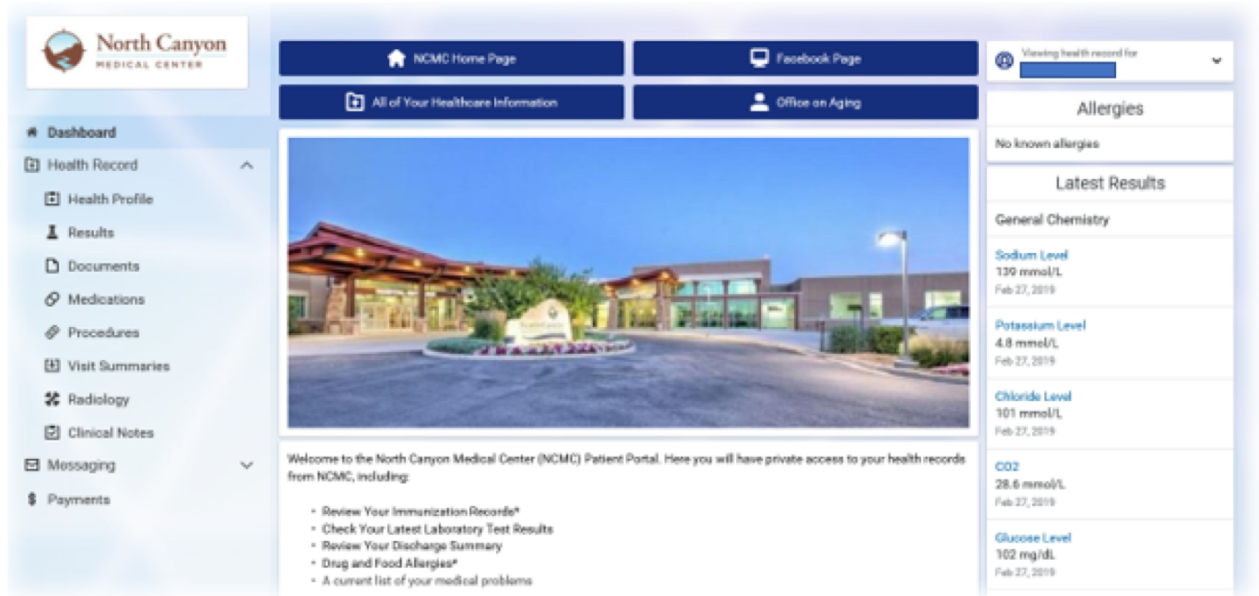
**8. Click the box “I agree to the Cerner Health Terms of Use and Privacy Policy.”**

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

**9. Click “Create Account”**

 Create Account

## Steps to Set up Your Patient Portal (Page 5)



10. Once you are logged in you will see this main page. On the left hand side you will see that there is a list of different areas that you can click into.

Each area will show you the most recent results to the oldest. There is also, an option to change to a specific time frames as well.

Now your account is set up you can login on a desktop, iPhone, iPad, or android.

We have apple health connected to the portal

\*Click on Health Records within the app and you see North Canyon Medical Center and login as you would on the computer.



On the android the application is called "HealtheLife"

\*Login in as you would on a computer

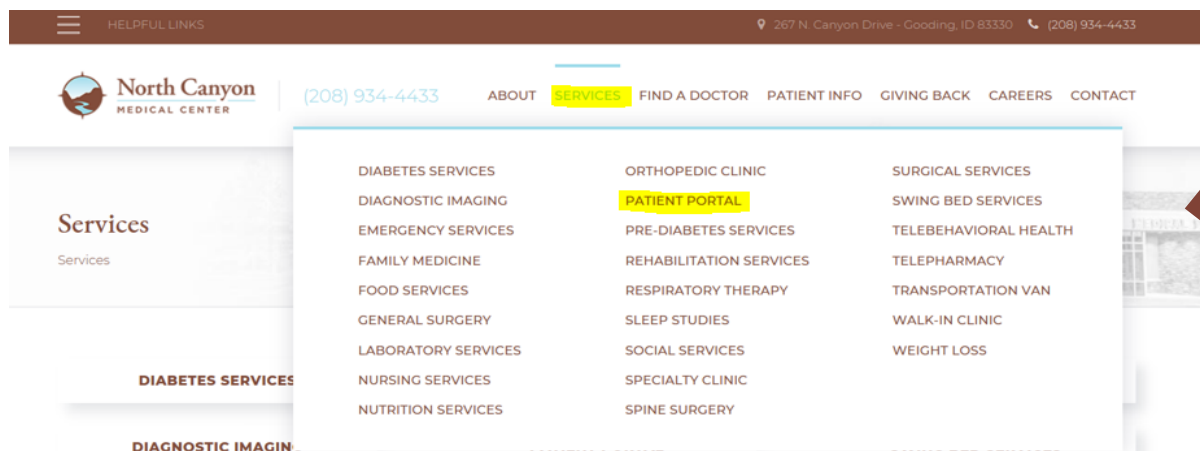


## Accessing Your Patient Portal (Page 6)

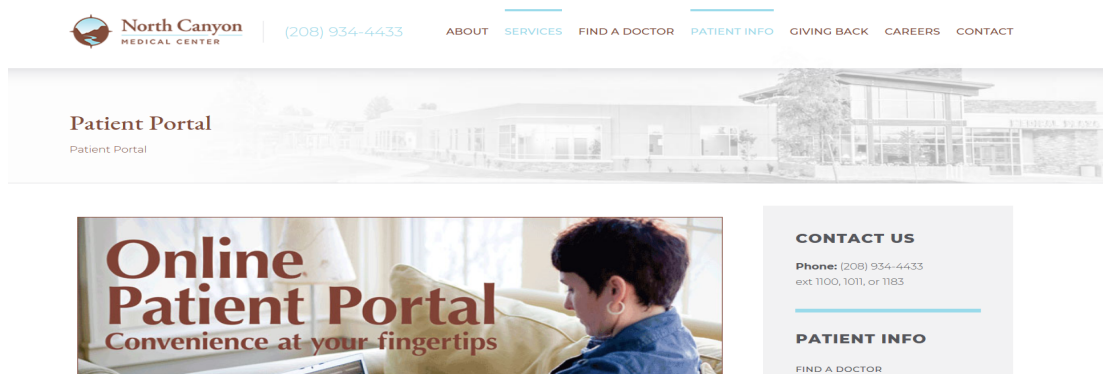
It is a good idea to bookmark or add the patient portal to your favorites list, for future access on the computer/desktop.

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

- ❑ Go to <http://www.ncm-c.com>.
- ❑ At the top of the page click on “Service” .
- ❑ Click “Patient Portal” located within the list.



d. Within this next screen scroll down to toward th:





# Accessing Your Patient Portal (Page 7)

- ❑ Click on the link <http://ncmc.iqhealth.com/>



ABOUT SERVICES FIND A DOCTOR PATIENT INFO GIVING BACK CAREERS CONTACT



## PATIENT INFO

FIND A DOCTOR  
BILLING & PAYMENTS  
PAY BILL ONLINE  
PRICING TRANSPARENCY  
INSURANCE PLANS  
MEDICAL RECORDS  
FINANCIAL ASSISTANCE  
PRIVACY RULES  
MAPS & DIRECTIONS  
PATIENT PORTAL

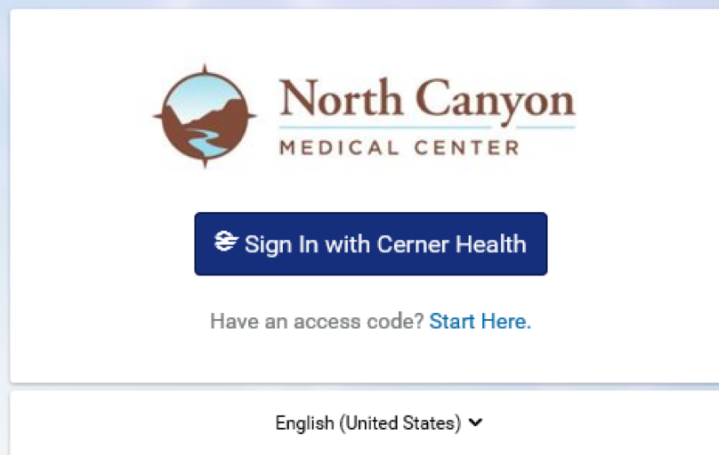
You can now access the following records within 72hrs after your clinic or hospital visit:

- 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
- History of problems

For more information, please contact us at (208) 934-4433 exts: 1100 , 1011, or 1183 or click here <https://ncmc.iqhealth.com/>

**ACCESS YOUR PATIENT PORTAL »**

- ❑ Click “Sign In with Cerner Health”



## Accessing Your Patient Portal (Page 8)

- ☐ The following screen will come up. Enter the user name and password you created.

A screenshot of the patient portal login interface. It has a light gray background. At the top, there's a label "Email address or username" above a white input field with a blue border. Below that is a label "Password" above another white input field with a blue border. Under the password field is a green button with a white lock icon and the text "Sign In", followed by a blue link "Forgot Password?". A horizontal line separates this from the bottom section. The bottom section starts with the text "Secure health identity provided by:" followed by the CernerHealth logo. Below the logo is a paragraph: "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." This is followed by another paragraph: "Questions about your account? Support is available any 24/7 at 1-877-621-8014." and a final paragraph: "If you don't own or control the computer you're using, turn on 'private browsing' to protect your personal health information."

- ☐ 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
  - ☐ Provider/Nursing Documentation
  - ☐ Discharge Documentation
    - ☐ Health & Physical for visits
    - ☐ Patient Education
  - ☐ Clinical Summaries
  - ☐ Health Status
    - ☐ Current problems and History of problems



## Frequently Asked Questions

### (Page 9)

#### **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.

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

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

#### **Why can't I see all of 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.

## Frequently Asked Questions

(Page 10)

### How do I create an account for my child whom 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 whom 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

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.**