

FAQ

*All of the information in the Online Patient Portal comes from your **Boundary Community Hospital, Bonner General Health, and Kootenai Health** Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.*

Can my family access my records?

Yes, you can give family members, such as parents, children or health care proxies, access to the Online Patient Portal. This needs to be done within your health care facility and requires consent from you and your family member(s). Contact Boundary Community Hospital Medical Records at (208) 267-3141 ext 4250 to get started.

Is my information safe?

Yes. Online Patient Portal passwords are encrypted and the webpages are designed so that the information cannot be copied and pasted. You and authorized family members are the only ones who can access your Online Patient Portal. Also, a timeout feature protects your information if you leave the page open.

What do I do if I have problems with the portal?

Within the portal, please click "Contact Us" on the homepage where you can submit any questions.

If you have questions about the Online Patient Portal, contact the Patient Portal line: (208) 625-5554.

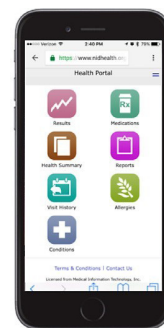


Smartphone Friendly

Easily access your secure Online Patient Portal from your mobile device or tablet using the free MEDITECH MHealth app available from your phone's app store.



OPEN



If you have questions about the Online Patient Portal, contact the Patient Portal line: (208) 625-5554 staffed by Kootenai Health specialists.



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www.boundarycommunityhospital.org
(208) 267-3141

Online Patient Portal: Accessing Your Medical Records Online

*Hospital and Imaging Portal
by Meditech (MT)*



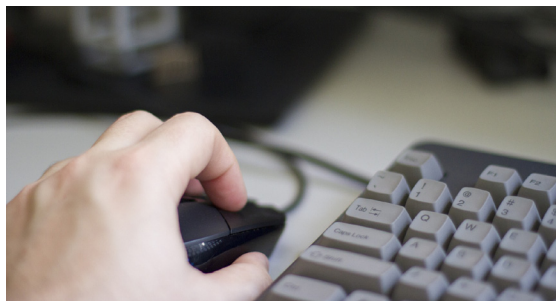
What is the Online Patient Portal?

Boundary Community Hospital uses an electronic health record system called Meditech to manage health care information for patients while they are in the hospital. Our Online Patient Portal, Meditech Health Portal (MT), is linked to this system and is a convenient and secure health management tool you can use anywhere you have access to the Internet.

Through the Online Patient Portal, you can review:

- ▶ Lab Results
- ▶ Radiology Reports
(72 hours after radiologist report is signed)
- ▶ Visit History
- ▶ Health Summary
- ▶ Allergies and Conditions

Your medical information is your information, and the Online Patient Portal provides easy access to review important information at any time. The portal allows you to provide authorized family members access to this information anywhere they have access to the Internet. By using the Online Patient Portal you are able to be an active member of your health care team and can manage your care easily and securely.



Enrollment Request

Last Name

First Name

Date of Birth
Year Month Day

Email Address

Confirm Email Address

[Submit](#)

Have an account? [Log On](#)

Steps to Get Started

If you did not provide your email at registration:

- ❑ 1. Contact 208.267-3141 (medical records) to provide your email and request portal access. Your access process will be started and you will receive the email noted below.

If you provided your email at registration:

- ❑ 1. Visit our enrollment website:
www.nidhealth.org/register
- ❑ 2. Complete the Enrollment Request
- ❑ 3. Log in to your email for your one-time username and password
- ❑ 4. Click on the link within the email to access the portal
- ❑ 5. Create your username and password of your choice

To log in to the portal in the future go to:

1. www.nidhealth.org
2. Enter your personal logon and password

Logon ID:

[Forgot Logon ID?](#)

Password:

[Forgot Password?](#)

[Log On](#)

Don't have an account? [Sign up](#)

How to View Lab Results

1. From the homepage, click on "Health Record"



2. Click on "Results"



How to View Radiology Reports

1. From the homepage, click on "Health Record"



2. Click on "Reports"

