Welcome to the Sweetwater Hospital Association Patient Portal. We are pleased to offer this exciting technology to you. You can check your laboratory results and view visit summaries. Your account cannot be activated until you provide us with a valid email address.

**Launch Patient Portal**

The Patient Portal Menu contains options to view:

- lab/diagnostic reports
- personal health records
- visit summary
New to Patient Portal

To get started, visit your provider's office and request access to the Patient Portal.

**How to Begin:**

1. While in your provider's office, inform the staff that you wish to use the Patient Portal. The staff member will require from you a valid photo identification and if you are requesting access on behalf of someone else (e.g., legal guardian for a minor), then you must provide documentation showing that you are the legal representative.
2. The office staff will then set your account up in the Patient Portal system and you will receive an email containing the link and instructions to access the Patient Portal system.

**Accessing the Patient Portal**

1. After selecting the hyperlink in the email, you will be taken to the New User Registration Screen.
2. You must enter your first and last name exactly how it was registered during your visit, your date of birth and create a user name and password. You must select the “I verify…” checkbox and click the REGISTER button.

3. You will then be prompted to set up security questions and must answer ALL of them. These will be used in the event of forgetting your password. Once the security questions are answered, click Submit.
4. You will be taken to a Patient Portal confirmation screen. From this screen, you may select Main Menu.

5. From this menu, you can select the action you would like to take, such as Message Center, View Clinical Information or Pay your bill.
Problems Logging In

- You must contact your provider’s office to request to access the patient portal. You will receive welcome email message that will be delivered to the mailbox you specified in your request.
- Upon your first logon you will receive a User Validation Screen. You will be required to answer all of the validation questions displayed and then select Submit.
- In the event your account becomes inactive it will be necessary that you contact your physician practice for additional information.

Frequently Asked Questions

**What is the Patient Portal?**

A patient portal is an Internet application that allows patients to access their electronic health records. The Patient Portal allows us to share some of your clinical information with you online safely and conveniently.

**Is my medical information secure?**

The patient portal uses encryption (security measures) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can be read only by someone who knows the correct password to log in to the portal site.

**How do I register for the Patient Portal?**

While in your provider’s office, inform the staff that you wish to use the Patient Portal. The staff member will require from you a valid photo identification and, if you are requesting access on behalf of someone else (e.g. legal guardian for a minor), then you must provide documentation showing that you are the legal representative.

**How do I log in?**

You will receive an email after you have notified our staff members that you would like access to the Patient Portal. Instructions to register and access the Patient Portal are included with the email.
**What services can I access via Patient Portal?**

The patient portal menu contains options to view lab/diagnostic reports, and the Electronic Health Record (EHR).

**What if I forget my password?**

If you have forgotten your password or your account becomes locked, follow these steps to begin the process of resetting your password:

- Select "forgot password?" from the login window.
- Enter your user name and click "submit." (Clicking "cancel" will return you to the login window.)
- You will receive a message stating that an email has been sent to the address associated with your Patient Portal.
- Check your email for the password reset message.
- Click the link contained in the email.

If the link is not used in the time frame specified, your account will remain locked and you will have to start the password reset process again. The link will direct you to a screen where you will enter your user name and answer your security questions. Once authenticated you may enter a new password and confirm it.

**Can I view or send messages using the Patient Portal?**

No. We are not able to provide messaging via the Patient Portal at this time.

**Can I request an appointment using the Patient Portal?**

No. We are not able to schedule appointments via the Patient Portal at this time.

**Can I request a prescription refill using the Patient Portal?**

No. We are not able to accept refill requests via the Patient Portal at this time.

**What should I do if I see a discrepancy or information that is not up-to-date on my chart?**

If you see a discrepancy or have an update please contact the Health Information Department at (865) 213-8528.

**Can I have one portal account for my whole family?**

No. Each member of your family must have his or her own individual Patient Portal email address and password.
Can I ask emergency-related questions via the Patient Portal?

No. The Patient Portal is not to be used for emergency related health care issues. Please call your provider’s office directly with any question that you would like answered within 24 hours. If you are experiencing a health care emergency, call 911 or visit the nearest emergency room.

How do I log out?

Clicking on "sign out" will log you out of the Patient Portal and return you to the login window.

How do I cancel my patient portal?

If you change your mind and wish to opt out of the Portal, you must visit the Registration Department at Sweetwater Hospital Association. We are unable to opt out of the Portal over the phone.

Policy and Procedures

Sweetwater Hospital Association provides this portal in partnership with CPSI for the exclusive use of its patients. The patient portal is designed to enhance the ability for our valued patients to pay their bill and/or view a limited portion of confidential patient information. All users must be established through registration as a hospital outpatient or inpatient. We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Additionally by using the patient portal, the user agrees to provide factual and correct information. Sweetwater Hospital Association maintains the information on the patient portal, at its current physical facility - 304 Wright Street, Sweetwater, TN 37874.

Policies and limitations

The patient portal is provided as a courtesy to our valued patients. We are focused on providing the highest level of service and health care. However, if abuse or negligent usage of patient portal persists, we reserve the right at our own discretion to terminate patient portal offering, suspend user access, or modify services offered through the patient portal.

Guidelines and Security

Sweetwater Hospital Association offers secure viewing and bill pay as a service to our patients who wish to view parts of their records and bill pay online. The patient portal is proved in partnership with CPSI on HIPAA complaint VPN with high-level encryption that exceeds the HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events cannot occur. All new and established patients have signed our
Conditions of Admission and have been offered a copy of our HIPAA policy or chosen to view the policy on the Sweetwater Hospital Association website. If you do not recall having signed the Condition of Admission or need to reacquaint with our policy, a copy can be provided to you for your review. This patient portal is a valuable tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. By providing Sweetwater Hospital Association with your e-mail address you accept the risks and agree to the conditions of participation. Once your e-mail is provided and the Condition of Admission is signed you will receive an email notification that instructs you how to log in for the first time. Please keep this email in a safe place for future reference. Following the instructions on the email, you should be able to login using the user name and password provided. Once logged into the portal, you will have an option of

**Resetting password request and change in e-mail address**

E-mail address changes should be given at the time of registration. To request a password change requires a portal reset. To ensure that security is maintained and the portal reset is being performed correctly a patient authorization will be required. This will be accomplished through providing photo ID and signature to an authorized representative.

**Policies and Procedures are subject to change without notice.**