

Accessing Lehigh Valley Hospital–Schuylkill Patient Portal

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Accessing the Patient Portal

1. How do I get access to the patient portal?

Please note: Lehigh Valley Hospital (LVH)–Schuylkill E. Norwegian Street and LVH–S. Jackson Street each has their own portal. You will sign up for the patient portal based on the hospital campus you received care. If you received care at both LVH–Schuylkill campuses, you will need to sign up for each location’s portal.

When you are registered for services at the hospital, the registration staff will ask you for your email address. By providing your email address, upon discharge from the hospital or as an outpatient upon completion of your registration, you will receive an email invitation to the address you provided to join the portal from donotreply@lvh.com.

Please be sure to check your spam or junk email folder.

It can take up to 2 days for you to receive your invitation to the portal.

While you are an inpatient at the hospital, a hospital representative may assist you in setting up a portal account. In the event you set up a portal account while a patient in the hospital, ignore the portal invitation.

For further instructions regarding setting up your portal account, see the frequently asked question: How do I set up my portal account? (Question #4)

2. What if I register at the hospital and provide an email address and never receive an invitation?

Keep in mind, it can take up to two days to receive your invitation to the portal. Be sure to check your spam/junk email folder.

If after two days you do not receive your invitation, please contact the Portal Support Line for Lehigh Valley Hospital–Schuylkill E. Norwegian Street at 570-621-4323
OR
Lehigh Valley Hospital–Schuylkill S. Jackson Street at 570-621-5232.
Leave a message requesting assistance.

Please be aware that the response may come via email, so please watch your email including your spam/junk email folder for a response.

Please leave the following information on the message:

- Your first and last name
- Your date of birth
- A brief description of the problem you are having
- A phone number that we should reach you at

3. Can my family or friends access my information?

Yes, but only after you have given permission. As a patient at Lehigh Valley Hospital–Schuylkill, you may choose to give ONE authorized representative access to specific hospital visits.

4. How do I set up my portal account?

You will receive an email invitation to join the patient portal after discharge if you give your email address during the visit. Select the link in the email invite to begin the process. The invitation will be from DoNotReply@lvh.com.

If you completed the portal registration while in the hospital you may disregard the email invitation.

When you click the hyperlink, you are taken to the patient portal.

Enter your date of birth, desired user ID and desired password.

Check off the box in front of the “I verify” statement and then click the “Register” button.

Upon successful registration you will be prompted to select and enter a reply for three security questions.

5. How do I access the portal after I set up my account?

To access the portal after you set up your patient account, go to LVHN.org/MyLVHN.

Scroll down to Lehigh Valley Hospital–Schuylkill patients.

You can enter the CPSI portal from that page by selecting the button for the hospital where you were a patient. You also can access Frequently Asked Questions documents that can help you set up your account or use the portal.

To access the portal after you set up your patient account, go to LVHN.org/MyLVHN.

The screenshot shows a web browser window with the address bar displaying "https://www.lvhn.org/mylvhn_select_your_portal". The page title is "Lehigh Valley Hospital–Schuylkill patients". The main content explains that patients at LVH–Schuylkill hospitals can use the Lehigh Valley Health Network CPSI patient portal to view medications, test results, and medical information. It includes two bullet points with links to FAQs for E. Norwegian Street and S. Jackson Street. Below the text are two blue buttons: "LVH-Schuylkill E. Norwegian Street" and "LVH-Schuylkill S. Jackson Street".

6. How do I remove an authorized portal representative from my account?

Patient requests to have the Portal Authorized Representative removed from the account, must be submitted in writing.

7. How do I add an authorized representative to my account?

Print and complete the PATIENT PORTAL AUTHORIZATION FOR GRANTING PROXY ACCESS form available in the forms section and return it to the hospital.

8. What if my email address changes?

You can provide this information the next time you come to the hospital for services.