

Lehigh Valley Hospital–Schuylkill Portal User Q&A

1. How do I get assistance if I have difficulty accessing the portal or navigating the portal?
2. How do I save information on the portal for my personal use?
3. How do I send the information on the portal to another healthcare provider?
4. How do I print my information from the portal?
5. How do I change my password?
6. What if I forget my password or username?
7. Why did I receive an invitation when I haven't visited either hospital?
8. What are the A A A, Home and Logout options for?

1. How do I get assistance if I have difficulty accessing the portal or navigating the 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 portal based on which 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.

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

2. How do I save information on the portal for my personal use?

a. Once you are signed into the portal, access the visit that you would like to save the summary of care document for and click on the View Summary of Care or View Transfer/Referral of Care link.

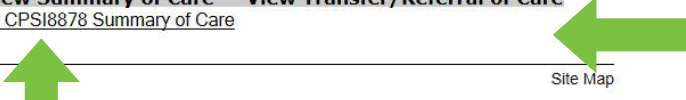
Clinical Information

CPSI HNL's accounts at LVHN - Schuylkill E Norwegian Street

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI8878	01/01/2001	01/01/2001	View CPSI8878 Summary of Care	

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The entire patient summary displays.

b. To download the information to your computer, click on Download (user ID) (name of document). This option will download a file containing your documentation in different formats. Select the format you want to save.

Clinical Information

CPSI HNL:

[Download CPSI8878 Summary of Care](#) [Send CPSI8878 Summary of Care](#)


Patient Summary (HL7 CCD)

Document Effective: 03/28/2019 13:03

Contents

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- [Procedures](#)
- [History of Immunizations](#)
- [Problems](#)
- [Results](#)
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- [Encounters](#)
- [Social History](#)
- [Patient Decision Aids](#)
- [Discharge Instructions](#)

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c. Note the various formats that have downloaded.

File Name	Format	Size	Downloaded	Percentage	Date/Time
summary.schuylkill.cpsinet.com.67300...	HTML Document	6 KB	No	46 KB 87%	3/28/2019 12:05 PM
summary.schuylkill.cpsinet.com.67300...	XML Document	13 KB	No	111 KB 90%	3/28/2019 12:05 PM
summary.schuylkill.cpsinet.com.67300...	DGST File	1 KB	No	1 KB 26%	3/28/2019 12:05 PM
summary.schuylkill.cpsinet.com.67300...	DGST File	1 KB	No	1 KB 25%	3/28/2019 12:05 PM

The first option (HTML) is the human readable option.

3. How do I send the information on the portal to another healthcare provider?

You will only be able to send your document to providers whose Direct email address is provisioned by a vendor with EHNAC/DTAAP certification with the Direct Trust program. Visit the link <http://www.directtrust.org/accreditation-status/> for more information and for a listing vendors that are accredited or that are in the process of accreditation.

Your physician office should be able to confirm this information. If the physician's Direct email address is not appropriately certified, your message will not go through.

Direct messaging is similar to secure web email and is specifically designed for the exchange of patient health information across different systems. Regular email or fax involves the risk of information being compromised or accessed by unauthorized users. Direct messaging is HIPAA-compliant and mitigates these risks by providing an easy way for you to securely share patient information electronically with providers.

- a. Once you are signed into the portal, access the visit that you would like to send the summary of care document for and click on the View Summary of Care or View Transfer/Referral of Care link.

Clinical Information

CPSI HNL's accounts at LVHN - Schuylkill E Norwegian Street

(Click on any link to view clinical information)

Visit Number	Admit Date	Discharge Date	View Summary of Care	View Transfer/Referral of Care
CPSI8878	01/01/2001	01/01/2001	View CPSI8878 Summary of Care	View CPSI8878 Summary of Care

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Site Map

The entire patient summary displays.

- b. Select Send Summary of Care

Clinical Information

CPSI HNL:

[Download CPSI8878 Summary of Care](#) [Send CPSI8878 Summary of Care](#)

Patient Summary (HL7 CCD)

Document Effective: 03/28/2019 13:03

Contents
Patient Demographics

- c. A transmission agreement will appear. Click in the box at the statement "Please check here to verify you have read the above transmission agreement." and then click Agree. If you do not perform these steps, you will be unable to send your document.

Please read the following transmission agreement:

Terms of Use

Computer Programs and Systems, Inc. (CPSI) owns and operates this patient portal (the Patient Portal). The Patient Portal is made available to Eligible Portal Users, as defined herein, under the following terms and conditions (the Terms of Use).

Patient Portal: This Patient Portal is an Internet service offered by CPSI to patients of participating healthcare providers who have licensed the Patient Portal from CPSI (each a Participating Provider and collectively the Participating Providers). The Patient Portal provides a means by which patients may securely access select portions of their medical record and communicate with a Participating Provider. Each Participating Provider will provide the credentials needed to access information maintained by that specific Participating Provider. Credentials provided by one Participating Provider **will not** provide access to information maintained by any other Participating Provider.

The Patient Portal is the intellectual property of CPSI and no part of the Patient Portal may be reproduced without first obtaining CPSI's written permission. The information and services provided on or through Patient Portal may be updated or removed at any time without notice.

Eligible Portal Users: An Eligible Portal User shall be defined as a user that i) agrees to these Terms of Use without modification; ii) is 18 years of age or older; iii) has a current email address; and iv) has received Patient Portal access credentials from a Participating Provider. By using the Patient Portal, you represent and warrant that you are an Eligible Portal User. Subject to these Terms of Use, CPSI hereby grants to Eligible Portal Users a non-exclusive, non-transferable, royalty-free right to access and use the Patient Portal.

Use of the Patient Portal: Use of the Patient Portal by an Eligible Portal User is contingent upon the user's agreement to i) use the Patient Portal solely as permitted by these Terms of Use; ii) use the Patient Portal only to communicate on behalf of yourself or



* Please click here to verify you have read the above transmission agreement.

* Required Items

d. On the To Address line and the Confirm Address line, enter the Direct email address you obtained from the physician office, enter information on the subject line, add any message and then click Send. If you decide not to send the message, click Cancel. The address used MUST be a special secured Direct email address. The Direct email address is obtained from the provider you are sending this information to.

:

Please enter the following information to transmit the clinical history for CPSI HNL.

*To Address:

*Confirm Address:

Subject:

Message:

* Required Items

Although you will get a screen indicating your message was successfully transmitted, if the Direct email address used was not provisioned by a vendor with EHNAC/DTAAP certification with the Direct Trust program, your message WILL NOT be sent.

Clinical Information

:

Success, you have successfully transmitted the clinical history to test@test.com.

[Please click here to return back to the Clinical History page.](#)

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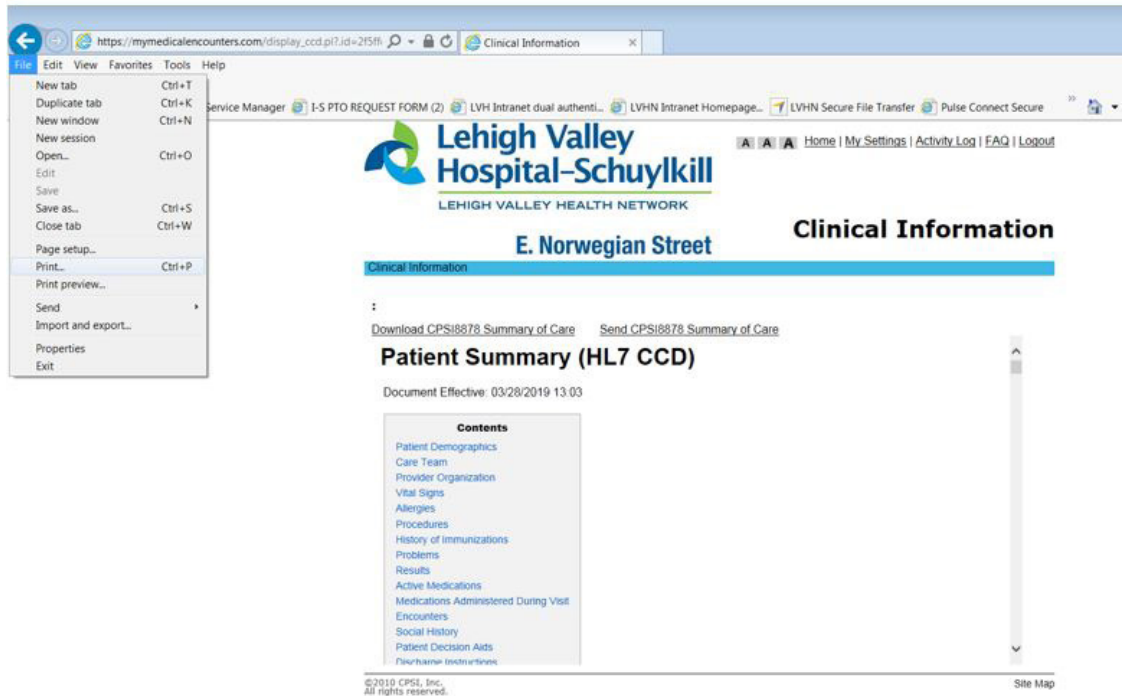
Site Map

4. How do I print my information from the portal?

Please be aware that the Summary of Care document can be quite lengthy.

When viewing the document, typically if you can right mouse click on the screen and select Print from the drop down menu or select File, then print from the menu bar.

The screenshot shows a web browser window displaying a patient summary page. The page title is "Patient Summary (HL7 CCD)". Below the title, it says "Document Effective: 03/28/2019 13:03". There is a "Contents" section with a list of links: Patient Demographics, Care Team, Provider Organization, Vital Signs, Allergies, Procedures, History of Immunizations, Problems, Results, Active Medications, Medications Administered During Visit, Encounters, Social History, Patient Decision Aids, and Discharge Instructions. A right-click context menu is open over the page, showing options like Back, Forward, Go to copied address, Save background as..., Set as background, Copy background, Select all, Paste, E-mail with Windows Live, Translate with Bing, All Accelerators, Create shortcut, Add to favorites..., View source, Inspect element, Encoding, Print..., Print preview..., Refresh, and Properties. The "Print..." option is highlighted. The browser's address bar shows "Download CPSI8878 Summary of Care" and "Send CPSI8878 Summary of Care". The footer of the page contains "©2010 CPSI, Inc. All rights reserved." and a "Site Map" link.



You can also download the document to your device using the Download Summary of Care option and then print the downloaded document. See frequently asked question: How do I save information on the portal for my personal use?

5. How do I change my password?

The user ID and password are case sensitive.

CASE SENSITIVE means that you must use the same upper/lower case letters as you did when you set up your user ID and password for the portal.

For example, if when you created your user ID, you used SallyG, if you attempt to use any other case letters for signing in, it will not work. (e.g. sallyg or SALLYG will not work.)

- a. After signing into the portal, click on My Settings

A A A [Home](#) | [My Settings](#) | [FAQ](#) | [Logout](#)



- b. The below screen will appear where you can change your password. Security questions must also be reselected when changing the password. Be sure to click on the box to the left of the “I verify” statement. Then click the update button.

My Account Settings

First Name:
Last Name:
Date of Birth: (format: MM/DD/YYYY)
Email Address:

I verify that the information I have entered above is correct and my own personal information

Password Hints:

- Must be at least characters.
- Must contain at least of the following criteria:
 - Contains a lowercase character [a-z]
 - Contains an uppercase character [A-Z]
 - Contains a number [0-9]
 - Contains a special character [~!@#\$\$%^&*]

User ID: cpsihnl
Old Password:
New Password:
Confirm Password:

Security Question 1:

Question 1 Answer:

Security Question 2:

Question 2 Answer:

Security Question 3:

Question 3 Answer:

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6. What if I forget my username or password?

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

Please be aware that Lehigh Valley Hospital (LVH)–Schuylkill E. Norwegian Street and LVH–S. Jackson Street each has their own portal. This means that you will need to set up a separate user name and password if you utilize services at both hospitals.

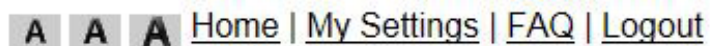
7. Why did I receive an invitation when I haven't visited either hospital?

The most common reason you received an invitation is when you are added to another patient's account as authorized to view their information on the portal. This will require you to redo your portal account set up.

If you redo your portal account set up and find there is not access to another patient's accounts on the portal OR you have access to a patient account that you do not know who the patient is, please contact the Portal Support Line for the appropriate facility:
Lehigh Valley Hospital–S. Jackson Street at 570-621-5232
OR
Lehigh Valley Hospital–E. Norwegian Street at 570-621-4323

Please DO NOT VIEW the portal information for the patient if you do not know who the person is.

8. What are the A A A, Home and Logout options for?



A A A [Home](#) | [My Settings](#) | [FAQ](#) | [Logout](#)

A A A controls the size of the letters on the screen. The size will increase as you click on the letter A left to right.

Home will take you back to the screen shown above if you are on any other screen on the portal

My Settings will allow you to change your password and your security questions. See separate frequently asked question: How do I change my password?

FAQ takes you to an area of the Portal that answers some basic commonly asked questions regarding the portal. Please note – we currently do not offer Online Bill Pay via the Portal.

Logout will log you off of the portal/sign you out of the portal. To protect your information, you should always be sure to Logout.