

## PATIENT PORTAL FAQ

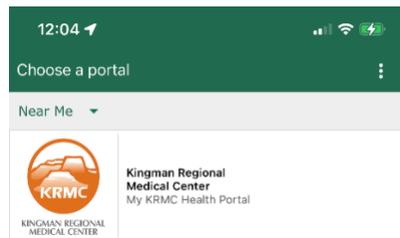
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## DOWNLOADING THE MHEALTH APPLICATION



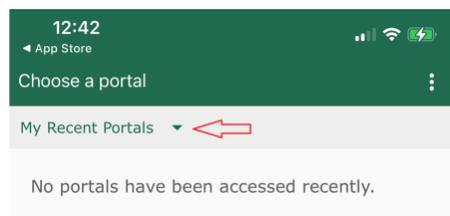
MHealth is the mobile version of MEDITECH’s Patient and Consumer Health Portal, which offers secure and convenient access to your health information at your fingertips, on your mobile device or tablet. MHealth offers a wide range of results and features that allow you to better manage your and your family’s care. Use your existing Patient Portal logon ID and password to get started with MHealth.

1. Depending on your mobile device, download the MHealth application using the App Store or the Google Play Store.
2. Open the MHealth application. If “location services” is turned on, you will see Portals that show “Near me”. Click on the KRMC Portal icon. It will look like this.



3. Login using your portal username and password. (If you cannot remember your login information you can click”)
  - a. “Forgot Username” – This process will send an email to reset your username, password, and security question.
  - b. “Forgot Password” – This process will send an email with a temporary password that will be used to create a new password.
  - c. If you are still unable to login, please email [mkhp.him@azkrmc.com](mailto:mkhp.him@azkrmc.com) or call 928-263-4500 for assistance.

Depending on the settings of your mobile device. You may get the following screen when opening the MHealth application.



1. Click “My Recent Portals”
2. Click “U.S. States”
3. Click “Arizona”
4. Choose “Kingman Regional Medical Center”

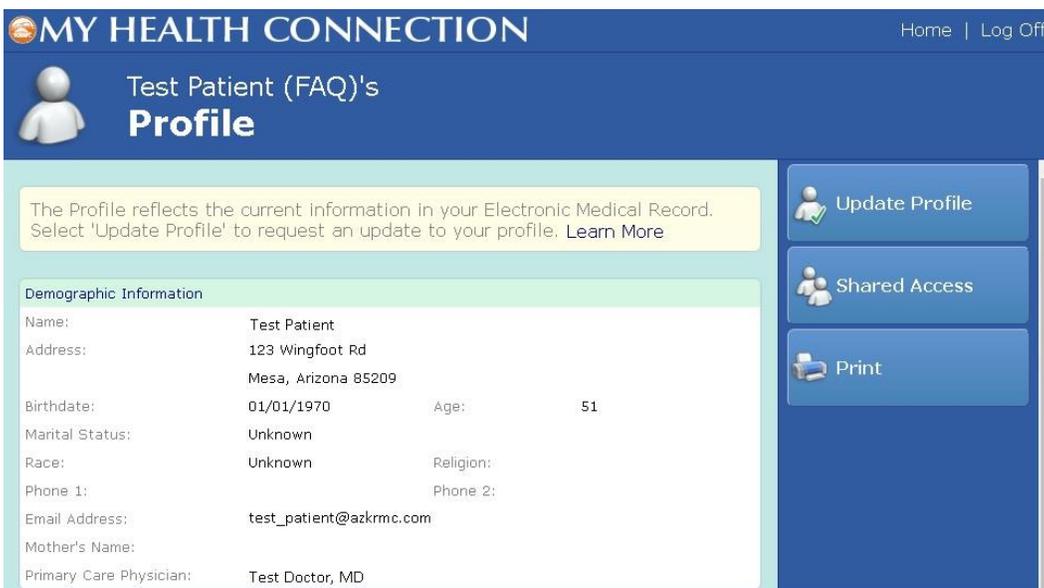
## HOW TO SHARE ACCESS TO YOUR PORTAL INFORMATION

The “Shared Access” feature allows a user to give access to their portal information. Each user will have to have their own portal account to use this feature.

Log into the portal and click “Profile”.



Click “Shared Access”.



**MY HEALTH CONNECTION** Home | Log Off

Test Patient (FAQ)'s **Profile**

The Profile reflects the current information in your Electronic Medical Record. Select 'Update Profile' to request an update to your profile. [Learn More](#)

**Demographic Information**

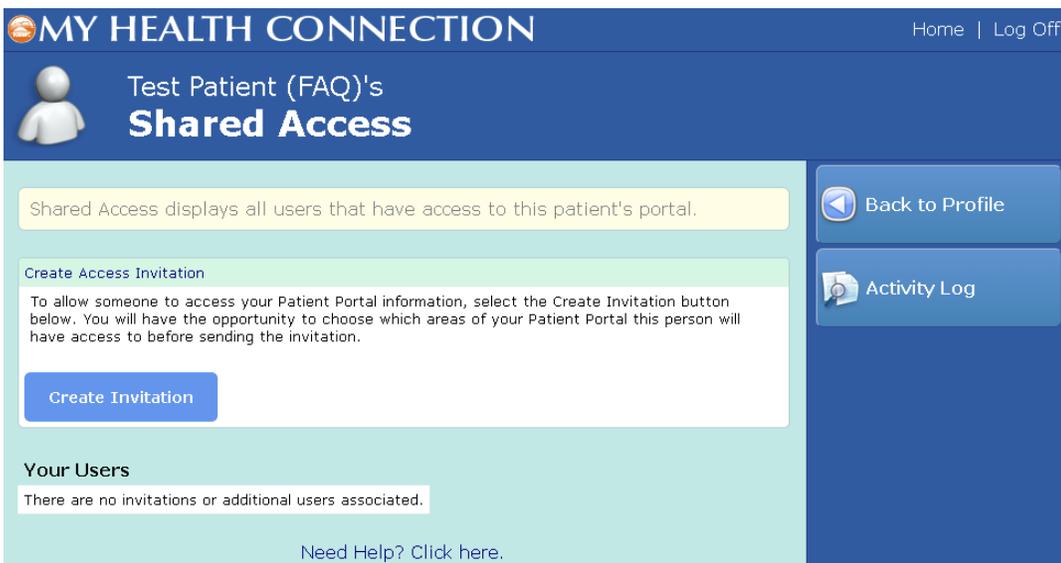
Name:	Test Patient		
Address:	123 Wingfoot Rd Mesa, Arizona 85209		
Birthdate:	01/01/1970	Age:	51
Marital Status:	Unknown		
Race:	Unknown	Religion:	
Phone 1:		Phone 2:	
Email Address:	test_patient@azkmc.com		
Mother's Name:			
Primary Care Physician:	Test Doctor, MD		

Update Profile

Shared Access

Print

Click “Create Invitation”.



**MY HEALTH CONNECTION** Home | Log Off

Test Patient (FAQ)'s **Shared Access**

Shared Access displays all users that have access to this patient's portal.

**Create Access Invitation**

To allow someone to access your Patient Portal information, select the Create Invitation button below. You will have the opportunity to choose which areas of your Patient Portal this person will have access to before sending the invitation.

Create Invitation

**Your Users**

There are no invitations or additional users associated.

Need Help? [Click here.](#)

Back to Profile

Activity Log

Complete each field and click "Continue".

 Log Off

 Test Patient (FAQ)'s  
**Shared Access**

**Create an Invitation**

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

---

**Step 1: Who would you like to invite?**

First Name (required)

Last Name (required)

Email Address (required)

Confirm Email Address (required)

I am this person's... (required)

Select the access level you want to enable and click "Continue".

\*\*\* Checking both profile and Clinical Data will give the user access to all of your information on the portal.

**Create an Invitation**

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

Do Not Submit.  
Return to Shared Access

**Step 2: Select access level**

Select which pages you would like to allow this person to access:

**Administrative**

Profile

**Clinical**

Clinical Data

Allergies, Appointments, Conditions, Health Maintenance, Health Summary, Immunizations, Letters, Medications, Messages, Questionnaires, Reports, Results, and Visit History

Back

Continue

Add a custom message and click "Continue".

MY HEALTH CONNECTION Log Off

Test Patient (FAQ)'s  
**Shared Access**

**Create an Invitation**

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

**Step 3: Add a custom message**

Please add a custom message, up to 1,000 characters, to be sent with your invitation:

Good afternoon Test Patient2. This is Test Patient1 and I am giving you access to my medical information through the patient portal.

Back Continue

Do Not Submit.  
Return to Shared Access

Verify all of the information is correct, then click "Submit".



# Test Patient (FAQ)'s Shared Access

## Create an Invitation

Create an invitation for another person to access this Patient Portal by completing the form below. Please verify the email address with the person you are inviting. They must accept the invitation using the same email address.

Do Not Submit. Return to Shared Access

### Step 4: Verification

Please review and verify the information below. If something is incorrect or missing, select Back and correct the information on the appropriate page.

#### User Information

**Email Address** testpatient2@email.com  
**Name** Test Patient2  
**Relationship** Brother

#### Custom Message

Good afternoon Test Patient2. This is Test Patient1 and I am giving you access to my medical information through the patient portal.

#### Access Level

Profile  Clinical Data

Back

Submit

The recipient will receive the email below. They will have to click "Access Patient Portal" to proceed. They will then need to login to **THEIR** patient portal account to continue.

### Health Portal Invitation

My KRMC Health Portal <mtbackgroundjobs@azkrmc.org>  
To Test Patient 2

Retention Policy All Users (2 years)

Expires 2/2/2023

Phish Alert + Get more add-ins

Dear Test Patient2,

Test 14 Meditech has invited you to access their Patient Portal. To accept the invitation, the email address for your new or existing account must match the email address this invitation was sent to.

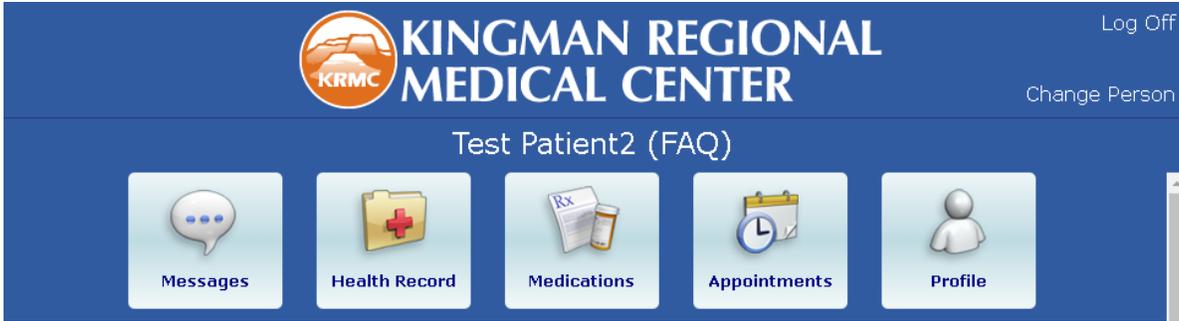
Message from Test 14:

Good afternoon Test Patient2. This is Test Patient1 and I am giving you access to my medical information through the patient portal.

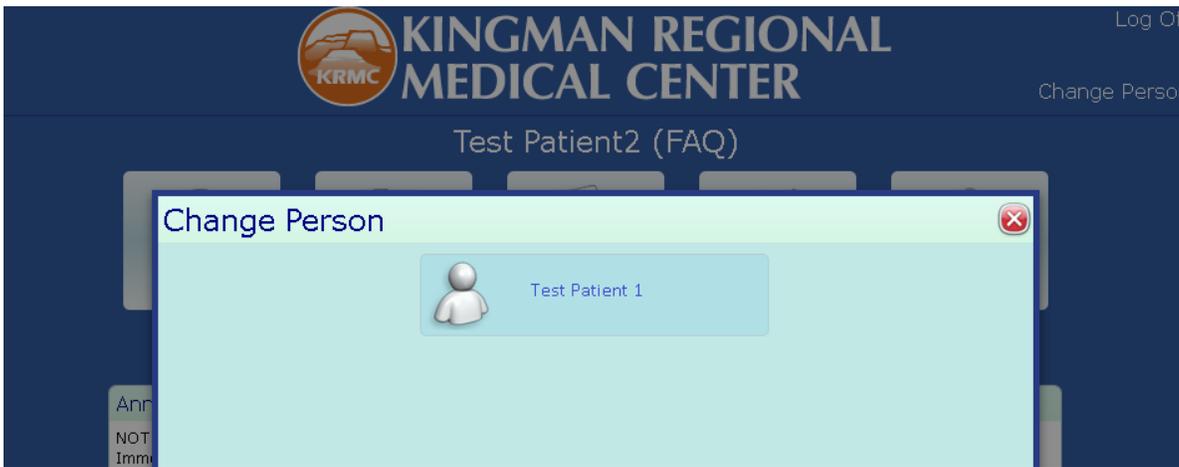
Your invitation will expire on 02/03/2021 at 4:28 pm (MST).

[Access Patient Portal](#)

Once they login to their account, they will see a “Change Person” link in the top right corner of the webpage. Click “Change Person”



Click the name of the person you would like to change to.



You now have access to Test Patient 1’s portal information.

## VIRTUAL VISITS

### Requirements:

A patient portal account is required to schedule virtual visits. If you do not have an account, please email [mkhp.him@azkrmc.com](mailto:mkhp.him@azkrmc.com) with your legal name, DOB, and the email address you would like to use for your account.

Once you have an account, verify that your device meets the minimum requirements to successfully complete a virtual visit. This can be done here:

<https://tokbox.com/developer/tools/precall/>

Click “Run Test” to begin

**Pre-call Test**  
All-in-one checklist for connectivity, media access, and quality

To run the precall test with one of your API keys, click [here](#).

Audio-only **Run Test**

### What to expect

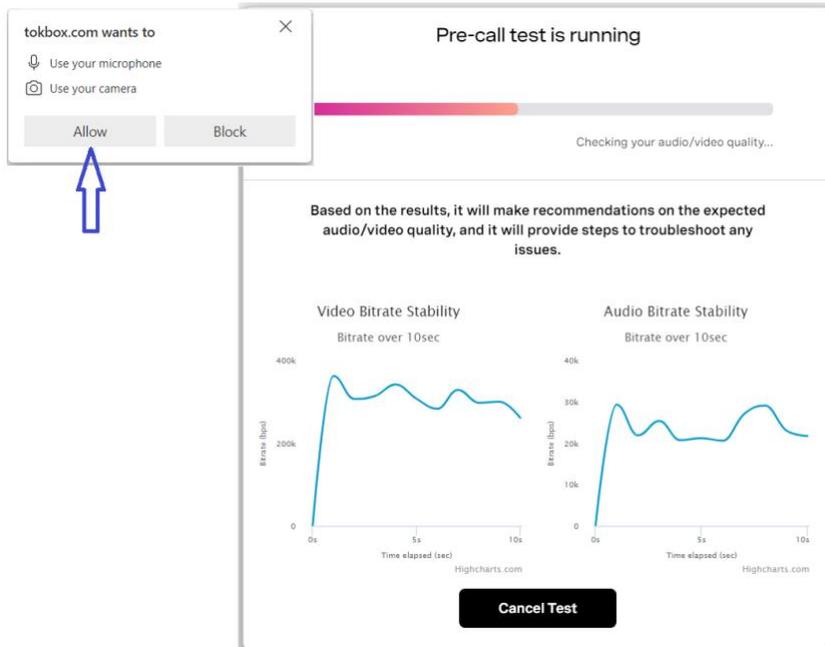
- Test connectivity to all TokBox servers
- Collect bitrate and packet loss statistics
- Test the hardware & software setup on the end-point (Camera, Microphone, Browser)

When prompted, allow us to use your camera and audio hardware. In order to get results, this test will last for 30 seconds

### Before it starts

- 1 Make sure you are on the specific network you intend to test
- 2 Make sure you have at least TCP port 443 open
- 3 Make sure that the right camera and mic are selected
- 4 Run a bandwidth test at <http://speedtest.net>. Make sure that the bandwidth is over 350kbps upload and download

You will have to allow access to your mic and camera.



If the results are red or the quality is low, please call your provider’s office to schedule an in-office visit.

If you can connect to the OpenTok Servers and the call quality is “Good” or above, your device will work for virtual visits.

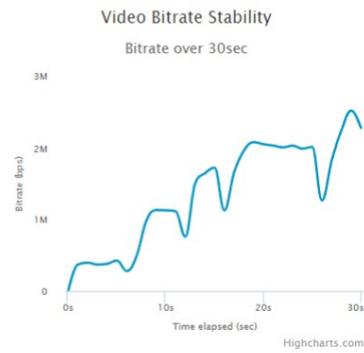
Connectivity to OpenTok Servers

✓	<p><b>OpenTok API server - Connected</b></p> <p>Connects to OpenTok and used for session initialization and signaling. Successfully connected to the OpenTok API server.</p>
✓	<p><b>OpenTok Messaging WebSocket - Connected</b></p> <p>Clients send and receive OpenTok session-related messages using this WebSocket. Successfully connected to the OpenTok Messaging WebSocket.</p>
✓	<p><b>OpenTok Media Server - Connected</b></p> <p>Clients send audio and video to our media server for intelligent and efficient routing to their destination. Successfully connected to the OpenTok Media Server.</p>
✓	<p><b>Logging Server - Connected</b></p> <p>Our logging server collects anonymized data about quality and possible errors. Successfully connected to the OpenTok logging server.</p>

## Expected Call Quality

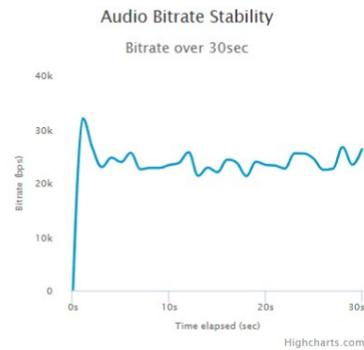
### Video Quality: 4.2 / 4.5 (Excellent) ?

- Supported Resolution: 1280x720 @ 30 fps
- Video Packet loss: 0%
- Video Bitrate: 1957 kbps



### Audio Quality: 4.3 / 4.5 (Excellent) ?

- Audio Packet loss: 0%
- Audio Bitrate: 24 kbps

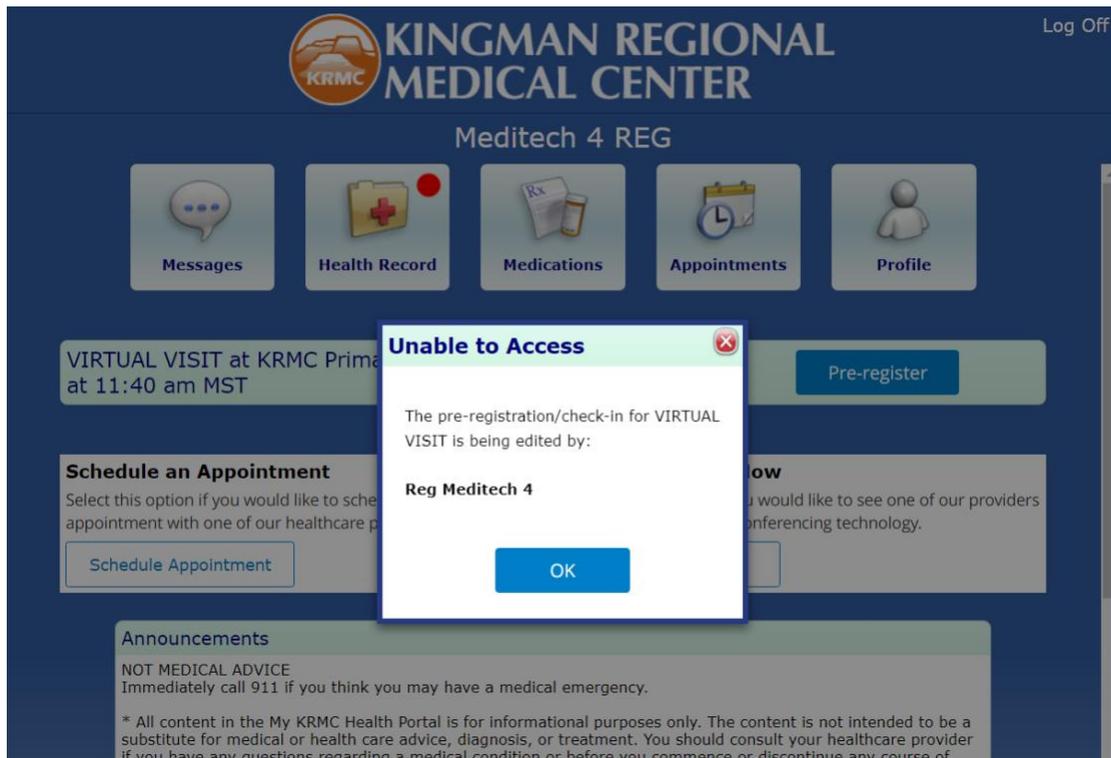


## PREPARING FOR SCHEDULED VIRTUAL VISITS

Three days before your virtual visit the “Pre-Registration” tab will be available in the portal. **Please complete this process before the day of your virtual visit.**



While completing the “Pre-Registration” process, do not open any other applications as this can lock your session. You will know that your session is locked if you see this message:



If you see this message, please logout and try again after 25 minutes.

During Pre-Registration, please update the following information:

Step 1: Patient Profile – Name, Address , Etc.

Step 2: Employer

Step 3: Contacts

Step 4: Identification – This field is required and needs to be updated by clicking yes or no to continue

Step 5: Insurance – This field is required and needs to be updated by clicking yes or no to continue

Step 6: Allergies

Step 7: Condition of service

Once submitted you will see the following screen.

The screenshot shows the 'Meditech 4 REG's Appointments' patient portal. At the top left is a clock icon. The main header is 'Meditech 4 REG's Appointments'. Below the header is a yellow banner with the text: 'View the details of your appointment. Select 'Reschedule' or 'Cancel' to modify the appointment. [Learn More](#)'. To the right of this banner is a blue 'Print' button with a printer icon. The main content area is light blue and contains the following information: **VIRTUAL VISIT**  
Tuesday, March 14, 2023 at 11:40 am MST  
**Alexandra Towne**  
Virtual Visit  
Duration  
40 minutes  
Reason For Visit  
Cough  
Instructions  
NOTE: Virtual Visits are not supported on Internet Explorer. Please use a different browser such as Chrome, Firefox, or Edge to conduct your Virtual Visit. Please make sure your connection is working including your camera and microphone.  
Please sign into your Patient Portal Home Screen for your appointment on the date and time below. You can log into your appointment no sooner than 20 minutes before your scheduled appointment time.  
If you cannot keep this Virtual Visit Appointment , please call the number above to reschedule with us at your earliest convenience. Please allow 24 hours notice if cancelling. At the bottom of the main content area are two buttons: 'Test Connection' and 'Add Guest'. Below this is a 'Guests' section with the text: 'There are no invited guests for this virtual visit.' At the bottom is a 'To do prior to your appointment:' section with two items, each with a green checkmark icon: 'Pre-Registration Completed' and 'Condition Of Service Completed'.

To invite a family member or friend to your virtual visit, click the “Add Guest” button shown above.

You will see the following:

### Add a Guest

Enter the email address of the guest you want to invite. If you choose to add a PIN, you must provide your guest with that number. The system does not automatically send the PIN to your guest for security reasons.

Who would you like to invite?

Name of Guest

Email Address (required)

Personalize your invitation (optional)

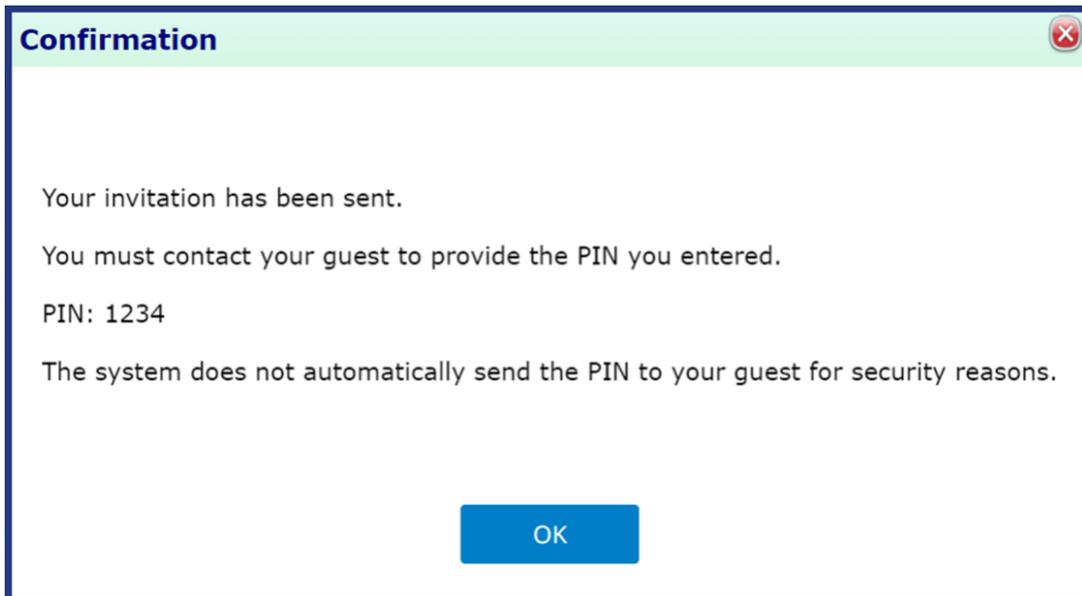
*Please feel free to add a brief custom message to send with your invitation. This is not required, but it is often helpful to the recipient of the invitation.*

Custom Message

*If you would like your guest to enter a PIN before joining the virtual visit, enter a number below with up to 10 digits. The PIN must have at least 1 digit.*

Optional PIN

Click "Send", You will get a confirmation message letting you know the email was sent. Please let the invited guest know the PIN created to access the virtual visit.



## CHECKING IN TO THE VIRTUAL VISIT

You can check in twenty minutes prior to your visit by clicking the "Check In" button.



*NOTE: You may need to click "allow" for access to your camera and microphone.*

The next screen will allow you to review / update your medications. Once completed, click "Join Visit"



# Meditech 4 REG's Appointments

## Virtual Visit Check-In

Please review and confirm your demographic information is correct. [Learn More](#)

## Review/Update Medications

Medications	
albuterol sulfate 2.5 mg /3 mL (0.083 %) 2.5 mg inhaled every 4 hours as needed for Shortness Of Breath	<a href="#">Remove</a>
apixaban (Eliquis) 2.5 mg 2.5 mg orally twice a day	<a href="#">Remove</a>
aspirin 81 mg 81 mg orally daily	<a href="#">Remove</a>
lisinopril 2.5 mg 5 mg orally twice a day	<a href="#">Remove</a>
losartan 25 mg 25 mg orally daily	<a href="#">Remove</a>
metoprolol succinate 25 mg 25 mg orally daily	<a href="#">Remove</a>
pravastatin 20 mg 20 mg orally bedtime	<a href="#">Remove</a>
sennosides (Senna Lax) 8.6 mg 8.6 mg orally bedtime	<a href="#">Remove</a>

[Add Medication](#)

Cancel

Join Visit

## HOW TO PAY YOUR BILL ONLINE

For your convenience, you may pay your KRMC bill with your credit card (recommended) or debit card using our online bill pay system. Your payment information is strictly confidential and authorized through a secure payment gateway.

<https://www.azkrmc.com/patients-visitors/billing-and-financial-services/online-bill-pay>

If you have any questions about your bill or payment, please contact KRMC Patient Financial Services at (928) 263-3534.

## PORTAL ENROLLMENT FOR MINORS

If you are trying to access your minor child's portal information, there are documents that need to be completed and returned depending on your child's age. If the child is 13 or under, you will need to complete and sign the "Add under 13 to Portal" document. If the child is over 13, **they** will need to complete and return the "Portal Proxy Authorization" form allowing the parent access to their medical records. The form can be returned by mail, email, or fax.

Mail: KRMC Medical Records  
3269 Stockton Hill Road  
Kingman AZ 86409

Fax: 928 692-2713

If you have any questions, please email [mkhp.him@azkrmc.com](mailto:mkhp.him@azkrmc.com) or call 928-263-4500

*The state of Arizona says children over the age of 13 have the right to privacy for treatment for sexual, reproductive, and behavioral health. We are not able to separate out those types of visits from the portal. We, therefore make the child give full permission for portal access.*

## HOW TO REQUEST A COPY OF YOUR MEDICAL RECORDS

You can obtain your medical records in any of the following ways:

- Visit the Medical Records Release of Information window off the main lobby at Kingman Regional Medical Center, 3269 Stockton Hill Road.
- Use the online [Patient Portal](#) (for any visits 06/01/19 and forward). Through the patient portal, you can:
  - Access medical records and results
  - Message your provider
  - View appointment information
  - Request medication refills
- Fill out and sign the [online Medical Record Request form](#) and submit in one of the following ways:
  - Email the form to our Medical Record department at [mkhp.him@azkrmc.com](mailto:mkhp.him@azkrmc.com)
  - Fax the form to 928-692-3464
  - Mail to:

Kingman Regional Medical Center  
Medical Records  
3269 Stockton Hill Rd  
Kingman, AZ 86409

For any questions regarding your medical records, email [mkhp.him@azkrmc.com](mailto:mkhp.him@azkrmc.com) or call (928)-681-8670.

## HOW TO REQUEST A PRESCRIPTION REFILL

Log into the portal and click Medications.



Click on the medication you would like refilled.

The screenshot shows the 'MY HEALTH CONNECTION' portal. The header includes the site name, a 'Home' button, and a 'Log Off' link. The main heading is 'Test Patient (FAQ)'s Medications'. Below this is a search bar with the text 'Select a medication to view details. Learn More' and a 'Print' button. A table lists three medications:

Medications
lisinopril (Zestril) 5 mg 5 MG orally daily
sertraline (Zoloft) 50 mg 50 MG orally daily
cyclobenzaprine 10 mg 10 MG orally three times a day

If the medication is set for refills you will see a "Request Renewal" link. Click "Request Renewal".

\*\*\* If you do not see the link, please contact your provider's office to request a refill.

**MY HEALTH CONNECTION** Home | Log Off

**Test Patient (FAQ)'s Medications**

View the details of the selected medication. [Learn More](#)

cyclobenzaprine 10 mg

Dose:	10 MG
Form:	tablet
Route:	orally
How Often:	three times a day
Prescribed By:	Test Doctor, MD
Total Refills:	0
Last Updated:	Thu, Jan 28, 2021

[More Information About This Medication](#)

[Need Help? Click here.](#)

[Back to List of Medications](#)

[Request Renewal](#)

[Print](#)

Click "Continue".

**MY HEALTH CONNECTION** Log Off

**Test Patient (FAQ)'s Medications**

**Request Renewal**

Enter pharmacy and contact information to send a renewal request for the medication below.

**You are requesting a prescription renewal for the following medication:**

Medication:	cyclobenzaprine
Dose:	10 MG
Form:	tablet
Route:	orally
How Often:	three times a day
Prescribed By:	Test Doctor, MD
Refills:	1

[Continue](#)

[Do Not Submit. Return to Medication Detail](#)

Confirm your preferred pharmacy. If you would like your prescription sent to a different pharmacy, please click "Other" and include the **pharmacy name, address, phone number, and fax number.**

**MY HEALTH CONNECTION** Log Off

 **Test Patient (FAQ)'s Medications**

**Request Renewal**  
Enter pharmacy and contact information to send a renewal request for the medication below.

---

**Please confirm your preferred pharmacy:**

KRMC Community Pharmacy  
 Other

 Do Not Submit.  
Return to Medication Detail

Click "Submit"



## Test Patient (FAQ)'s Medications

### Request Renewal

Enter pharmacy and contact information to send a renewal request for the medication below.



Do Not Submit.  
Return to Medication  
Detail

---

#### Please select a contact phone number:

Cell Phone:

Other:

Comments

Back

Submit

## HOW TO RESET YOUR PASSWORD

Open the chrome web browser and go to <https://mykrmchealthportal.azkrmc.org>

Click “Forgot Password?”

Enter your loginID and email address



**\*\*\* Note \*\*\*** If you click “Forgot Logon ID” then your Login ID, Password, and Security Questions will be reset. **Use this option if you cannot remember your username or password.**

If the email and username match you will see the following message:

### My KRM Health Portal

#### Reset Password

✔ Password has been reset

Thank you. You will receive an email shortly with instructions to reset your account password.

[Return to Sign in page](#)

If the email and username do not match, you will see the following message:

### My KRM Health Portal

#### Reset Password

❗ Could not reset password

The attempt to reset your password was unsuccessful. This may have happened because:

- The information was entered incorrectly
- We do not have an account that matches the information entered

To proceed, either try again with the correct credentials or contact the system administrator by phone or email [mkhp\\_him@azkrmc.com](mailto:mkhp_him@azkrmc.com) to regain access to your account.

[Try reset again](#)

[Return to Sign in page](#)

Once you receive the “Password has been reset” message, you should receive the following email. Click on link in the email.

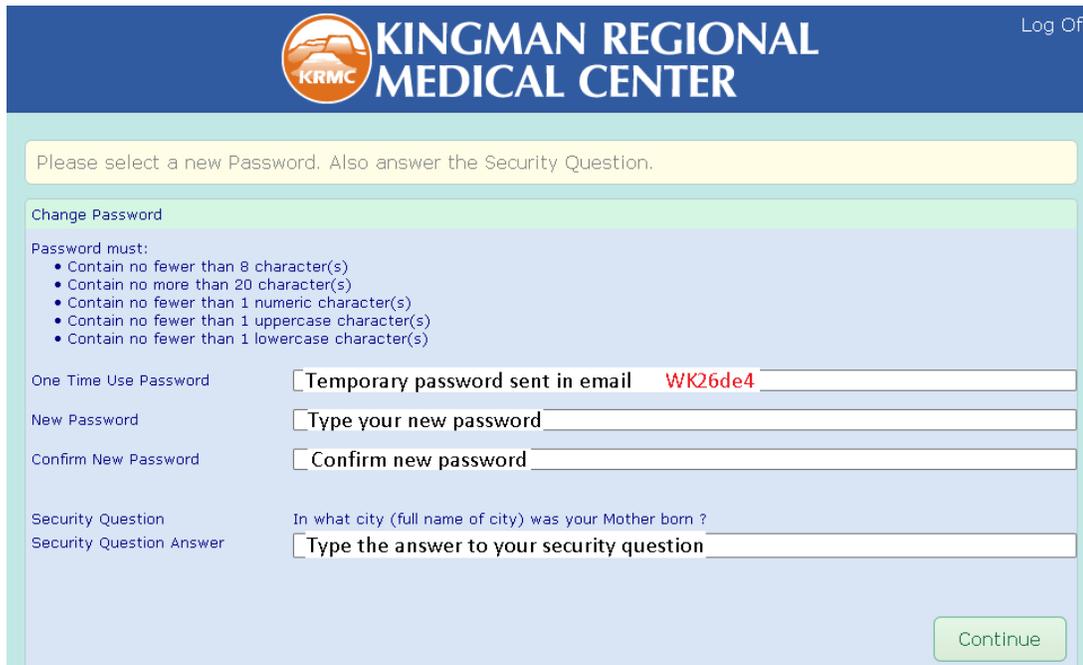
Dear Test Patient,

This link will only be good for 24 hours, after 24 hours you will need to request Logon ID and/or password temporary credentials again. Please see below for MY KRMC Health Portal temporary credentials:

[Click here to sign in.](#) 

One Time Password: WK26de4  **NOTE THE TEMPORARY PASSWORD**

Once you click on the link, you will be redirected to this screen.



The screenshot shows the 'Change Password' page of the Kingman Regional Medical Center (KRMC) portal. At the top, there is a blue header with the KRMC logo and the text 'KINGMAN REGIONAL MEDICAL CENTER'. A 'Log Off' link is visible in the top right corner. Below the header, a yellow box contains the instruction: 'Please select a new Password. Also answer the Security Question.' The main content area is titled 'Change Password' and lists password requirements: 'Password must:' followed by a bulleted list: 'Contain no fewer than 8 character(s)', 'Contain no more than 20 character(s)', 'Contain no fewer than 1 numeric character(s)', 'Contain no fewer than 1 uppercase character(s)', and 'Contain no fewer than 1 lowercase character(s)'. Below these requirements are four input fields: 'One Time Use Password' with the value 'Temporary password sent in email WK26de4', 'New Password' with the placeholder 'Type your new password', 'Confirm New Password' with the placeholder 'Confirm new password', and 'Security Question Answer' with the placeholder 'Type the answer to your security question'. The security question text is 'In what city (full name of city) was your Mother born?'. A green 'Continue' button is located at the bottom right of the form.

Type the temporary password sent in the email. Enter and confirm your new password. Type the answer to your security question. **\* NOTE \*** The answer to your security question is case sensitive and must match how it was originally typed in. If all is correct, you will be logged into the portal with your new password.

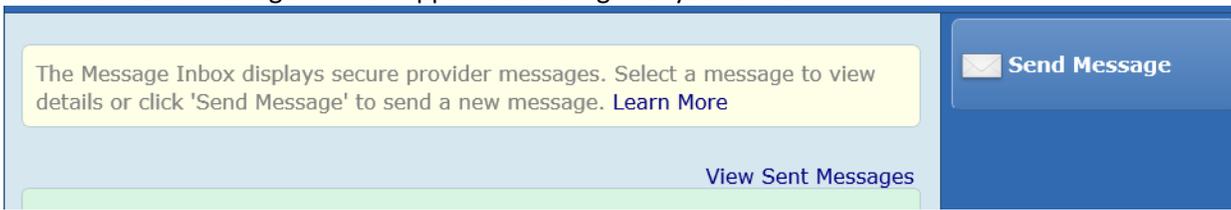
## HOW TO SEND A MESSAGE TO YOUR PROVIDER

You can message your provider when on the portal by selecting the following:

Log into the portal and click Messages



Then click Send Message – which appears at the right of your screen



Click the drop-down box. In the “To” section, select your provider

To

Type in a Subject and then type the body of your message. When done, click send

Subject

## HOW TO UPDATE ERRORS IN YOUR MEDICAL RECORD

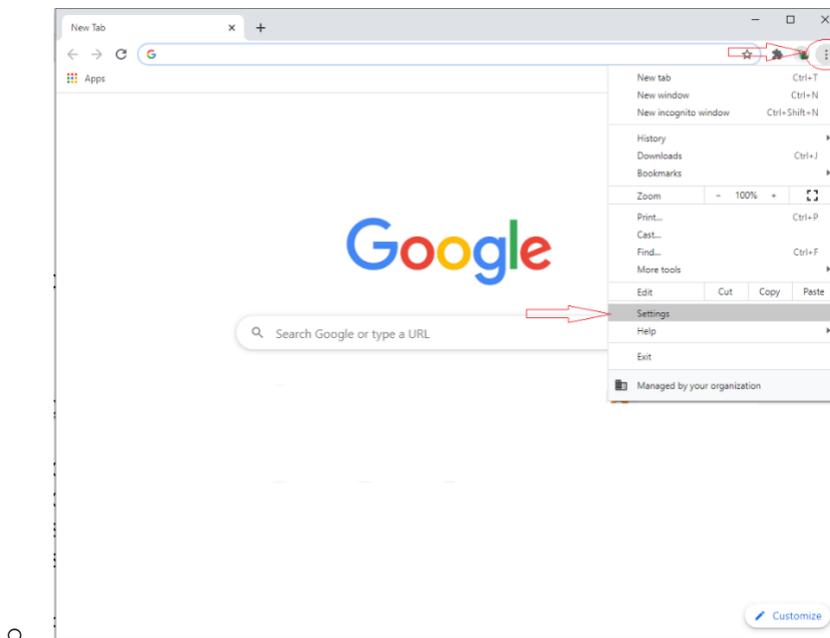
If you disagree with information documented in your chart you can request an amendment to the record. Complete and return the "Amendment Request" form. The form will be forwarded to the provider for review.

## HOW TO REMOVE SAVED PASSWORDS

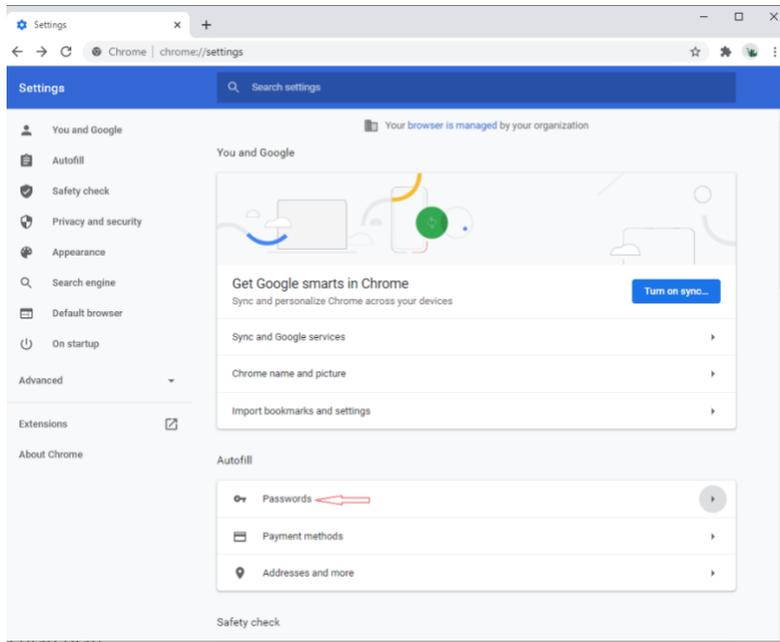
Security "best practice" is to disable the saved password feature in your browser. However, many people use this feature to automatically remember login information for multiple websites. This can cause a problem if the password is changed on the portal but not updated in the browser.

### Google Chrome

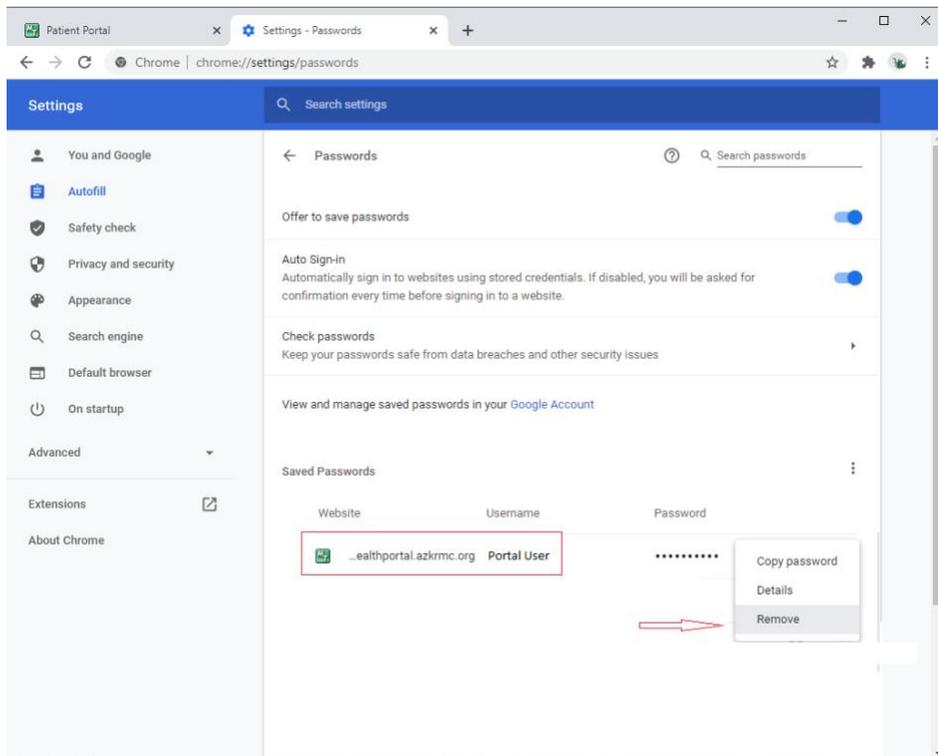
- Open the Google Chrome browser.
- Click the three-bar icon in the top-right corner of the screen > Select "Settings."



- Click “Password Manager” in the auto fill section.



- Remove the save password for the patient portal by clicking on the three dots and choosing “remove”.

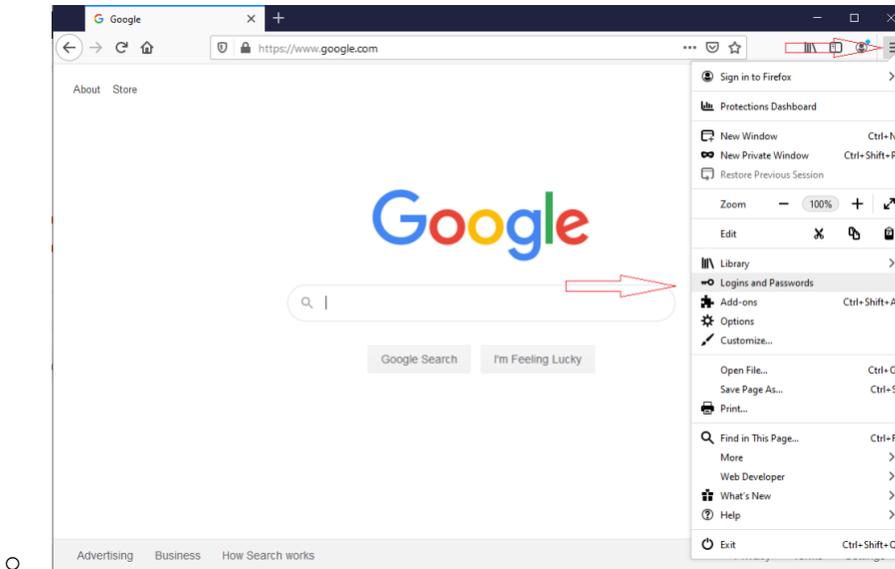


- Close the browser. (The saved password for the patient portal is removed)

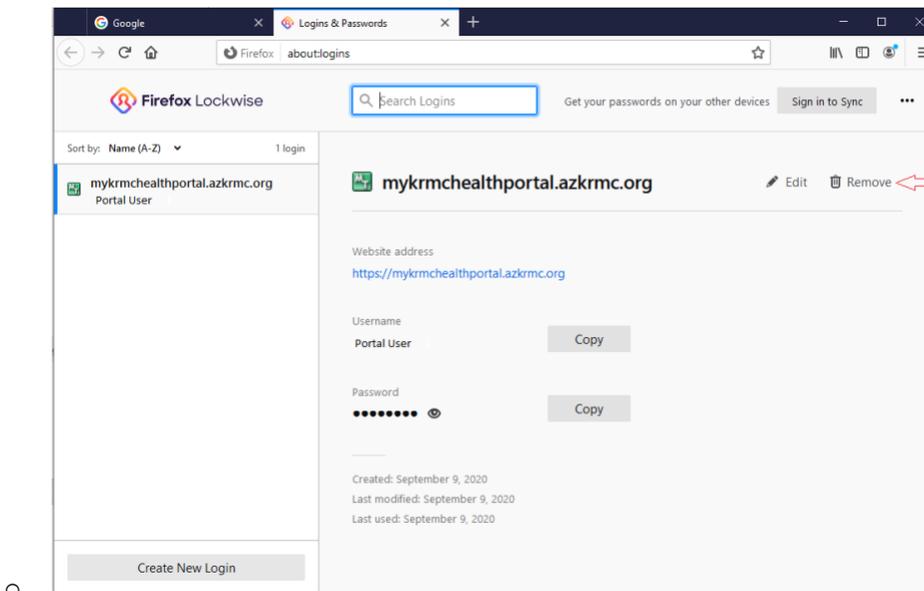
**NOTE:** You can turn off password saving by turning off the “offer to save passwords” and the “auto Sign-in” options.

## Mozilla Firefox

- Open the Mozilla Firefox browser.
- Click the “open menu” icon in the top-right corner of the screen > Select "Login and Passwords."



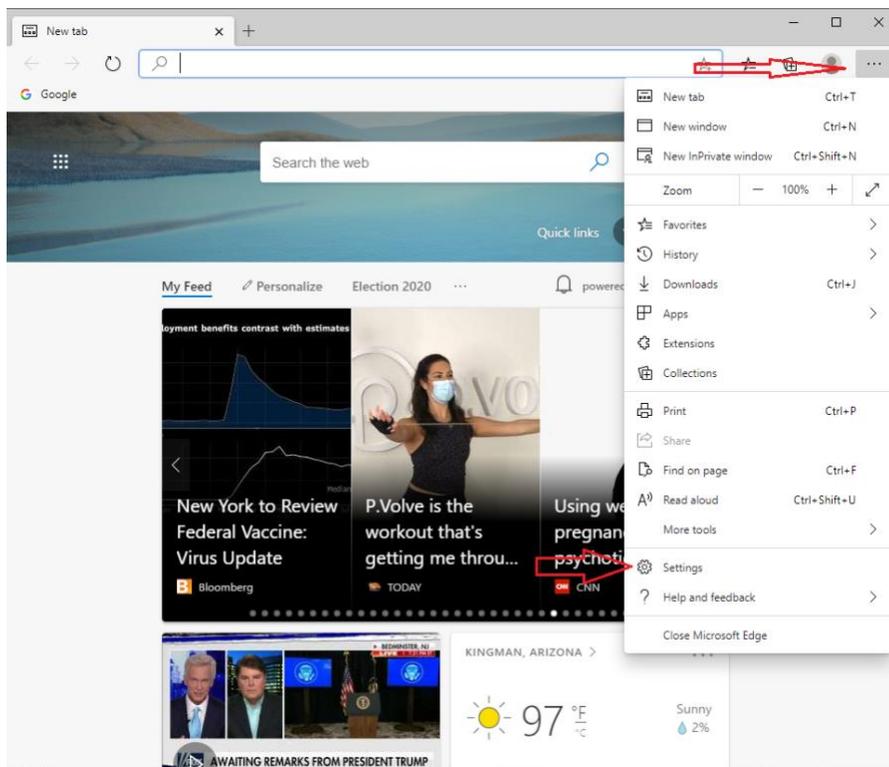
- Click Remove. You will see a warning message stating “This Action Cannot Be Undone”. Click Remove again.



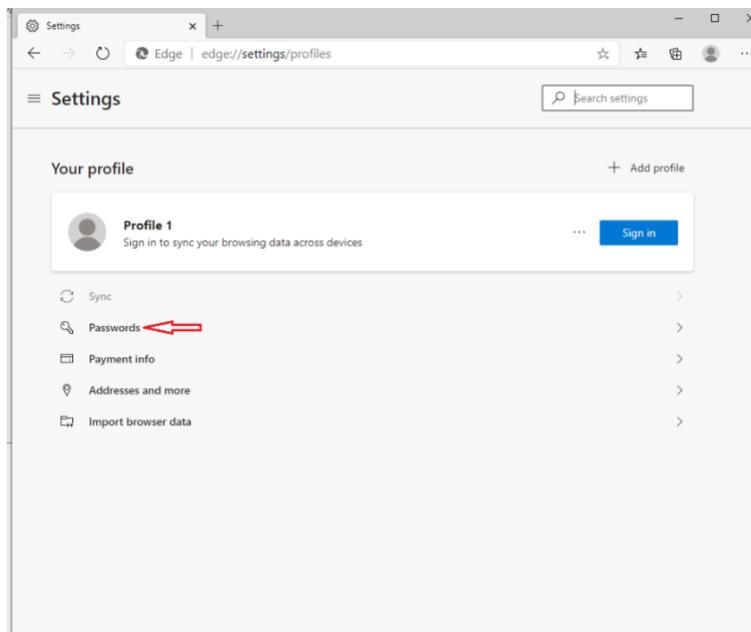
- Close the browser. (The saved password for the patient portal is removed)

## Microsoft Edge

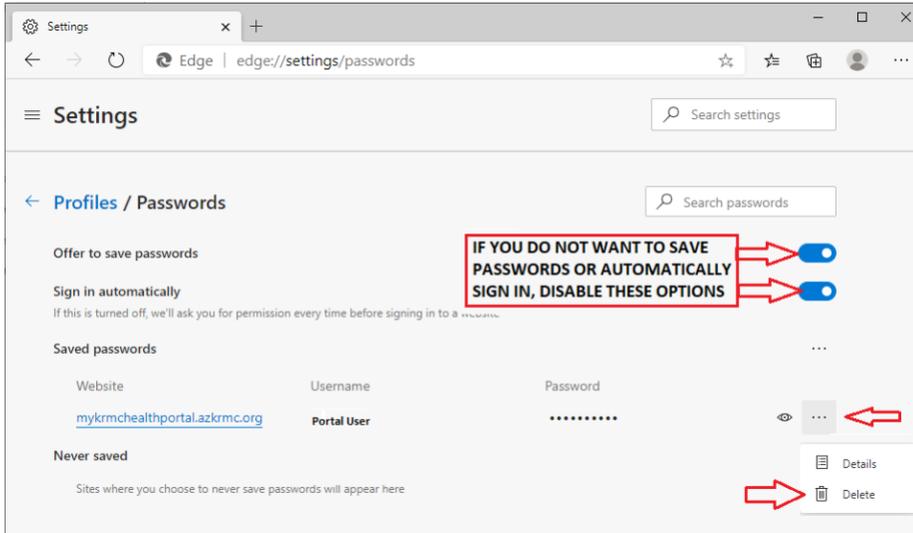
- Open Microsoft Edge Web Browser
- Click the “open menu” icon in the top-right corner of the screen > Select “Settings”



- Click the “Passwords” link



- Click the 3 dots ( more options ) then click delete. If you do not want the browser to save passwords, disable “offer to save passwords” and “sign in automatically” options.



- Close the browser. (The saved password for the patient portal is removed)