

MyHealthHub FAQ

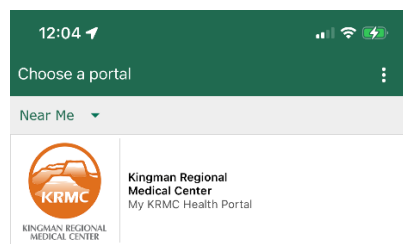
Downloading the MHealth Application	2
MyHealthHub Dashboard.....	3
Account Options – My Profile	4
Account Options – Share My Portal	5
Account Options – Preferences	8
Account Options – Data Exchange – Patient Record Restrictions	8
How to Request or Download Your Medical Records	9
Request Prescription Refill	11
How to reset your password	13
How to send a message to your care team.....	15
How to schedule Same Day Sick Virtual Visit	16
Portal Enrollment for Minors	19

Downloading the MHealth Application



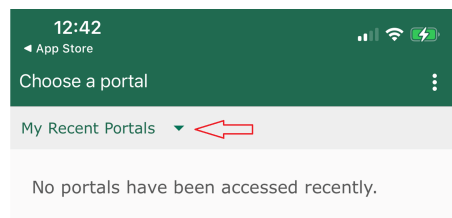
MHealth is the mobile version of MEDITECH's Patient and Consumer Health Portal, which offers secure and convenient access to your health information at your fingertips, on your mobile device or tablet. MHealth offers a wide range of results and features that allow you to better manage your and your family's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

MyHealthHub Dashboard

The Dashboard widgets

- What's New
- Appointments
- Results and Reports
- Messages
- Medications
- External Links

The screenshot displays the MyHealthHub Dashboard for a user named Meditech 40 REG, born February 4, 1943. The dashboard is organized into a grid of widgets. At the top, a blue header bar contains the KRCMC logo and a navigation menu with links to Service Now, LIVE, Cases, MEDITECH - Custo..., Portal, Portal Test 2.2, TEST 2.2, 3M Support, CMS, Livanta BFCC-QIO, Livanta QIO, PHM Functionality, Regulations, DMC-EZ System, CioHealth, ManageEngine, Royalty Portal, DeliverHealth, and Other favo... Below the header, a sidebar on the left lists account options and dashboard sections: Dashboard, Appointments, Billing, Calendar, Documents, Health Record, Medications, Messages, Past Visits, Questionnaires, and Results and Reports. The main content area features several widgets: 1. **What's New**: A section titled 'What's New' with a link to 'Results and Reports (1)'. 2. **Virtual Care**: A section titled 'Virtual Care' with a link to 'See a provider using our video conferencing technology.' and a note that 'Virtual care is unavailable.' 3. **Appointments**: A section titled 'Appointments' with a 'Schedule' button and a list of appointments: 'EVAR Pending', 'New General Surgery Patient Pending', and 'Same Day Sick Virtual Visit Pending'. A 'Test connection' button is also present. 4. **Results and Reports**: A section titled 'Results and Reports' with a 'Compose' button and a list of results: 'AMB Office Visit', 'Addition Medicine Consult Report', 'ER Physician Documentation', and 'Hemoglobin A1c'. 5. **Messages**: A section titled 'Messages' with a 'Compose' button and a note that 'You do not have any inbox messages.' 6. **Medications**: A section titled 'Medications' with a list of medications: 'albuterol sulfate 2.5 mg / 3 mL (0.083 %)', 'amlodipine 5 mg', 'aspirin 81 mg', 'metoprolol succinate 25 mg', and 'omeprazole magnesium (Acid Reducer) omeprazole 20 mg'. 7. **Questionnaires**: A section titled 'Questionnaires' with a note that 'You do not have any questionnaires to submit.' 8. **Billing**: A section titled 'Billing' with a 'Make a payment' button and a table of billing information. 9. **External Links**: A section titled 'External Links' with a 'Visit Us' button and a list of links: 'Online Bill Payment', 'KRCMC Previous Patient Portal', 'Notice of Privacy Practices', and 'Rights and Responsibilities'.

Dashboard - My KRCMC Health Po... x +

https://testportal.azkrmc.org:8443/0f34sofc00001ezpy6mthd

Service Now LIVE Cases MEDITECH - Custo... Portal Portal Test 2.2 TEST 2.2 3M Support CMS Livanta BFCC-QIO Livanta QIO PHM Functionality Regulations DMC-EZ System CioHealth ManageEngine Royalty Portal DeliverHealth > Other favo...

KINGMAN REGIONAL MEDICAL CENTER

Meditech 40 REG
Birthdate: February 4, 1943
Account options v

Dashboard
Appointments
Billing
Calendar
Documents
Health Record
Medications
Messages
Past Visits
Questionnaires
Results and Reports

SAME DAY SICK - Virtual Visits
8:00am - 3:30pm Monday - Friday
Request virtual visits for cold or flu, cough, allergies, pink eye, nausea/vomiting, sore throat or rash, or similar symptoms. A patient representative will call you during business hours to schedule your virtual visit.
For medication refills, in person visits or questions about your patient care plan please call your provider's office as these cannot be completed via virtual visit.
NOT MEDICAL ADVICE
Immediately call 911 if you think you may have a medical emergency.
* All content in the My KRCMC Health Portal is for informational purposes only. The content is not intended to be a substitute for medical or health care advice, diagnosis, or treatment. You should consult your healthcare provider if you have any questions regarding a medical condition or before you commence or discontinue any course of treatment, medication, or make any changes to your diet. You should not ignore or delay obtaining medical or other health care advice because of information accessed through the Health Portal.
* If you wish to have access to another individual's record, please contact the Medical Record department to obtain a Health Portal Proxy Authorization form that must be filled out by the individual you are requesting portal access to. (Proxy-A person who you authorize to access your record. This could be a parent, spouse, or other person you wish to allow to access your medical records.)

What's New
Results and Reports (1)

Virtual Care
See a provider using our video conferencing technology.
Virtual care is unavailable.

Appointments
Schedule
EVAR
Pending
New General Surgery Patient
Pending
Same Day Sick Virtual Visit
Pending
Test connection
View all appointments

Results and Reports
AMB Office Visit
Date July 20, 2025
Addition Medicine Consult Report
Date November 26, 2024
ER Physician Documentation
Date August 26, 2024
Hemoglobin A1c
6.2% (H)
Date collected June 1, 2024
View all results and reports

Messages
Compose
You do not have any inbox messages.

Medications
albuterol sulfate 2.5 mg / 3 mL (0.083 %)
2.5 mg inhaled every 4 hours as needed for Shortness Of Breath
amlodipine 5 mg
10 mg orally daily
aspirin 81 mg
5 mg orally twice a day
metoprolol succinate 25 mg
25 mg orally daily
omeprazole magnesium (Acid Reducer) omeprazole 20 mg
20 mg orally daily
View all medications

Questionnaires
You do not have any questionnaires to submit.

Billing
Make a payment
Total balance \$67,131.55
Account PY0000000193
Service date 02/21/2023
Your balance \$1,225.80
Account AC0000001466
Service date 04/22/2024
Your balance \$5,452.00
Account AC0000002077
Service date 05/12/2025
Your balance \$66,453.75
View all billing accounts

External Links
Visit Us
Online Bill Payment
KRCMC Previous Patient Portal
Notice of Privacy Practices
Rights and Responsibilities

Account Options – My Profile

My Profile

- Click Account Options
- Click My Profile
- Click “Update patient Information”

The screenshot displays the 'My Profile' page for a user named Meditech 40 REG. The page is divided into a left sidebar with navigation links and a main content area for profile information. The sidebar includes links for 'Account options', 'My Profile', 'Share My Portal', 'My Preferences', and a 'Log Out' button. Below these are icons for various services like Dashboard, Appointments, Billing, Calendar, Documents, Health Record, Medications, Messages, Past Visits, and Questionnaires. The main content area is titled 'Profile' and has tabs for 'Patient Information', 'Contacts', 'Shared Access', and 'Data Exchange'. The 'Patient Information' tab is active, showing a text box with the instruction: 'The Profile reflects the current information in your Electronic Medical Record. Select 'Update Profile' to request an update to your profile.' Below this is a yellow button labeled 'Update patient information'. The profile information is organized into sections: 'REG, Meditech 4' (Preferred first name: Meditech 40, Pronouns: He/Him/His), Address (1234 Testing Way, Bullhead, Arizona 86401), Cell Phone (928)123-4567, Secondary phone 928-123-4568, Email kenneth.wadley@azkrmc.org, Birthdate Feb 04, 1945, Age 80, Marital status Widow/Widower, Race White, Religion Christian, Mother's name, and Primary care physician Elaine Mary Accomando. At the bottom, there is a copyright notice for Medical Information Technology, Inc. (3.0.1) and links for 'Contact Technical Support' and 'Terms and conditions'.

Profile and Shared Access - My K... x MEDITECH x +

https://testportal.azkrmc.org:8443/0ei4rm1v000014tkm6.mthd

Service Now LIVE Cases MEDITECH - Custo... Portal Portal Test 2.2 TEST 2.2 3M Support CMS Livanta BFCC-QIO Livanta QIO PHM Functionality

KINGMAN REGIONAL MEDICAL CENTER

M

Meditech 40 REG
Birthdate: February 4, 1945

Account options ^

My Profile

Share My Portal

My Preferences

Log Out

Dashboard

Appointments

Billing

Calendar

Documents

Health Record

Medications

Messages

Past Visits

Questionnaires

Profile

Patient Information Contacts Shared Access Data Exchange

Patient Information ⓘ

The Profile reflects the current information in your Electronic Medical Record. Select 'Update Profile' to request an update to your profile.

Update patient information

REG, Meditech 4

Preferred first name Pronouns
Meditech 40 He/Him/His

Address
1234 Testing Way
Bullhead, Arizona 86401

Cell Phone Secondary phone Email
(928)123-4567 928-123-4568 kenneth.wadley@azkrmc.org

Birthdate Age
Feb 04, 1945 80

Marital status
Widow/Widower

Race Religion
White Christian

Mother's name

Primary care physician
Elaine Mary Accomando

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[Contact Technical Support](#) | [Terms and conditions](#)

- Here you can update your preferred name, pronouns, address, phone number, email address, marital status, race, religion, and mother’s name. Once information is updated, click the “Submit” button.

Account Options – Share My Portal

Share My Portal

- Click Account Options
- Click Share My Portal
- Click Create Invitation

The screenshot shows the 'Profile' page for 'Meditech 40 REG' (Birthdate: February 4, 1945). The left sidebar contains navigation links: My Profile, Share My Portal (highlighted), My Preferences, Log Out, Dashboard, Appointments, Billing, Calendar, Documents, Health Record, Medications, Messages, Past Visits, and Questionnaires. The main content area has tabs for Patient Information, Contacts, Shared Access (selected), and Data Exchange. Under 'Shared Access', there is a 'Create invitation' button and a 'View activity' link. Below this, 'Your shared access users' are listed in a table:

Access status	Last accessed
Active	Jul 26, 2025 9:17 AM
Active	Never
Active	Oct 20, 2023 10:07 AM

Each user entry includes their name, email address, and a detailed 'Access level' description. For example, 'Reg Meditech 40' has access to Billing, Clinical data, Current stay, and more. 'Test 1 Meditech' has access to Billing, Clinical data, Family history, and more. 'MEDITECH SUPPORT' has access to Billing, Clinical data, and more. An 'Edit' button is present for each user entry.

- Complete recipient information and click next

The screenshot shows the 'Create an invitation' form on the 'Profile' page. The left sidebar is the same as in the previous screenshot. The main content area has a 'Create an invitation' section with a progress bar showing five steps: 1. Recipient, 2. Access Level, 3. Access Permissions, 4. Message, and 5. Verification. The 'Add recipient information' section includes the following fields:

- First name (required): Portal
- Last name (required): Test
- Email (required): portal.test@email.com
- Confirm email (required): portal.test@email.com
- Relationship to patient (required): Family/Other (selected from a dropdown menu)

At the bottom of the form, there are 'Next' and 'Cancel' buttons.

- Define access Level and click next. (standard or view only)

The screenshot shows the 'Create an invitation' form in the Patient Portal. The user is at Step 2, 'Access Level'. The form has a progress bar at the top with five steps: 1. Recipient, 2. Access Level (current), 3. Access Permissions, 4. Message, and 5. Verification. Below the progress bar, there is a 'Back' button. The main section is titled 'Select access level' and contains two radio button options: 'Standard' (selected) and 'View Only'. The 'Standard' option description states: 'This user will be able to view information and perform actions as permitted.' The 'View Only' option description states: 'This user will be able to view information as permitted and submit payments. They will not be able to perform other actions, such as messaging a provider, requesting a medication renewal, or scheduling an appointment, etc.' At the bottom, there are 'Next' and 'Cancel' buttons.

- Define access permissions and click next.

The screenshot shows the 'Create an invitation' form in the Patient Portal. The user is at Step 3, 'Access Permissions'. The form has a progress bar at the top with five steps: 1. Recipient, 2. Access Level, 3. Access Permissions (current), 4. Message, and 5. Verification. Below the progress bar, there is a 'Back' button. The main section is titled 'Select access permissions' and contains a list of checkboxes: 'Billing', 'Billing details', 'Clinical data', 'Family history', 'Current stay', 'Download medical records', 'Non-clinical/social appointments', 'Profile', and 'Surgical status'. The 'Clinical data' checkbox is selected. Below the list, there is a description: 'Allergies, Appointments, Conditions, Health summary, Immunization certificate, Immunization history, Letters, Medications, Messages, Oncology, Questionnaires, Reports, Results, Scanned documents, Visit history, Wellness care'. At the bottom, there are 'Next' and 'Cancel' buttons.

- Add a custom message to the invitation and click next.

The screenshot shows the 'Create an invitation' form in the Patient Portal. The user is at Step 4, 'Message'. The form has a progress bar at the top with five steps: 1. Recipient, 2. Access Level, 3. Access Permissions, 4. Message (current), and 5. Verification. Below the progress bar, there is a 'Back' button. The main section is titled 'Add a custom message to be sent with your invitation.' and contains a text area with the following text: 'Good morning, Portal Test. I have provided access to my patient portal. Please follow the instructions to gain access. Thank you.' Below the text area, there is a character count: '868 characters remaining'. At the bottom, there are 'Next' and 'Cancel' buttons.

- Review information. If everything is correct, click submit

Profile

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.

Progress: Recipient ✓ Access Level ✓ Access Permissions ✓ Message ✓ Verification 5

[Back](#)

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

Name	Relationship	Email
Portal Test	Family/Other	portal.test@email.com

Custom message
Good morning, Portal Test.

I have provided access to my patient portal. Please follow the instructions to gain access.

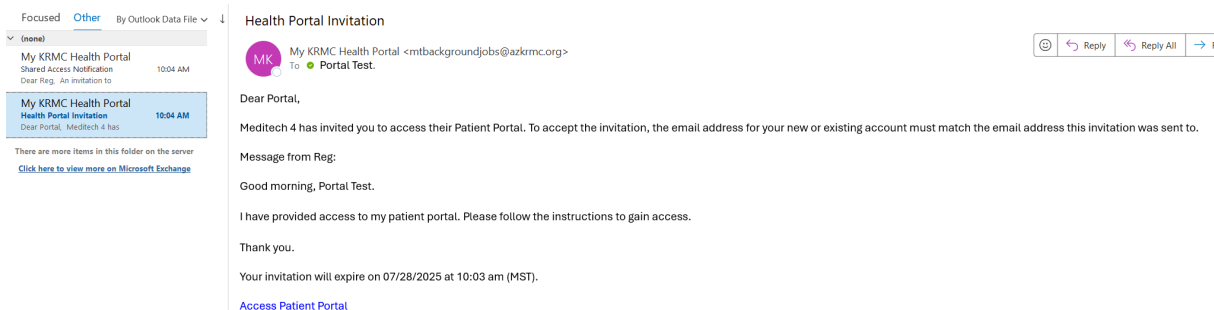
Thank you.

Access level
Standard

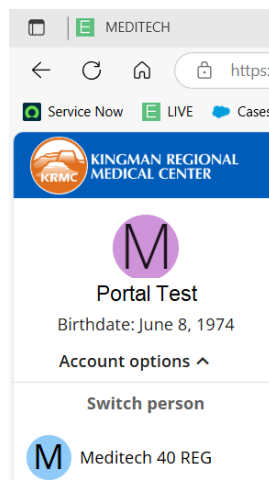
Access permissions
Billing, Billing details, Clinical data, Family history, Current stay, Download medical records, Non-clinical/social appointments, Profile, Surgical status

[Submit](#) [Cancel](#)

- The recipient will receive the following email. Click the “Access Patient Portal” link . **The recipient must have a portal account already setup with KRMCC**



- Once logged in. To view the other persons medical information, click account options, then click on the persons name under “Switch person”



Account Options – Preferences

Preferences

- Click Account Options
- Click Preferences

Here you can change your password or update communication preferences

The screenshot shows the 'My Preferences' page. On the left is a sidebar with the user's profile: 'Meditech 40 REG', birthdate 'February 4, 1945', and a 'Log Out' button. The main content area is titled 'Preferences' and includes a sub-header 'My preferences'. Below this is a message: 'View your communication and Patient Portal access preferences. Select "Update User Preferences" to request a change to your communication preferences and default patient or "Change Password" to reset your password.' There are two main sections: 'Communication preferences' with a 'Change communication preferences' button, and 'Change password' with a 'Change password' button. The 'Communication preferences' section also lists 'Preferred email address: kenneth.wadley@azkrmc.org' and 'Email preferences' with checkboxes for 'Receive notifications about portal news' and 'Receive notifications about portal system maintenance'.

Account Options – Data Exchange – Patient Record Restrictions

Data Exchange

- Click Account Options
- Click Data Exchange

This options give patients more control over their health information by allowing them to request restrictions on its sharing.

The screenshot shows the 'Data Exchange' page under the 'Profile' section. The sidebar on the left lists various patient services like 'Dashboard', 'Appointments', 'Billing', etc. The main content area is titled 'Data Exchange' and contains the following text: 'The HTI-1 rule aims to give patients more control over their health information by allowing them to request restrictions on its sharing. For more information on this rule, please visit: https://www.healthit.gov/topic/laws-regulation-and-policy/health-data-technology-and-interoperability-certification-program'. Below this is a text input field labeled 'Enter your request' with the placeholder text 'Please do not send any CT scans to Dr. Mock, MD.' and a 'Submit' button. The input field also shows the patient's name 'Dr. Mock MD.', address '1234 Nowhere Lane, Kingman, Arizona 86409', and phone number '928-123-4567'. A character count '328 characters remaining' is visible at the bottom right of the input field.

How to Request or Download Your Medical Records

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

- Visit the Medical Records Release of Information window in the main lobby of Kingman Regional Medical Center, 3269 Stockton Hill Road.
- Use the online [Patient Portal](#) (for any visits 06/01/19 and forward).
 - Access medical records and results
 - Message your provider
 - View appointment information
 - Request appointments and medication refills
 - Update passwords and demographic information
 - Download medical record
- Fill out and sign the [online Medical Record Request form](#) and submit it in one of the following ways:
 - Email the form to our Medical Record department at 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 record, email mkhp.him@azkrmc.com or call (928)-681-8670.

How Download a copy of your medical records

1. Login to your portal account
2. Click on the “Health Record” link
3. Scroll to the bottom of the screen and click on the “Request Medical Record” Link

Download Medical Record

No medical record file available to download.

Select the “Request Medical Record button” to create a downloadable file of your medical record.

Last requested date and time: June 19, 2025 6:58 PM
Last requested by: Reg Meditech 4
File status:

[Request Medical Record](#) [Medical Record Activity](#)

4. You will see the following message.

Download Medical Record

No medical record file available to download.

A request for this patient's medical record file is being processed. You will receive an email notification once the file becomes available. You will have a time limit to download this file to your device.

Last requested date and time: July 26, 2025 12:16 PM
Last requested by: Reg Meditech 4
File status: Pending

[Medical Record Activity](#)

5. Click on the link in the email to log back into your patient portal account. (It will take about 30 minutes for the system to process the request, depending on the size of the medical record download.)

KRMC Patient Portal Update



My KRMC Health Portal <mtbackgroundjobs@azkrmc.org>

Dear Reg,

You have new items available in your Patient Portal.

You have new items. Click on the link(s) below to view.

- [Medical Record Download](#)

You can log on to the Home page of your portal by accessing the link below:

[Click here to sign in.](#)

6. Click download – Follow steps below to view medical records once download.

• Download Medical Record (Updated)

To download your medical record file follow these steps:

1. Select the Compile button to start gathering your medical information in Zip file format.
2. Select the Download button to save the zipped file to your selected location. Depending on your settings the file may save automatically to a default location.
3. Once the download is complete, unzip/extract the downloaded zipped file. On most devices, you can do this by either double-clicking or right-clicking the file.
4. After the file is unzipped, open the Readme file in the unzipped folder for further instructions. The unzipped folder will contain two types of files: those that you can read directly, and other types that can only be read by computers and are used when importing this information into other computer systems.

Caution: Anyone with access to your device could potentially see the downloaded files that contain your personal information.

Last requested date and time: September 11, 2025 6:20 PM

Last requested by: Reg Meditech 4

File status: **Ready**

[Download](#) [Request Medical Record](#) [Medical Record Activity](#)

Request Prescription Refill

Log into the portal and click on the Medications Link.

If the medication is set for refills, Click “Request renewal”.

Medications

Select a medication to view details.

Home medications

Sort by **A to Z**

Medication	Instructions	
albuterol sulfate 2.5 mg /3 mL (0.083 %)	2.5 mg inhaled every 4 hours as needed for Shortness Of Breath	Request renewal
amlodipine 5 mg	10 mg orally daily	
apixaban (Eliquis) 5 mg	5 mg orally twice a day	
lisinopril 2.5 mg	2.5 mg orally daily	Request renewal
metoprolol succinate 25 mg	25 mg orally daily	
omeprazole magnesium (Acid Reducer (omeprazole)) 20 mg	20 mg orally daily	Request renewal
oxycodone 5 mg	5 mg orally twice a day for pain	

*** If you do not see the “Request renewal” link, please contact your provider’s office to request a refill.

Select / Enter the pharmacy you would like to use. If the pharmacy is not listed, please add in the “other” pharmacy box. Then Click “Next”.

Medications

Request Renewal

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

albuterol sulfate 2.5 mg /3 mL (0.083 %)
2.5 mg inhaled every 4 hours as needed for Shortness Of Breath

1 Select Pharmacy 2 Select Contact Phone Number 3 Add Comment 4 Review

What pharmacy would you like to use? (required)

☒ West Kingman Pharmacy
3135 Sandison Hill Rd
Kingman, AZ 86401

☐ Other

[Next](#) [Cancel](#)

Select / Enter the contact phone number and click “Next”

Medications

Request Renewal

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

albuterol sulfate 2.5 mg /3 mL (0.083 %)
2.5 mg inhaled every 4 hours as needed for Shortness Of Breath

1 Select Pharmacy 2 Select Contact Phone Number 3 Add Comment 4 Review

[Back](#)

Please select a contact phone number: (required)

☒ Cell Phone
(928)123-4567

☐ 928-123-4568

☐ Other

[Next](#) [Cancel](#)

Add comments and click next.

The screenshot shows the 'Request Renewal' form in the 'Add Comment' step. The form is titled 'Request Renewal' and includes the instruction 'Enter pharmacy and contact information to send a renewal request for the medication below.' The medication listed is 'albuterol sulfate 2.5 mg /3 mL (0.083 %)' with the instruction '2.5 mg inhaled every 4 hours as needed for Shortness Of Breath'. The progress bar shows four steps: 'Select Pharmacy' (completed), 'Select Contact Phone Number' (completed), 'Add Comment' (current step), and 'Review' (pending). A 'Back' button is located above a text area for comments. The text area contains the text 'Please let me know when the refill request has been approved.' and 'Thank you'. A 'Next' button is at the bottom left, and a 'Cancel' button is at the bottom right.

Review the request. If everything is correct, click “Submit”

The screenshot shows the 'Request Renewal' form in the 'Review' step. The form is titled 'Request Renewal' and includes the instruction 'Enter pharmacy and contact information to send a renewal request for the medication below.' The medication listed is 'albuterol sulfate 2.5 mg /3 mL (0.083 %)' with the instruction '2.5 mg inhaled every 4 hours as needed for Shortness Of Breath'. The progress bar shows four steps: 'Select Pharmacy' (completed), 'Select Contact Phone Number' (completed), 'Add Comment' (completed), and 'Review' (current step). A 'Back' button is located above the pharmacy and contact information. The pharmacy information is 'West Kingman Pharmacy', '3135 Stockton Hill Rd.', 'Kingman, AZ 86401'. The phone information is 'Phone: (928)123-4567', 'Cell Phone: (928)123-4567'. The comments section contains the text 'Please let me know when the refill request has been approved. Thank you.' A 'Submit' button is at the bottom left, and a 'Cancel' button is at the bottom right.

Click “Submit”

How to reset your password

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

Click “Forgot Password?”

Enter your loginID and email address



My KRM Health Portal

[Sign In](#) [Create Account](#)

Username (required)

Password (required)

protected by reCAPTCHA
Privacy Terms

[Sign In](#)

[Forgot Username?](#)
[Forgot Password?](#) ←



My KRM Health Portal

Reset Password

An email address must be connected to your account in order to reset your password. Please contact the hospital if you do not have an email address connected to your account.

Username (required)

Email Address (required)

protected by reCAPTCHA
Privacy Terms

[Reset Password](#)

[Return to Sign in page](#)

***** Note ***** If you click “Username” 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 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.

One Time Password



My KRM Health Portal <mtbackgroundjobs@azkrmc.org>
To: ● Test Patient

😊 Reply Reply All

Dear Test Patient

You may be receiving this email if you have reset your password and/or user ID, or if you did not finish enrollment in the Portal and have an upcoming appointment.

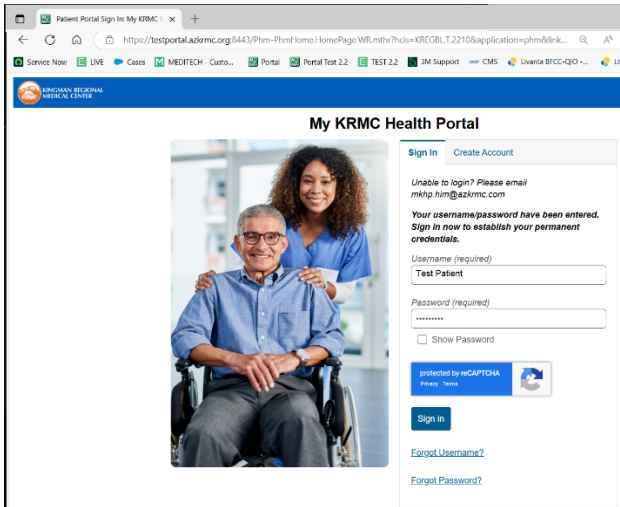
Please use the temporary credentials and link below to update your password. This link will only be good for 24 hours, after 24 hours you will need to request temporary credentials again.

If you have any questions, please call or email:

Email: mkhp_him@azkrmc.com
Phone: (928) 263-4500

[Click here to sign in.](#)

Once you click on the link, you will be redirected to this screen. The login information will already be filled in. Click “Sign in”



My KRM Health Portal

Sign In Create Account

Unable to login? Please email
mkhp.him@azkrmc.com

Your username/password have been entered.
Sign in now to establish your permanent
credentials.

Username (required)
Test Patient

Password (required)

☐ Show Password

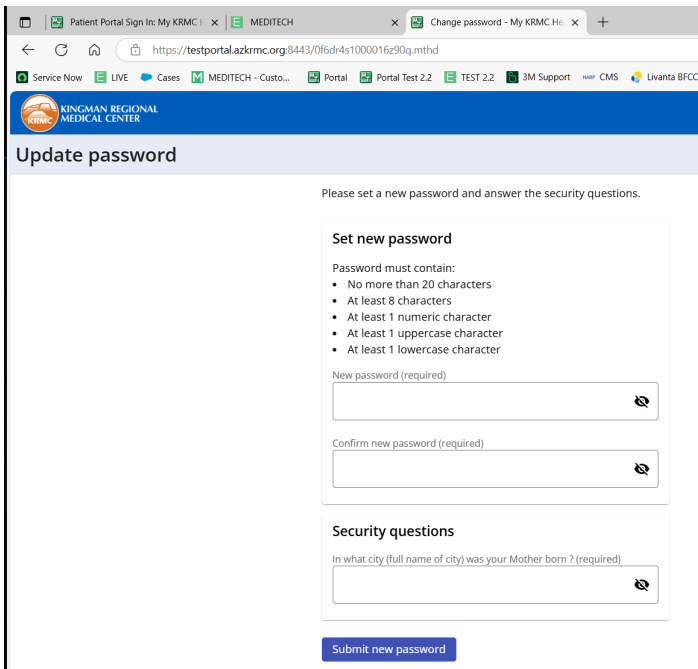
protected by reCAPTCHA

Sign in

[Forgot Username?](#)

[Forgot Password?](#)

Set your new password, answer the security question, then click “Submit new password” If you cannot remember your security question, you will need to completely reset your account by clicking “Forgot Username”



Update password

Please set a new password and answer the security questions.

Set new password

Password must contain:

- No more than 20 characters
- At least 8 characters
- At least 1 numeric character
- At least 1 uppercase character
- At least 1 lowercase character

New password (required)

Confirm new password (required)

Security questions

In what city (full name of city) was your Mother born ? (required)

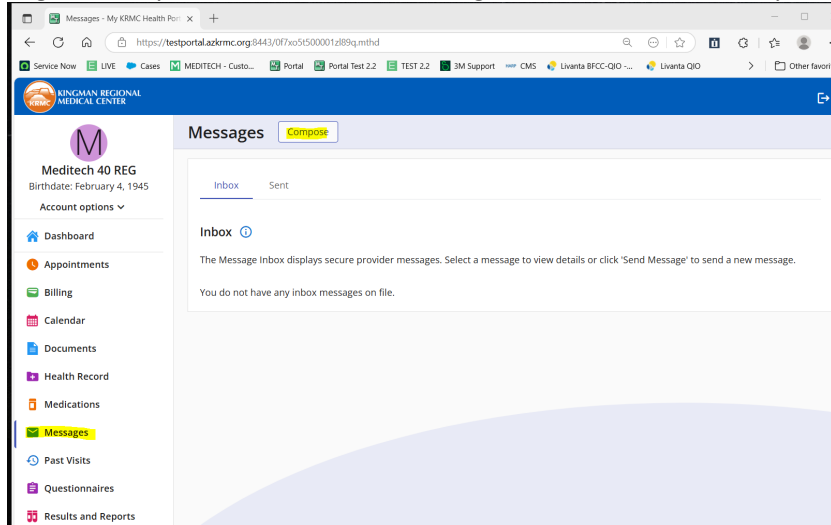
Submit new password

If everything is correct, you will see a message stating the password was successfully reset.

How to send a message to your care team

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

Log into the portal, click on the “Messages link”, then click “Compose”



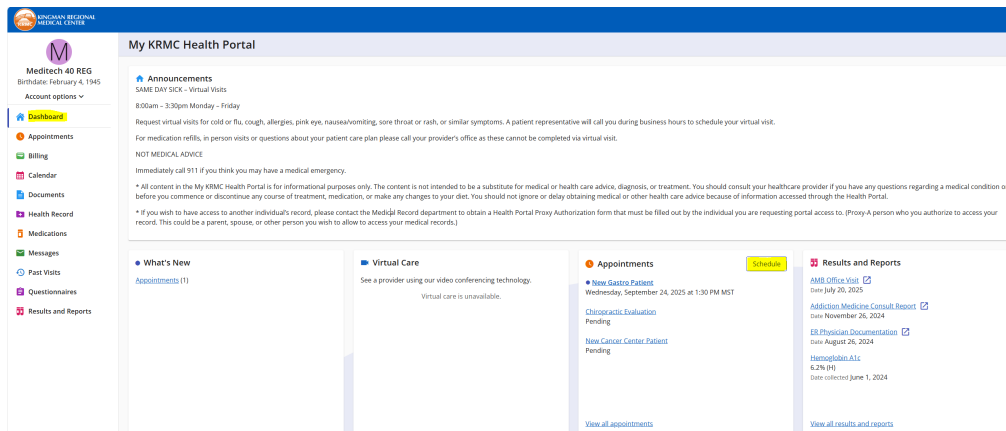
Choose the provider or “care team member” you would like to send the message to. Add the subject, body of message, and any attachments that you would like to send.

A screenshot of the 'Compose' page in the patient portal. The left sidebar is identical to the previous screenshot. The main content area is titled 'Messages' and contains a 'New Message' form. The form includes a 'To (required)' dropdown menu with 'Mock MD' selected, a 'Subject (required)' text box with 'Testing Portal Messages', and a large 'Message (required)' text area containing the text: 'Good afternoon. I have a result that I do not understand. Please provide clarity. Thank you,'. Below the text area, it says '405 characters remaining'. At the bottom of the form, there is a note: '10.0MB remaining. Maximum 5 attachments per message. Only .bmp, .jpeg, .jpg, .pdf, and .png file types allowed.' and three buttons: 'Send', 'Attach', and 'Cancel'.

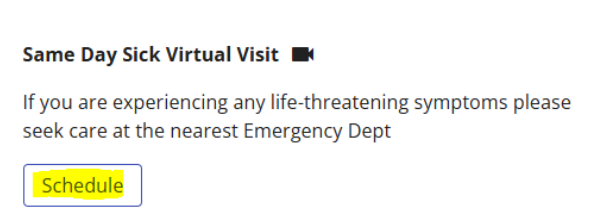
Click the “send” button

How to schedule Same Day Sick Virtual Visit

1. Login to the portal and click on the “Dashboard” Link
2. Click “Schedule” in the “Appointments” widget.



3. Click “Schedule” on the “Same Day Sick Virtual Visit” link



4. Answer questions for “Appointment Type” and click “Next”

1 Appointment type 2 Provider/Location 3 Date/Time 4 Details 5 Review and submit

[Back](#)

Answer the following questions to determine eligibility for your Same Day Sick Virtual Visit

By selecting "YES" I confirm I wish to proceed with a virtual visit, because I DO NOT have any symptoms of a life-threatening emergency, including:

- Severe chest pain
- Severe shortness of breath
- Uncontrolled bleeding
- Altered level of consciousness
- Other life-threatening symptoms or conditions

By selecting "YES" you confirm you are NOT experiencing symptoms of a life-threatening emergency. If you are experiencing any of the symptoms listed above, seek care at the nearest emergency department or call 911. (required)

☐ Yes

☐ No

By selecting "YES" I confirm I am currently in the State of Arizona. (required)

☐ Yes

☐ No

[Next](#) [Cancel](#)

5. Choose the provider you would like to schedule an appointment with.

Appointments

Schedule an appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

1 Appointment type 2 Provider/Location 3 Date/Time 4 Details 5 Review and submit

[Back](#)

Select a provider for your Same Day Sick Virtual Visit (required)

Sort By: [Provider \(A-Z\)](#)

Efren Ricardo Cano, DO	Request an appointment
Mock MD	Request an appointment
Donald Lynn Mergen, DO	Request an appointment
Sean Anthony Myers, DO	Request an appointment
Chelsea Dawn Presbrey, DO	Request an appointment
James Crusy Spencer, MD	Request an appointment
Alexandra Towne, PA	Request an appointment

[Cancel](#)

6. Request a date / time preference and click next

Appointments

Schedule an appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

Appointment type Provider/Location **Date/Time** Details Review and submit

[Back](#)

Tell us about your date and time preferences for your Same Day Sick Virtual Visit

[Next](#) [Cancel](#)

7. Explain the reason for your visit request. Add comments if more detail is required. Select or enter your contact information, and then click “Next”

Appointments

Schedule an appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

Appointment type Provider/Location Date/Time **Details** Review and submit

[Back](#)

What is the reason for your visit?

Comments

How should we contact you if there are any questions about your appointments?

☐ Cell Phone: (928)123-4567

☐ Other phone number

[Next](#) [Cancel](#)

8. Review your information, then click “submit”

9. Click on the appointments tab. You should see you visit request in a “pending” status

Same Day Sick Virtual Visit

This appointment date and time are pending.

Mock MD

To do before your visit

[Test connection](#)

[Cancel](#)

[View Details](#)

10. Once the appointment is scheduled, you will receive two email messages. One with details regarding the visit and the other with a link to new information in your portal.

Meditech 4 REG
1234 Testing Way
Bullhead, Arizona 86401

09/12/2025

Dear Meditech 4 REG

Our schedule indicates that you have the following upcoming Virtual Visits Appointment with us.

NOTE: Virtual Visits are not supported on Internet Explorer. Please use a different browser such as Chrome, Firefox, Edge to conduct your Virtual Visit or Smart Device. Please make sure your connection is working including your camera and microphone using the "Test Connection" button on your portal prior to your visit.

Once signed into the portal you are able to pre-register for your virtual visit. During Pre-Registration, Please complete all the prompts to update your patient and contact information.

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.

When "Test Connection" is completed, Click "Check In" and review/update your medications, then click "Join Visit".

This will put you in the "Virtual Waiting Room" and notify your provider that you are ready for your visit and they will join the visit as soon as they are available.

Date & Time: 09/12/2025 15:20
Provider: Z Mock, Combo Prov
Location: KRMC FP Resident Clinic
Phone: (928)681-8701

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.

Respectfully,

KRMC FP Resident Clinic Staff

KRMC Patient Portal Update



My KRMC Health Portal <mtbackgroundjobs@azkrmc.org>

Dear Reg,

You have new items available in your Patient Portal.

You have new items. Click on the link(s) below to view.

- [Appointments](#)

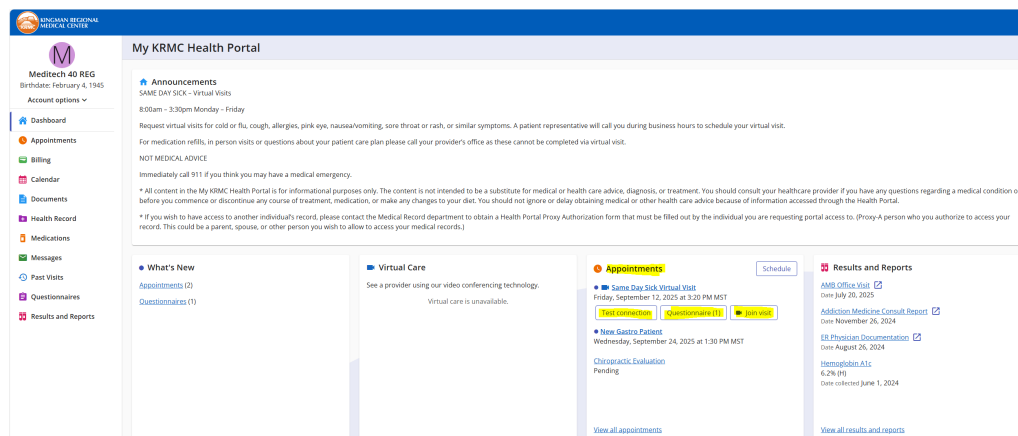
You can log on to the Home page of your portal by accessing the link below:

[Click here to sign in.](#)

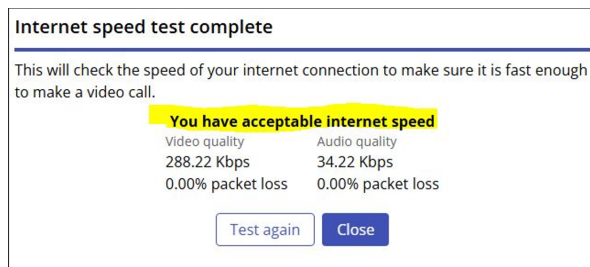
11. Login to the portal

12. Under the appointments widget, you can

- Test your internet connection.
- Complete any questionnaires.
- Join your virtual visit. (If you're in the timeframe of your appointment)



- Please verify your internet speed meets the minimum requirements to successfully complete a virtual visit. You should receive the following message after testing your internet connection



- If you do not receive this message, please schedule an "in-person" visit.

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 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.