



# With Our Patient Portal, You Can:

- View and pay your bill
- Request to schedule appointments
- Request prescription refills
- Access test results
- Communicate with your doctor



## GETTING STARTED:

*Scan the code, or visit the link:*

[tinyurl.com/svhptp](https://tinyurl.com/svhptp)



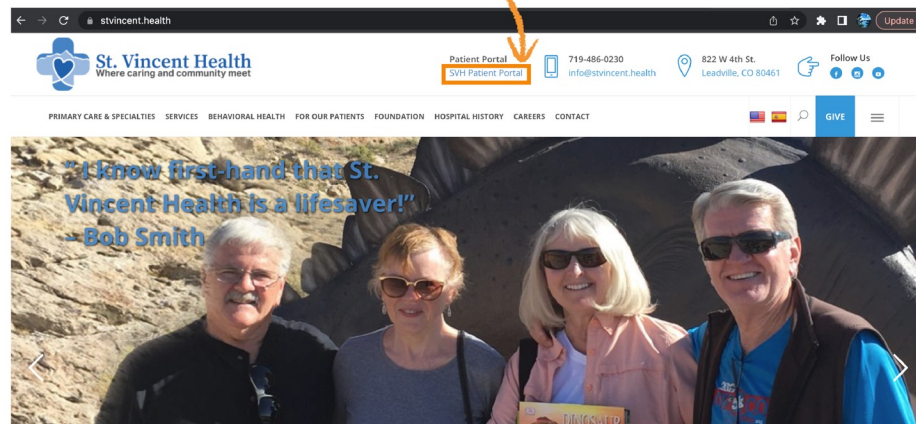
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# Accessing the Patient Portal from Our Website

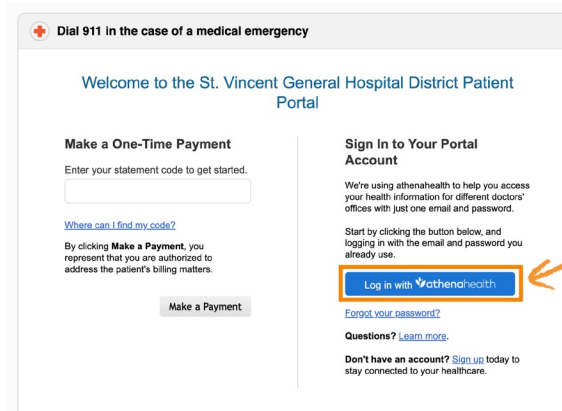
**STEP 1:** Open a website browser and type in the URL: stvincent.health



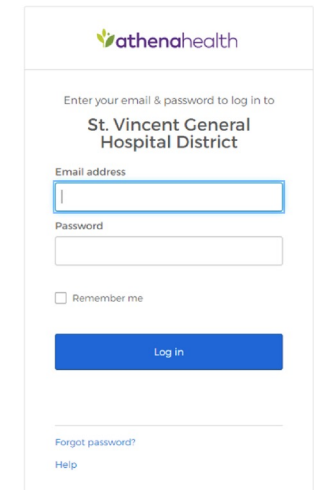
**STEP 2:** Click on SVH Patient Portal at the top center of our home page



**STEP 3:** On the right side, click the button: Log in with athenahealth



**STEP 4:** Enter your credentials to log in



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# Navigating the Patient Portal

The screenshot shows the 'PATIENT PORTAL HOME PAGE' for St. Vincent. The page features a left-hand navigation menu with options: Home, Appointments, Billing & Payments, My Health, and Test Results. The main content area is personalized for a user named Alexander, starting with a greeting 'Good afternoon, Alexander!'. Below the greeting are three main sections: 'Test Results' (with a notification 'You have 5 sets of new test results' and an 'Open results' button), 'Appointments' (with a notification 'Need to schedule a new appointment?' and a 'Schedule Now' button), and 'Messages' (with a notification 'Check your messages' and 'You have 5 unread messages', and a 'Go to Inbox' button). A 'Send a message' link is also visible in the Messages section. A 'Billing Summary' section is partially visible at the bottom. The top right of the page includes a language preference link '¿Preferies el español?', a 'Messages' notification with a red '5', and a user profile dropdown for 'Alexander'.

View upcoming appointment details

Make a payment; View billing statements

View Care Summaries, Medical History, Health Records, Learning Materials and more...

View test results

Send a message to your provider

Request to schedule an appointment

Read your incoming messages



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# Viewing Appointments

St. Vincent

¿Preferies el español? Messages AT Alexander

Home

**Appointments**

Billing & Payments

My Health

Test Results

**Need to schedule a new appointment?**

If this is a medical emergency, please dial 911

**Request Appointment**

Upcoming Appointments (1)

Thursday, September 1, 2022 12:30 PM

**Annual Physical with David Stuart, MD**

735 US-24 (719) 486-0230

Check In **Need to reschedule or cancel?** Please call our office at the phone number on this appointment.

Recommended Appointments (0)

**Nice going!**

It looks like you are staying up to date on your wellness visits.

powered by athenahealth

Portal activity FAQ Terms & conditions Privacy policy Website privacy

Forget the day or time of your next appointment?  
We've got you covered!



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# Requesting Appointments

**STEP 1:** Choose message type from dropdown list, 'Appointments and scheduling'

**STEP 2:** Choose your provider from dropdown list

**STEP 3:** Choose the location of your appointment from dropdown list

**STEP 4:** Select time of day, and day of the week

St. Vincent

Home Appointments Billing & Payments My Health Test Results

**Messages** Inbox **Compose Message** Sent Messages Archived Messages

Dial 911 in the case of a medical emergency.

If you need to attach a file, please use the contact form on the [homepage](#).  
Send us a message and we will respond within 2 business days. All messages are confidential.  
Note: Please use this tool for health-related inquiries only. All messages are included in your patient record.  
[Back to Appointments](#)

**Compose New Message** \* = Required

Message type\*  This information will help us route your message to the correct department and respond faster.

Provider\*

Location\*

Time of day\*  No preference  Morning  Afternoon

Days of week\*  No preference  Monday  Tuesday  Wednesday  Thursday  Friday

Subject\*

Message\*

900 characters left

Contact Information: Alexander Test  
822 W 4th St. Leadville, CO 80401  
(719) 486-7156 (home)  
(719) 555-1234 (mobile)  
amoore@stvincent.org

You can request an appointment either through the 'Send a Message' button on the home page, or the 'Appointments' tab

**STEP 5:** Write the subject of the appointment (e.g., flu shot, annual exam, etc.)

**STEP 6:** Write a brief message

**STEP 7:** Hit 'Send'



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# Prescription Refills

*You can also send a message to request prescription refills!*

**STEP 1:** Choose message type from dropdown list, 'Prescriptions and refills'

**STEP 2:** Choose your prescription from dropdown list

**STEP 3:** Choose your provider from dropdown list

**STEP 4:** Select the location of your provider

**STEP 5:** Write the subject of the prescription request

**STEP 6:** Write a brief message

**STEP 7:** Hit 'Send'

St. Vincent

Home | Appointments | Billing & Payments | My Health | Test Results

**Messages** | Inbox | **Compose Message** | Sent Messages | Archived Messages

**Dial 911 in the case of a medical emergency.**

If you need to attach a file, please use the contact form on the [homepage](#).

Send us a message and we will respond within 2 business days. All messages are confidential.

**Note:** Please use this tool for health-related inquiries only. All messages are included in your patient record.

[Back to My Inbox](#)

**Compose New Message** \* = Required

Message type\* [Prescriptions and refills] This information will help us route your message to the correct department and respond faster.

Prescription\* [Lisinopril, 10 mg tablet]

Provider\* [Amy King, PA-C [Family Medicine]]

Location\* [St. Vincent Family Health Center]

Subject\* [Message regarding lisinopril 10 mg tablet]

Message\* [hi Amy, I have 7 pills left. Could you send in a refill for me please? -Alex]

922 characters left

Contact Information: Alexander Test  
822 W 4th St, Leadville, CO 80451  
(719) 488-7156 (home)  
(719) 565-1234 (mobile)  
amoore@svworld.org

**Send** **Cancel**



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# Patient Portal: Billing and Payments

*You can pay a bill, or view your payment history, billing statements and closed charges in the 'Billing & Payments' tab.*

## Billing

- Bill Pay**
- Payment History
- Payment Methods
- Statements
- Closed Charges

Have a question about your bill? [Send a message](#) to your provider's office.

**Note:** Balances that are more than 94 days overdue may be sent to a collection agency.  
Please find below details on your account balance, payment history, and past statements.

### Charges

<input checked="" type="checkbox"/>	Service Date	Status	Amount Due		Payment
<input checked="" type="checkbox"/>	02/23/2022	Payment due	\$769.00	<a href="#">View details</a>	\$ <input type="text" value="769.00"/>
<input checked="" type="checkbox"/>	02/23/2022	Payment due	\$509.00	<a href="#">View details</a>	\$ <input type="text" value="509.00"/>

Total: **\$1278.00**

[Make a Payment](#)



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# Test Results

St. Vincent

Home  
Appointments  
Billing & Payments  
My Health  
**Test Results**

### Test Results

Last modified on 3/31/2022

**Your Latest Results**

March 31, 2022

lab result	Genetics results	Download
Document		

**Past Results**

March 11, 2022

genetic analysis summary panel	Your Final Genetic Report	Download
Document		

August 27, 2021

rapid SARS CoV 2 Ag, QL IA, respiratory specimen	Contact your provider for more information about your test results.	Download
Out of Range		
rapid SARS CoV 2 Ag, QL IA, respiratory specimen	Contact your provider for more information about your test results.	Download
Normal		

August 26, 2021

rapid SARS CoV 2 Ag, QL IA, respiratory specimen	Contact your provider for more information about your test results.	Download
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Click on the blue text to get the full results

[Back to Test Results](#)

## rapid SARS CoV 2 Ag, QL IA, respiratory specimen

Ordered by St Vincent General Hosp | 8/27/2021

covid-19	detected
Out of Range	Normal reference: not detected

[Print](#) [Download](#)

**Questions about your results?**  
Contact your provider for more information about your test results.  
[Ask a Question](#)

You can print or download your results



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# Your Care Summaries

*You can view your Care Summary from the 'My Health' tab*

**STEP 1: Click on Care Summaries**

St. Vincent

My Health **Care Summaries** Medications Medical History Health Records Tobacco History Medical Forms Learning Materials Health Reminders Referrals

Your health information is shown below.  
**Warning:** Do not download this file if you are using a public computer.  
Adobe Acrobat is required to view downloaded documents. [Download Adobe Reader for free](#)

Questions for your provider?  
Don't see a recent patient care summary? [Send a Message](#)

Select 06/02/2021 | Amy King, Pa-C, St. Vincent Family Health Center [Download](#) [Print](#)

St Vincent General Hospital District • 822 W 4th St, LEADVILLE CO 80461-3861  
TEST, ALEXANDER (id #1030452, dob: 11/27/2011)  
St. Vincent Leadville Medical Clinic  
822 W 4th St  
LEADVILLE, CO 80461-3861

**Patient Care Summary**

06/03/2021  
Dear Alexander Test,  
The following is a summary of your hospital stay.  
Your prescriptions have been sent to:

**Discharge Instructions**  
None recorded

**Medications**  
This is your current medication list. Take the medications listed below.

**Admission Details**  
Date  
Attending Provider  
Chief Complaint None recorded  
Diagnosis

**STEP 2: Select the visit from the dropdown list**

**STEP 3: You can download or print the care summary**



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# Your Health Records

You can view your Health Records from the 'My Health' tab

The screenshot shows the 'My Health' section of the St. Vincent patient portal. The 'My Health' tab is highlighted in the left sidebar. The main content area is titled 'Get your health records.' and includes a sub-section '1. Choose a time frame' with a 'Custom date range' option selected. The 'From' and 'To' date fields are both set to 08/25/2021. Below this, there are three radio button options: 'Single date' and 'All time'. A note explains that certain health information cannot be excluded by date. To the right, under 'Hospital Stay Documents', there are three checkboxes: 'Consolidated Clinical Summary (CCDA)', 'Referral Notes', and 'Discharge Summaries'. Below the date selection, there are three buttons: 'Download', 'Email', and 'Direct Exchange'. A 'Warning' message is displayed below the 'Download' button. The 'Download' button is highlighted with an orange box and arrow. The 'Email' and 'Direct Exchange' buttons are also highlighted with orange boxes. A 'Warning' message is displayed below the 'Download' button. The 'Download' button is highlighted with an orange box and arrow. The 'Email' and 'Direct Exchange' buttons are also highlighted with orange boxes. A 'Warning' message is displayed below the 'Download' button.

**STEP 1: Click on Health Records**

**STEP 2: Select a date or date range**

**STEP 3: You can download your records, receive them by email, or direct exchange**



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Portal activity FAQ Ter

# Learning Materials

St. Vincent

Home Appointments Billing & Payments **My Health** Test Results

**My Health** Care Summaries Medications Medical History Health Records Tobacco History Medical Forms Learning Materials Health Reminders Referrals

Your health information is shown below.

Questions for your provider?  
Need a prescription refill? [Send a Message](#)

Print All Print

Date	Title
08/10/2022	<a href="#">colonoscopy_what_to_expect_at_home</a>

**STEP 1: Click on Learning Materials**

**STEP 2: Click on the link under 'Title'**

**STEP 3: The learning material will pop up. Read it in the browser, or print it for later**

Care Summaries Medications Medical History Health Records Tobacco History Medical Forms Learning Materials Health Reminders Referrals

shown below.

provider?  
n refill?

**Information Handout** [Print](#)

**Colonoscopy: What to Expect at Home**

**Your Recovery**

After a colonoscopy, you'll stay at the clinic until you wake up. Then you can go home. But you'll need to arrange for a ride. Your doctor will tell you when you can eat and do your other usual activities.

Your doctor will talk to you about when you'll need your next colonoscopy. Your doctor can help you decide how often you need to be checked. This will depend on the results of your test and your risk for colorectal cancer.

After the test, you may be bloated or have gas pains. You may need to pass gas. If a biopsy was done or a polyp was removed, you may have streaks of blood in your stool (feces) for a few days. Problems such as heavy rectal bleeding may not occur until several weeks after the test. This isn't common. But it can happen after polyps are removed.

This care sheet gives you a general idea about how long it will take for you to recover. But each person recovers at a different pace. Follow the steps below to get

[Close](#)



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# Being Notified of New Content

*Patients will receive an email notifying them that they've received a new message or when their lab results have been posted to the patient portal.*

*Emails will not reveal content of message/lab, but will encourage patient to login to the portal to view new content.*

The screenshot shows the St. Vincent patient portal interface. The top navigation bar includes the St. Vincent logo, a language preference dropdown (¿Preferes el español?), a Messages icon with a red notification badge, and a user profile dropdown (AT Alexander). The main content area is divided into sections: Home, Appointments, Billing & Payments, My Health, and Test Results. The Test Results section is highlighted with an orange arrow and a callout box that says "View test results". The Messages section is also highlighted with an orange arrow and a callout box that says "Read your incoming messages". The Messages section includes a "Check your messages" button, a notification that "You have 5 unread messages", and a "Go to Inbox" button. The Test Results section includes a "Test Results" header, a notification that "You have 5 sets of new test results", and an "Open results" button. The Appointments section includes an "Appointments" header, a notification that "Need to schedule a new appointment?", and a "Schedule Now" button. The Billing Summary section is partially visible at the bottom.



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