

Take Control of Your Healthcare

MAKE IT EASY WITH OUR

NEW PATIENT PORTAL



What is a patient portal?

Our Patient portal is a personalized, secure website that enables you to manage healthcare interactions and communicate with your healthcare providers at any time. This convenient online connection puts you in control of your healthcare from any web enabled device.

Why activate your patient portal account?

A patient portal offers several benefits. You can bypass our call center to manage appointments, request prescriptions, or directly communicate to your healthcare team. You can also view your health records, access visit summaries and other documentation.

What features or information are available for me to access within the patient portal?

You'll have access to lab and test results, visit summaries, visit attachments, immunization records, medications, appointment history, practice bills, and any other information your care team has made available for you to view.

How do I enroll in the patient portal? DO IT IN 3 EASY STEPS:

1. Provide a valid email address to the front desk or medical team. You'll receive an invitation to enroll.
2. Create a username and password, then follow onscreen prompts to activate your account.
3. Use your username and password to securely stay in touch with doctors and access your health information anytime, anywhere.

How can I access a patient portal for my child/underage minor?

Kindly provide our medical care team with a parent or guardians email. We will send a parent/guardian invitation to view and manage the child's account.

Can two parents/guardians link to the same child's account?

More than one parent can have access to their child's information. For example, divorced parents will have their own access to view their child's portal account.

How do I contact my care team through my patient portal?

You can easily message a member of your care team through the "Messages" tab. While in your message inbox, you can send a new message, attach images, and view your care team's replies.

What is the web address for accessing the Patient portal?

<https://pxpportal.nextgen.com/lakecountytribalhealthconsortiuminc-26792/portal/>

What medical services are available for patients to access within the portal?

You have the option to book appointments, seek medication requests, and inquire with the Family Practice, Pediatrics, Pain Management, and OBGYN departments. Dental and other specialties are not available at this time.

How should I proceed if my submitted Appointment Request has been denied?

If your request could not be completed, please send another request with alternate date & time or call us at (707) 263-8382 to talk to a Patient Service Representative.

What is the expected timeframe for a response after submitting a request?

Lake County Tribal Health has set a goal a standard of 48-72 hours, excluding holidays, for any request in the patient portal.

Will the Patient Portal replace the RefillPro Application if I fill my medications at Lake County Tribal Health's in-house pharmacy?

Patients who are presently using RefillPro may continue to request medication refills through the application. However, if you are not currently utilizing the application or obtaining medications from an external pharmacy, the Patient Portal can assist with refill requests.

Am I able to request past or recent copies of my medical imaging or test results via the patient portal?

Yes, you have the option to request historical test results through the 'Request Health Record' feature in the portal. Please anticipate the availability of new results, such as medical imaging or lab results, within 48-72 hours following the receipt and review by your ordering provider.

How may I securely access documents, such as imaging requisitions, work excuse notes, and other relevant documents within the system?

Patients can utilize the 'Ask a Question' feature to directly request documents from their healthcare provider. These requested documents will be securely transmitted to the patient portal as messages.

How do I complete any necessary forms?

Log in to your patient portal account and click the "Health Forms" tab to view and complete your forms.

What devices are compatible with the patient portal?

Your patient portal can be accessed through any web-enabled desktop, laptop, or mobile device using one of the following supported browsers:

- Internet Explorer 11
- Safari (LATEST 2 VERSIONS)
- Firefox (LATEST 2 VERSIONS)
- Chrome (LATEST 2 VERSIONS)
- Mobile Safari (IOS)
- Mobile Chrome (ANDROID)

Please do not download the APP.

Is there a mobile app available for the patient portal?

Our patient portal is not accessible via mobile app at this time. Please use your preferred browser to access the patient portal.

Is there a helpline or customer support available if I have trouble using the patient portal?

Please use our ChatNow Support Agent, the orange circle in the bottom right hand side of Patient Portal. Through ChatNow we offer a chat bot that can connect you with live agent support (5am-5pm PST). If the support agent can't assist please reach out to pxpsupport@lcthc.org.

What do I do if I forgot my username and/or password?

To reset your username and/or password, click "I forgot my username and/or password" located beneath the portal sign-in button. You will then be prompted to answer your security question and reset your password at that time.

I can't remember the answer to my security question to reset my password?

If you forgot your username and/or password and don't know the answer to your security question, please use ChatNow or email pxpsupport@lcthc.org

What do I do if I didn't receive an invitation to create my patient portal?

Please discuss with your medical team or email pxpsupport@lcthc.org to resend an invitation to enroll.

Is my patient portal secure?

Yes. Your patient portal is HIPAA-compliant, which means your information is securely stored and encrypted.

I'm encountering problems with the webpage loading and logging in. What should I do to resolve this?

Please ensure to go to your browser setting and clear cookies and any cached images/files.



Lake County Tribal Health

Modern Medicine  Personalized Care

707-263-8382

www.lcthc.com