



MEDHOST YourCareCommunity Patient Portal

Accessing Your Personal Health Information

Accessing the website: There is a link on the www.castleviewhospital.net website or users can go directly to <https://castleview.myhealthpoint.lpnt.net>

WHAT IS MYHEALTHPOINT?

The **MyHealthPoint** website makes accessing your personal health information on the MEDHOST YourCareCommunity Patient Portal easy, secure, and convenient. With MyHealthPoint, you can view your health records any time of day and from any location with an internet connection.

How do I get started?

PORTAL ENROLLMENT

To protect your healthcare information in accordance with the Health Insurance Portability and Accountability Act (HIPAA), portal enrollment not completed during registration must be done in person at our Medical Records department. This allows us to verify identity and prevent non-authorized individuals access to your healthcare information.

To Enroll after registration or to enroll as a representative (parents, guardians, etc.) print out and complete the forms located on the Patient Portal Page of the hospital's website (www.castleviewhospital.net). Bring the completed form along with a government issued photo ID to the Castleview Hospital Health Information Management Department (Medical Records).

To complete your MEDHOST YourCareCommunity Patient Portal registration, you will need to verify your identity by following a link that will be emailed to you (check your spam or junk folder). Once you receive the email, click the link to be directed to the Sign in page. You will be prompted to verify demographic information, set a password, and select a security question. NOTE: If this is your first time signing in, you will be prompted to read and agree to terms of use before proceeding.

Signing in AFTER you have already set a password:

1. Go to <https://castleview.myhealthpoint.lpnt.net>
2. Type in your email address*
3. Type in your password. (Passwords are case sensitive)
4. Answer the Security Question
5. Click on "Submit" - The Home Page (Shown on Page 2) will display.

*You can also enroll using a cell phone number instead of an email address, enrollment notification will come as a text message

If you forget your password:

1. Click "Forgot Password"
2. Type your email address in the Email field.
3. Click "Get New Password". This will send an email with a link to reset your password

Sign in

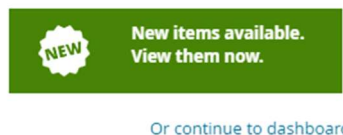
Email or Mobile Phone *

Password *

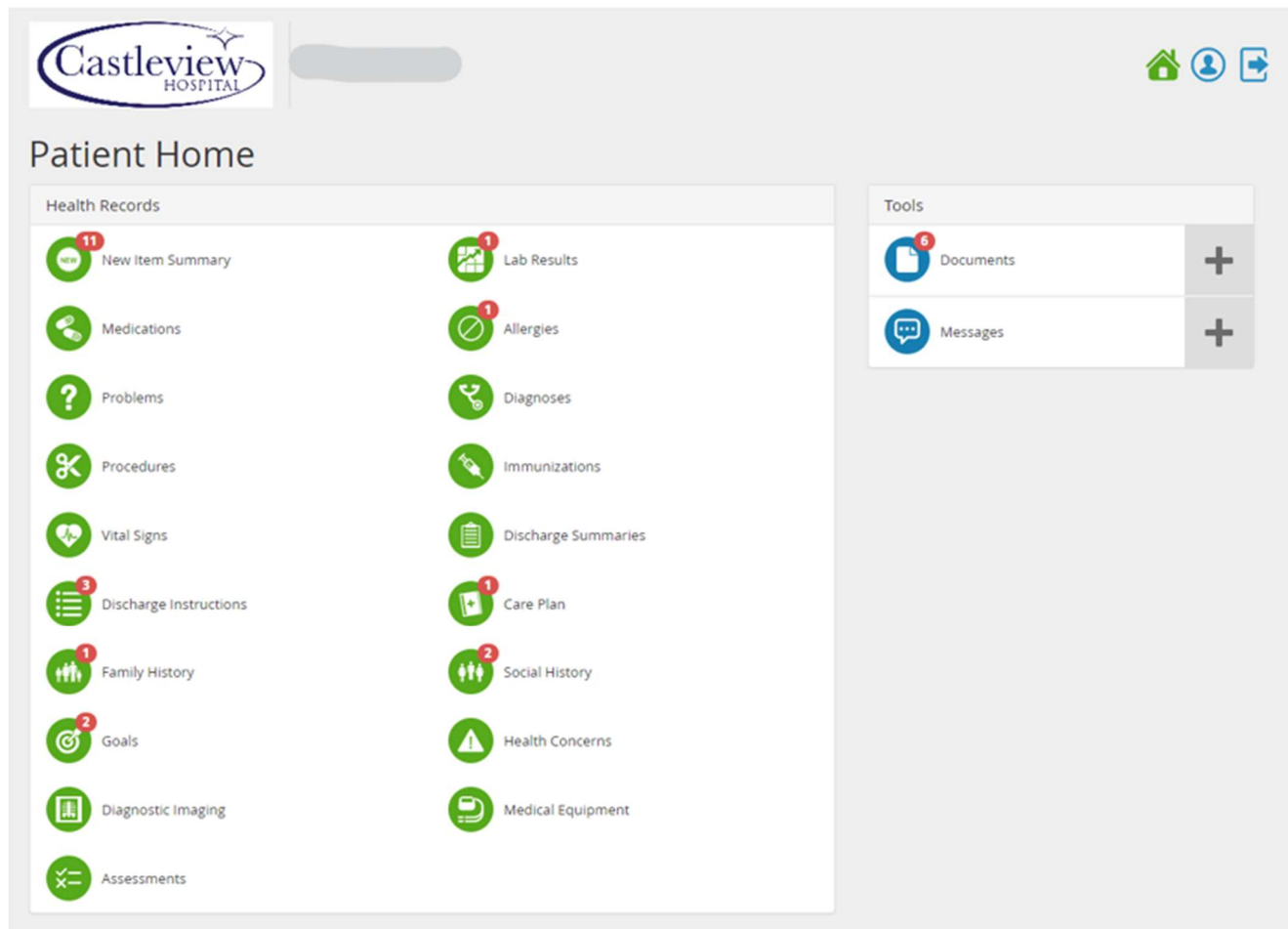
[Forgot Password?](#)

NAVIGATING WITHIN THE PATIENT PORTAL AFTER LOGGING IN.

On login you can go directly to new items or continue onto the dashboard (Home Page – example shown below)



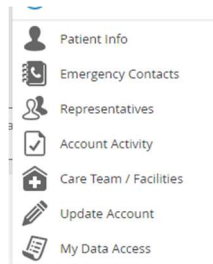
After you sign in, the Home page (shown below) will display.



Return to Main page by clicking on the Home icon



Click on the User Icon to Edit Information, including adding representatives



Click on the Exit icon to logout



How do I manage documents?

You can view, email, download, archive, delete, and upload documents.

NOTE: Archiving a document hides the document by moving it to an archive so that it is no longer viewable in its regular list. Archived documents can be unhidden.

Deleting the document is permanent and cannot be undone.

To View a document:

1. From the **Patient Dashboard** click on “**Documents**” to the right of the screen. The **Documents** page will display.
2. Click the “**OTHER**” tile. A list of available documents will display.
3. Click the document you want to view. The selected document will display.
4. Click on the document to open. From there you will be able to view, email, download, or delete your document.

To download a document to your computer:

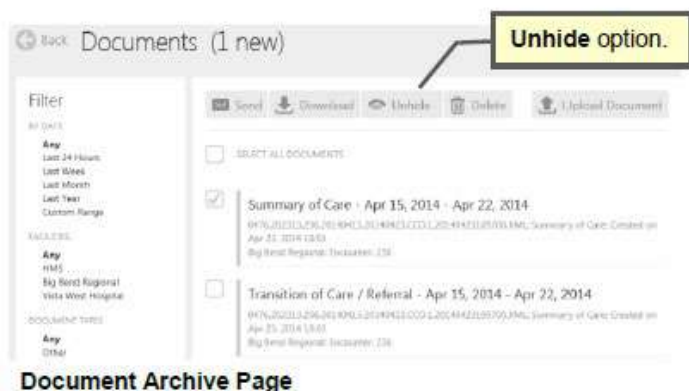
1. Find the document you want to download by following steps 1 and 2 of “To view a document” (above)
2. Select the check box to the left of the document you want to download. **NOTE:** More than one document can be selected.
3. Click “**Download**”.
4. Follow your computer’s prompts to select a download location on your computer.

To Hide a document:

1. Find the document you want to Hide.
2. Select the check box to the left of the document.
3. Click “**Hide**”

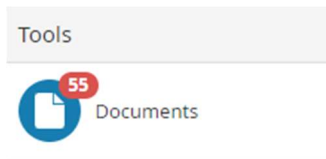
To Unhide a document:

1. From the Documents page Click the Hidden tile. A list of hidden documents will appear.
2. Select the check box to the left of the document you want to Unhide.
3. Click “**Unhide**”. The document will be moved to the location it was originally archived from.

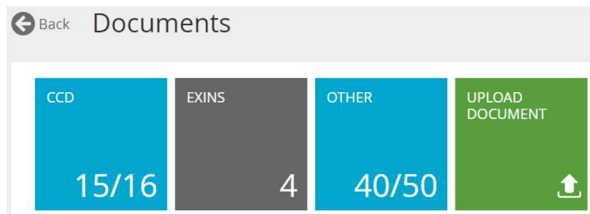


Printing from the Patient Portal

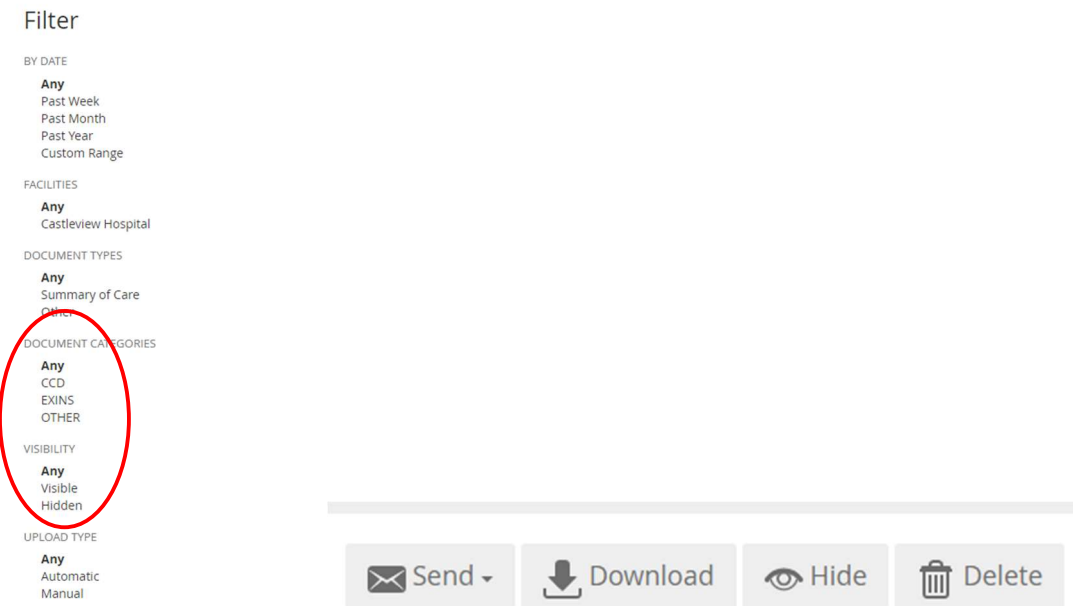
After logging in select Documents



Select OTHER



Find the visit date, ***make sure that the Filters for visibility and Document Categories are both set to ANY*** to be able to **view all visits**



This will open a formatted document that can then be downloaded and printed.

FREQUENTLY ASKED QUESTIONS (FAQ)

Locked Out

When multiple sign-in attempts are made with unrecognized credentials, the account is locked and cannot be accessed for 30 minutes. Locking an account after multiple failed sign-in attempts prevents unauthorized users from gaining access to user accounts and allows users with clearance to access their accounts after the lockout period without needing to contact customer support. If the password does not work when you try to login again, you will need to click “reset password” on the login page which will email you a password reset link.

To unlock a locked user account

1. Wait the allotted amount of time (30 minutes)
2. Sign in with the correct user ID and password

Hidden Information

Sometimes the portal will filter out viewing of results or information that you have reviewed. To view all results, verify that all filters are set to ANY. Filters include Date, Type, Order By Date, Source, Visibility, Read Status

Accessing Hidden Information on mobile devices

You may have to switch to the desktop version of the website (there should be an option to do this in your phone's browser – it is usually found by clicking on 3 dots). Once you are on the desktop version of the site, on the main page under tools click documents. Once on the documents page click other and one of the options on the documents page is hidden, click on that then it will show you a list of hidden documents (visit information) which you can select all and then click unhide. Once all the documents are unhidden you can go to the main page and select the information you are looking for.

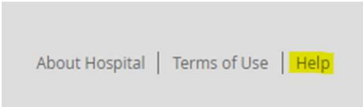
Viewing Information, Filters, and Mobile Devices

If you are having difficulty viewing information or cannot see information you may have information that is 'hidden'. If you are on a computer there are filters on the diagnostic imaging and lab pages, make sure all filters are set to 'Any' so you can see all results. If you are accessing on a phone and the filter menu is not there you will need to follow the instructions above to make sure all results are viewable.

How do I get more HELP?

Questions on how to use the site?

The help system provides detailed instructions on using the site. To open, click **Help** from the toolbar at the bottom right of the window.



About Hospital | Terms of Use | **Help**

MORE QUESTIONS?

Contact a representative at Castlevue Hospital's Medical Records Department

435-637-4800 ext 4200

Technical Assistance: Email portal.castlevue@lpnt.net