



Frequently Asked Questions- Hospital Patient Portal 2020– *Access Your Health*

What is the Hospital Patient Portal?

The Hospital Patient Portal offers patients secure, convenient online access to portions of their health information anytime from anywhere with internet connection. This information may include allergy lists, medication lists, immunizations, diagnoses, procedure information, test results, discharge instructions and more.

Is there a fee associated with using the Hospital Patient Portal?

No. The Hospital Patient Portal is a free service provided by HRRMC to patients who have received services or have had an overnight stay at HRRMC.

How do I log into the Hospital Patient Portal?

Once you have registered and activated the Hospital Patient Portal account from the email invitation, you can go directly to www.thrivepatientportal.com.

Do I need to have an email account to use the Hospital Patient Portal?

Yes, a valid email address is required to set up a Hospital Patient Portal account.

I provided my email address at registration, but have not received my registration and verification email for my account. What do I do?

We can help you by resetting your account. [Request Help](#) with your portal account by sending an email to our support team or calling us at 719.530.2442 Monday - Friday, 8:30 a.m. – 4:30 p.m.

We will verify your information, then reset the account. You will get an email from noreply@thrivepatientportal.com with the subject line “Welcome to the Heart of the Rockies Regional Medical Center Thrive Patient Portal.”

You can follow that link to reset your account; that link is valid for 48 hours.

I would like to change the email address I use for the Hospital Patient Portal. Can I?

Yes. You can change your email address; however, you must do so in person. For security reasons, we will not change email addresses over the phone. Once your identification is verified at the registration desk, they will help facilitate the update to your email address.

P.O. Box 429 • 1000 Rush Dr. • Salida, Colorado 81201 • 719-530-2200 • hrrmc.com



What are the username requirements?

- Between 3 and 15 characters
- No special characters
- No spaces

What are the password requirements?

- At least 8 characters
- One uppercase letter
- One lowercase letter
- One Number
- At least one of these special characters: ~ ! @ # \$ ^ () _ \ { } : " > ' ? / <

I forgot my password, what do I do?

Go to the portal log in site at www.thrivepatientportal.com and click “Forgot Password”.

I think my Hospital Patient Portal account has been compromised (i.e., someone else has accessed my account). What should I do?

If you feel as though someone has accessed your Hospital Patient Portal account, you should promptly go to www.thrivepatientportal.com to change your password.

Does my HRRMC provider offer a Patient Portal for Clinic records?

Yes. If you see an HRRMC provider at one of our Clinics, you should be asked for an email account at your next appointment. You will receive an invitation to activate a **Clinic Patient Portal** from donotreply@aprima.com with the subject line “Welcome to the HRRMC-Medical Clinics Patient Portal.”

Who do I contact if I have questions about my health information?

Please contact your medical provider if you have questions about your medical information and/or test results.



The information in the Hospital Patient Portal is incorrect. Whom should I contact?

[Download a “Request to Amend or Correct Health Information” form](#) or [Request Help](#) with your portal account by sending an email to our support team or calling us at 719.530.2442 Monday - Friday, 8:30 a.m. – 4:30 p.m. *If you have questions about your medical results, please contact your medical provider.*

My lab results say, “See Comments”. What does this mean?

Please note that due to the sensitivity of some test results and reports, certain protected health information may not be accessible via the Patient Portal. You may obtain a copy of these records by contacting the Medical Records Department. *If you have questions about your medical results, please contact your medical provider.*

I am having technical trouble logging into my account. Whom can I contact for help?

If you are having trouble accessing the Hospital Patient Portal, verify your internet connectivity.

[Request Help](#) with your portal account by sending an email to our support team or calling us at 719.530.2442 Monday - Friday, 8:30 a.m. – 4:30 p.m.

How can I see my Direct Access Test (DAT) results on the patient portal?

If you have had Direct Access Testing you can create a new account, or you can view those results in your regular Hospital Patient Portal account; just let the Registration personnel know you want the accounts linked, and they will link your accounts. Keep in mind that these accounts must be linked **every time** you have DAT testing.

Direct Access Lab Testing results are generally posted on the portal within 24 hours of specimen collection but some results may take longer. DAT results will also be mailed to you within four (4) business days.

How do I pay my bill through the Patient Portal?

You can do so at your next scheduled visit or you can come to the registration desk at the hospital. Once you have been discharged or completed your services, you should receive an e-mail confirming your registration from noreply@thrivepatientportal.com with the subject line “Welcome to the Heart of the Rockies Regional Medical Center Thrive Patient Portal.”

[Make a Payment](#)