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# ACCESSING YOUR ONLINE MEDICAL RECORD

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Glen Rose Medical Center provides patients access to specific health information via an online medical record.

If you are admitted as an inpatient or observation patient as Glen Rose Medical Center, once you are discharged you will be able to view the following information online:

- Allergies
- Immunizations
- Active and inactive medications
- Current and past health concerns
- Limited test results

Please note, you will be able to access information from hospital inpatient stays and limited same-day test and procedure results. Information from visits to the Emergency Department, Outpatient Surgery, Home Care, Radiology, Rehabilitation Services, Nutrition Education and Cardio-Pulmonary will not be available online.

## Disclaimer

**No Medical Advice:** The Patient Portal is not intended to provide medical or professional advice of any kind. Information and services available on the Patient Portal should not be used as a substitute for advice provided by your personal physician. Please see your physician for interpretation of the results.

The Patient Portal is not intended to address urgent or emergency medical needs.

**IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY, CONTACT 911. DO NOT USE THE PATIENT PORTAL TO SEND ANY MESSAGES OR REQUESTS THAT REQUIRE IMMEDIATE OR URGENT ATTENTION.**

# REGISTERING YOUR ACCOUNT

These instructions will guide you through the registration process. It is important to follow these instructions in the order they are given.

## Step 1: Confirmation Email

Check your email inbox or spam/junk folder for the confirmation message to begin your registration process. The email will be sent from “donotreply@evident.com” and the subject line will state “Glen Rose Medical Center – Patient Portal New User”. Open the email and click the link provided. You will be transferred to a new webpage: <https://www.thrivepatientportal.com> where you will be asked to register as a new user.

## Step 2: Registration

This website is secure. Glen Rose Medical Center may not use or disclose protected health information in a manner inconsistent with its Notice of Privacy Practices.

You will be asked to enter your name, date of birth, unique user ID and password.

**Very important:** *Make sure you check the box at the bottom left to verify that your information is correct.*

Then click the “REGISTER” button at the bottom of the screen. (See Figure 1)

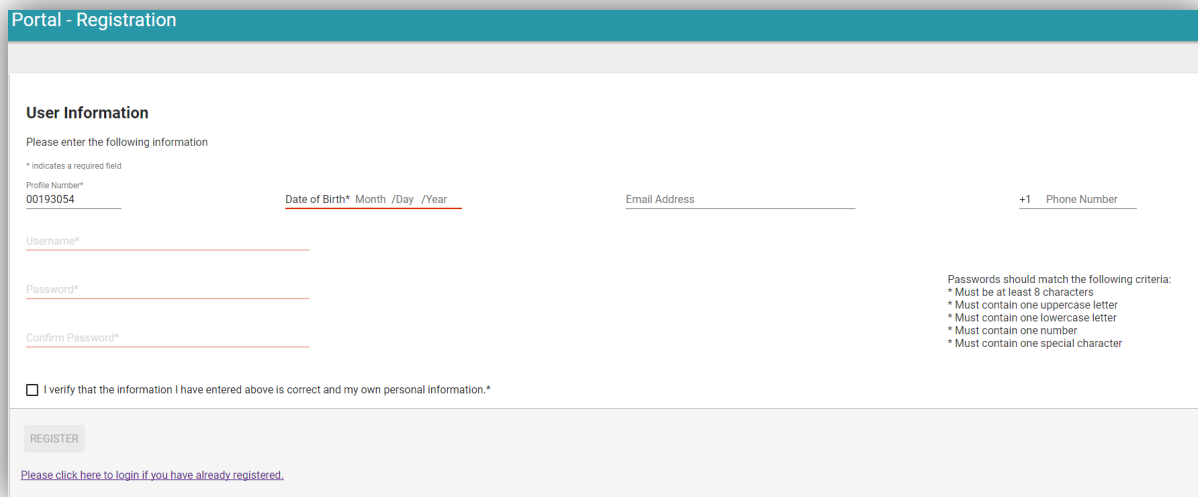

The screenshot shows a web form titled "Portal - Registration". Under the heading "User Information", it says "Please enter the following information". A note indicates that an asterisk (\*) denotes a required field. The form contains several input fields: "Profile Number\*" with the value "00193054", "Date of Birth\*" with a prompt for "Month /Day /Year", "Email Address", "+1 Phone Number", "Username\*", "Password\*", and "Confirm Password\*". To the right of the password fields, there is a list of password criteria: "Passwords should match the following criteria:", "Must be at least 8 characters", "Must contain one uppercase letter", "Must contain one lowercase letter", "Must contain one number", and "Must contain one special character". At the bottom left, there is a checkbox with the text "I verify that the information I have entered above is correct and my own personal information.\*". Below the checkbox is a "REGISTER" button. At the very bottom, there is a link that says "Please click here to login if you have already registered."

Figure 1

## Step 3: Choose an Avatar

Please select an avatar



SUBMIT

## Step 4: Security Question

Choose three security questions, fill in the answers, and then click the “Submit” button at the bottom of the screen. (See Figure 2)

**Security Questions**

Please select/answer 3 security questions.

Security Question 1:  
Please select one of the following security questions

Answer 1:

Security Question 2:  
Please select one of the following security questions

Answer 2:

Security Question 3:  
Please select one of the following security questions

Answer 3:

SUBMIT

Figure 2

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## Step 4: Patient Record

Once logged into the patient portal, click on the Medical Records box to view all visits with medical information (Fig. 3). Click on the visit that you wish to see your summary of care for in the list provided (Fig. 4). This will show you all of the information from your visit as well as give you a link to download, print, or transmit your summary of care to another provider.

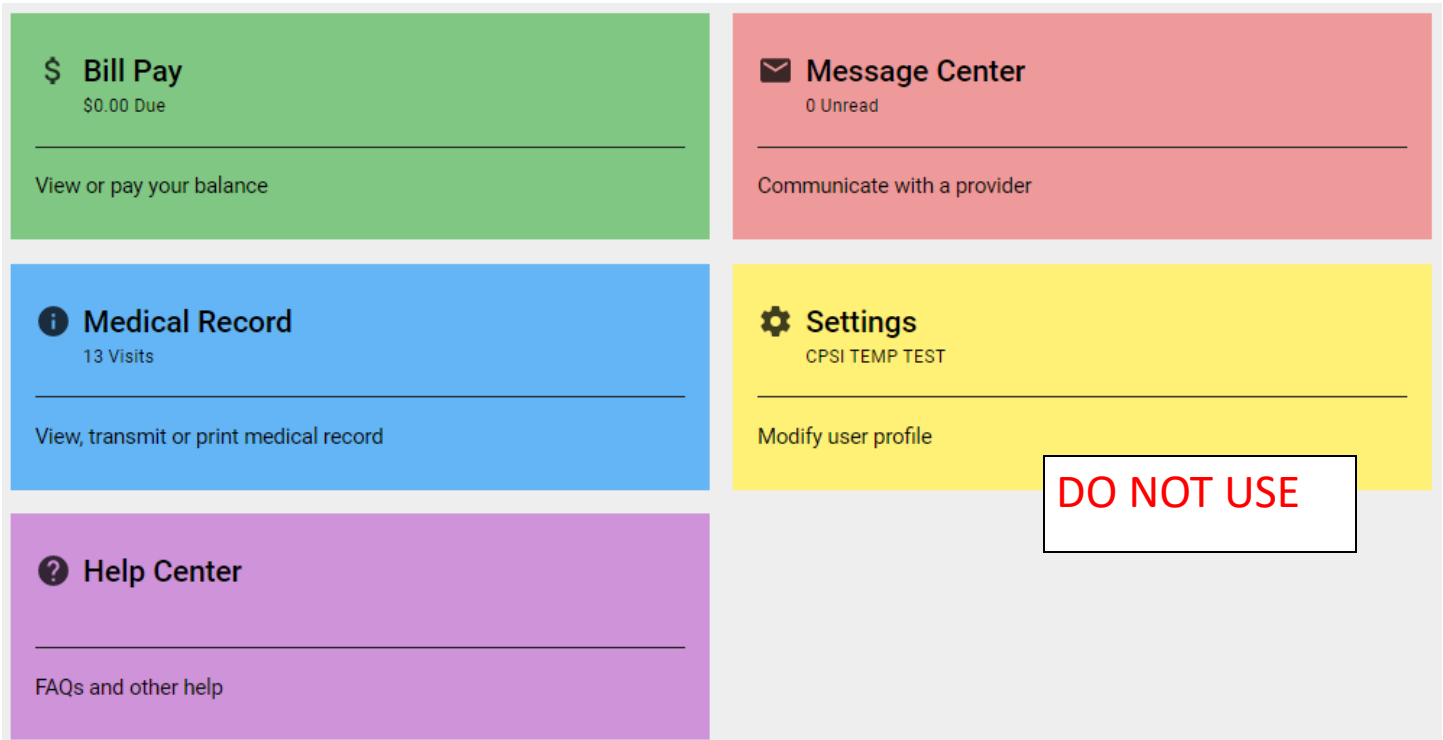


Figure 3

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## CPSI TEMP TEST (13)

Male, 64 Years Old



### Diagnosis Unknown

Visit# CPSIKV17 MED/SURG

Admitted 6/22/2021 2:34 PM, Discharged 6/30/2021 11:20 PM



### Diagnosis Unknown

Visit# CPSIKV16 MED/SURG

Admitted 4/29/2021 4:17 PM, Discharged 6/17/2021 12:23 AM



### Diagnosis Unknown

Visit# CPSIKV14 MED/SURG

Admitted 1/18/2021 4:04 PM, Discharged 1/19/2021 11:00 PM

Figure 4

## Step 5: Logout

To log out of the patient portal, click on the avatar you chose during the registration step in the top left corner and choose the option to log out.

## Questions?

If you did not receive the confirmation email, please call 254-897-2215 and ask for a “portal reset” in order for another email to be sent to you.

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## FREQUENTLY ASKED QUESTIONS

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**Question:** Can I access my accounts from both work and home?

**Answer:** Yes, you can access your accounts from any PC that has Internet access and a browser that supports secure communications (i.e. Internet Explorer, Mozilla Firefox, Google Chrome or Safari).

**Question:** Can anyone see my clinical information?

**Answer:** Only you and anyone you designate as your Authorized Representative will have access to your clinical information. Please be aware that anyone you provide your username and password to will also be able to view your clinical information.

**Question:** Do I need extra software or hardware to use clinical information?

**Answer:** No. Extra software is not needed. You can access your information from any PC with a secure communications enabled browser (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, or Safari).

**Question:** How do I register for an account?

**Answer:** Access the web link from the email invitation sent to you at the email address that you provided during registration. Complete the new registration screens to create your user ID and password.

**Question:** How do I view the Summary of Care?

**Answer:** Click on the “View Summary of Care” or “View Transfer/Referral of Care” link in the desired visit.

**Question:** How does clinical information work?

**Answer:** Clinical information is a collection of all your visits allowing you to view services and procedures for any given service date.