

## What is a PATIENT PORTAL?

A patient portal is a secure online website that gives patients convenient 24-hour access to personal health information from anywhere with an Internet connection. Using a secure username and password, patients can view health information such as:

- Recent doctor visits
- Discharge summaries
- Medications
- Immunizations
- Allergies
- Lab results
- Communicate secure messages with their health care teams
- Request prescription refills
- View appointments
- Update contact information
- Education documents
- Review account ledger for charges & payments
- Request appointments



*Thank you for using the Patient Portal and taking the first step to putting your health in your hands!*

If you have any questions, feel free to contact us at:  
785-462-6184.

**Please Note:**  
**Results could take a minimum of one week to appear on the portal.**



*The Family Center for Health Care Patient Portal relates to services provided at Family Center for Health Care ONLY and will not include health information from any other health care facilities that you may have utilized for health services.*



**Family Center For  
Health Care**

At Citizens Health

**PATIENT PORTAL**



310 E. College Drive  
Colby, KS 67701  
785-462-6184  
[www.cmciks.com](http://www.cmciks.com)

# How to register for your Patient Portal: A Step-by-Step Process

## Step 1

Log into: <https://gateway.aprima.com/portal/home/10487>



## Step 2

Enter in your username & password that was provided to you :

Username \_\_\_\_\_

Password \_\_\_\_\_

## Step 3

You will then be prompted to change your password

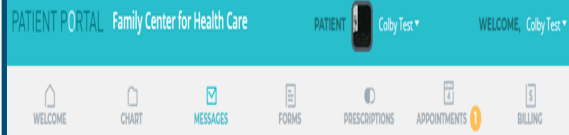
## Step 4

Complete your account: read the information provided check the box and click “agree” if you agree to the terms

## Step 5

Enter in your security questions by clicking on Welcome on the top right, account details, then Edit Security Questions and save

Once logged on, you can Navigate using the icons across the top of the screen .



## FEATURES/FUNCTIONS

- ◆ **CHART** (View information, Procedures completed, Lab and Radiology Results, Immunization History, Educational materials and handouts, Allergies/ Medications, Complete Chart History)
- ◆ **Message** your provider/nurse securely (send & receive messages for non-urgent issues and questions)
- ◆ **Prescriptions** (Request refills on prescriptions & update your pharmacy)
- ◆ **Appointments** (View scheduled/ upcoming appointments & Request to book an appointment with your provider \*restrictions apply & approval of appointment)
- ◆ **Billing** (Review your clinic accounting ledger for charges & payments)



## FREQUENTLY ASKED QUESTIONS

### I've already registered for the Patient Portal at the hospital, is this the same?

No. Citizens Medical Center and Family Center for Health Care have different patient portals.

### How do I access the Patient Portal once I have registered?

You can access your information on the patient portal at anytime by visiting: <https://gateway.aprima.com/portal/home/10487>

### Do I need special equipment?

No. All you need is access to the internet via computer or smart phone.

### How do I set up an account?

If you encounter any problems following the steps provided in this brochure, call 785-462-6184.

### Can my family/friends access the information found on my Portal?

Permission must be granted through our HIPPA form to responsible party &/or contacts listed for access.

### Who should I contact if I have trouble logging in or accessing the FCHC Patient Portal?

If you have trouble logging in or accessing FCHC's Patient Portal, contact 785-462-6184. If you get a recording leave a message and someone will return your call.

### What if I have questions about my medical records?

If you have questions about your medical records, or feel that an error has been made, please contact FCHC's Health Information Department at 785-460-1714.