

My Rockwood Record: Patient Instructions

ROCKWOOD CLINIC PATIENT PORTALS

My Rockwood Record is an online portal that allows you to:

- » View your health information
- » Get lab results faster
- » Send questions or requests to your healthcare team

Rockwood Online Bill Pay allows you to:

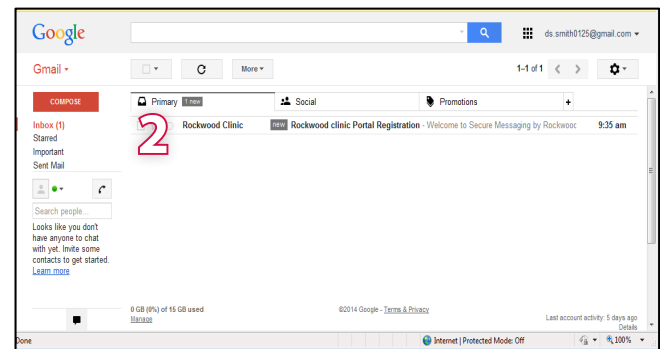
- » Pay your bill with a credit card
- » View previous bills
- » View upcoming appointments
- » Sign-up for appointment reminders

If you have any questions about the Patient Portals, please call the main Rockwood Clinic line at 509.838.2531.

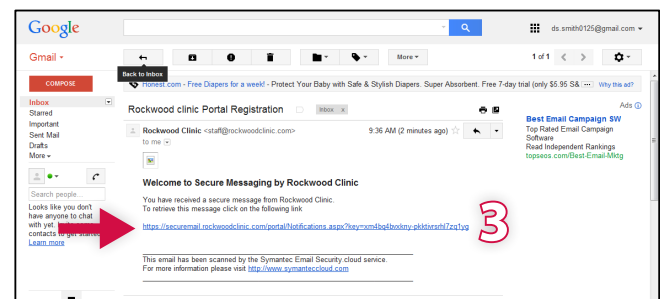
MY ROCKWOOD RECORD: GETTING STARTED

1. Log into the personal email you provided during registration at the clinic.
2. You will receive an email from Rockwood Clinic. (The message may accidentally go into your junk email. Check there if you don't see it in your inbox.) Open the email.

*** Note your email will most likely look different than what is displayed here. This image is provided as a reference.*



3. Double click the link provided in the email.



4. A new screen will open asking you to create your account. To create your account fill out all required fields, including: Name, password and hint questions.

***Please note the name you set up **must be an exact match** to the name you have on file at Rockwood Clinic.*

5. Click **Submit**.

Welcome to Patient Portal
Please provide the following required information before continuing to your secure message.

Basic information

User ID: ds.smith0125@gmail.com

* First name:

* Last name:

Password information

* New password:

* Confirm password:

Hint questions

Hint question 1: What is your mother's maiden name?

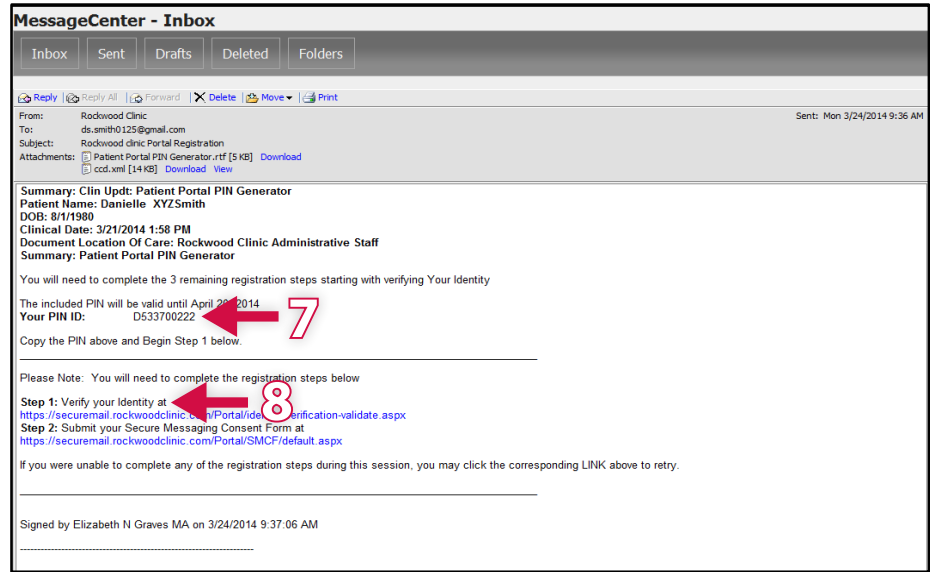
* Hint answer 1:

Hint question 2: What is your favorite pet's name?

* Hint answer 2:

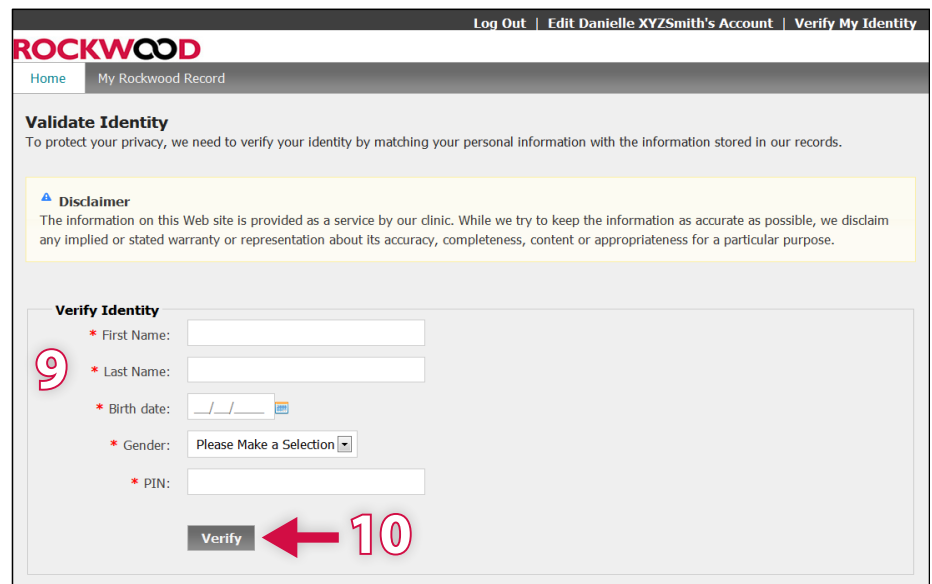
MY ROCKWOOD RECORD: COMPLETING REGISTRATION

- Go to your Message Center - Inbox. The first message in this center will contain your PIN ID and the link for the verification process. Open the first message.
- Write down the PIN ID that is provided in the message center. Please note the PIN ID expires in 30 days from the date you signed up for My Rockwood Record at Rockwood Clinic.
- Double click on the link below Step 1 Verify your Identity (*right*).

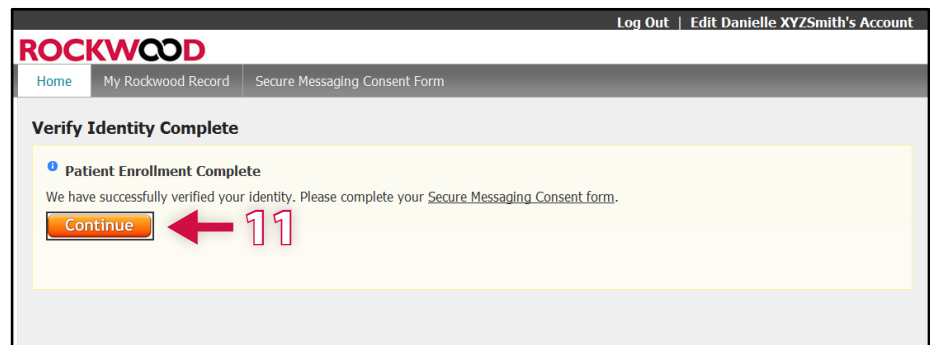


- In the **Validate Identity Form**, complete all the required fields, including **name, birth date and gender**. In the **PIN** field, enter the PIN ID that you wrote down from step 7.

- Click **Verify**.



- Identity verification complete**—a screen will pop-up that says "Patient Enrollment Complete." Click **Continue**.



12. Read through **Terms and Conditions of Use**.

13. Continue down the page to **Patient Consent and Agreement**.

14. Click the box next to Click to **Agree**.

15. Then click **Submit**.

Patient Consent and Agreement:

- I consent to participation in the facility Patient Portal (Portal), and understand that my personal health and individually identifying information is made available to me in the Portal.
- I understand that the use of the Portal is for **non-emergency** purposes.
- I understand that I have the ability to provide Portal access to my Authorized Representatives (Representatives), and that those Representatives may have the ability to perform all of the functions I am able to perform, including viewing, downloading and transmitting my health and individually identifying information.
- I understand there are risks associated with web-based applications and that I am responsible for safeguarding my access information.
- I understand that my e-mail address is required to initiate Portal access, and will be used for communications related to the Portal. I agree to communicate my e-mail address changes.
- I have read and understand the Terms and Conditions of Use, and I have been provided with an opportunity to ask questions.
- I understand that my access to the Portal requires my acceptance of the Terms and Conditions of Use. If I refuse to sign/accept at this time, I understand that I may change that decision in the future and can contact the Facility to obtain access to the Portal.
- I understand that failure to follow the Terms and Conditions of Use may result in termination of access to the Portal.

* Click to Agree
 I understand and agree that by checking this box I give consent to receive medical data via the patient portal.

Previous Next Review **Submit**

MY ROCKWOOD RECORD: REGISTRATION COMPLETE

Secure Messaging Consent Form

You have successfully submitted the form. Please click on the Home Link above.

When you receive this screen—the registration process is complete!

- » You can now log into your **My Rockwood Record** to:
- » View your health information
- » Get lab results
- » Send questions or requests to your healthcare team

COMING SOON: ADD FAMILY MEMBER

- » One of the benefits of My Rockwood Record is the ability to view the health information and interact with the healthcare team of your family members.
- » When you visit Rockwood Clinic, tell the staff at the registration desk that you would like to add your family members to your My Rockwood Record account.

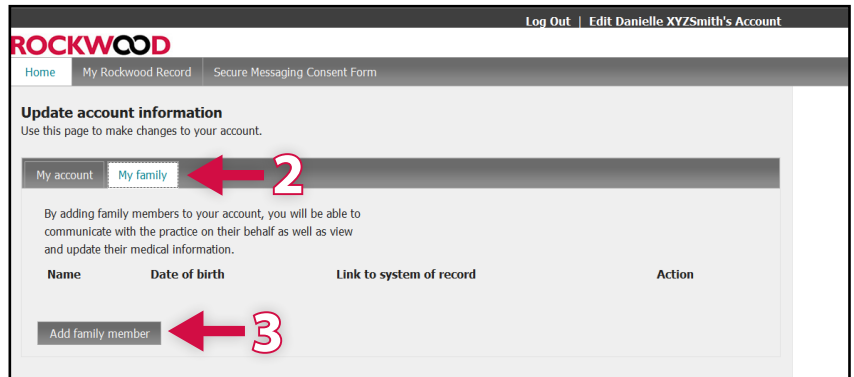
***Please note that when a minor turns 13 years old, family access is automatically removed for that individual's account. Meaning, the child's My Rockwood Record account is only accessible from his or her account and any link to the family account will be broken. This is a requirement of Washington State HIPAA law. If you would like to reinstate access to the account of this individual, the minor must provide consent before access will be granted.*

COMING SOON: ADD FAMILY MEMBER

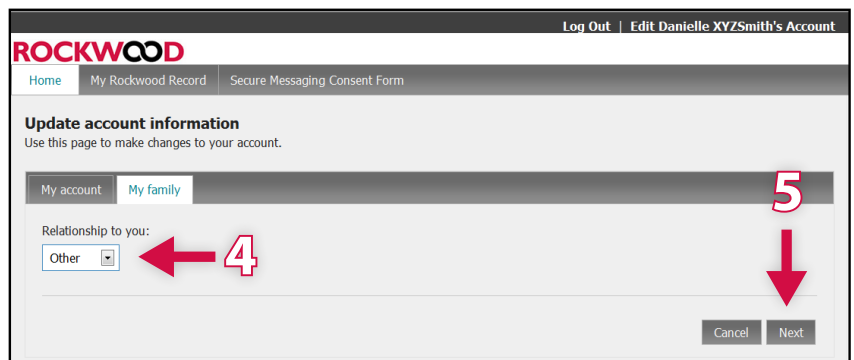
1. At the top of the screen in the upper-right corner, click on **Edit (Your Name) Account**.



2. An **Update Account Information** page will come up. Click on **My Family**.



3. Click on the **Add family member** button.



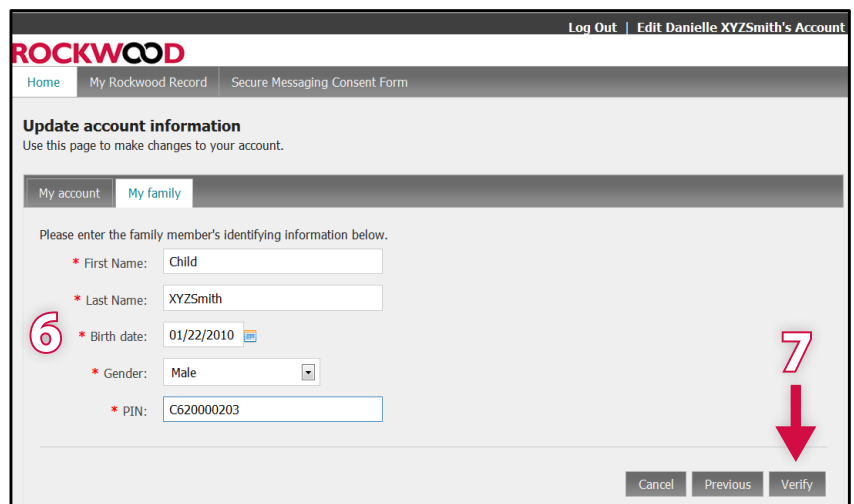
4. Select your family member's **Relationship to you** by clicking on the down arrow.

5. Click **Next**.

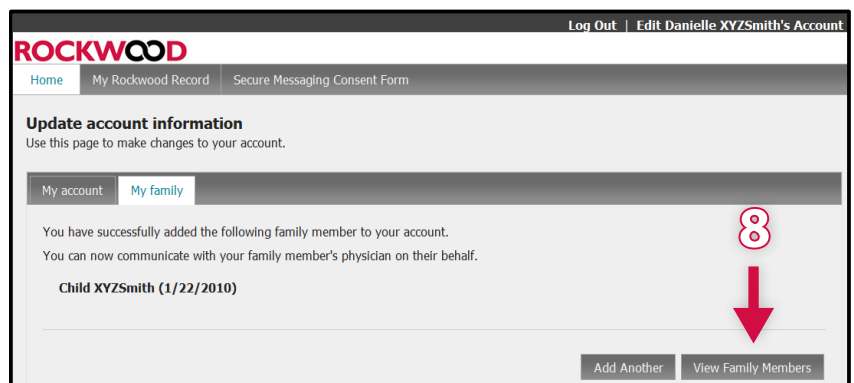
6. Fill out all * required fields including name, birth date, gender and the **PIN ID** given to your family member by Rockwood Clinic.

***Please note the name you enter **must be an exact match** to the name the family member has on file at Rockwood Clinic.*

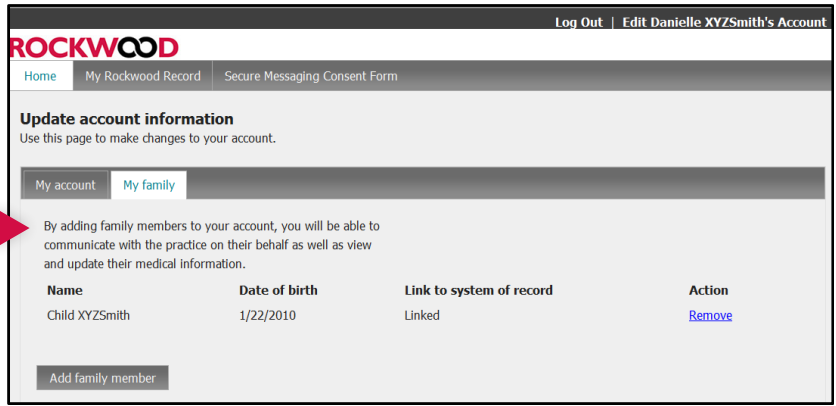
7. Click **Verify**.



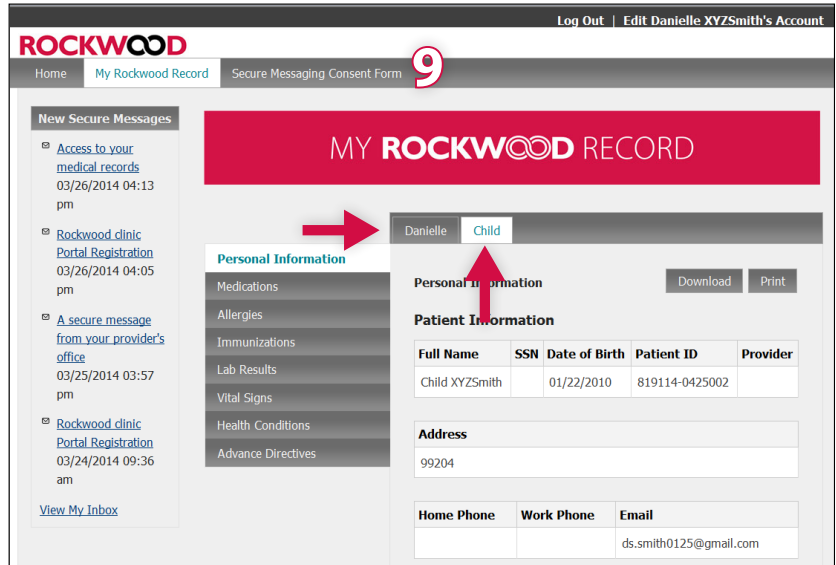
8. You will receive a message indicating that you successfully added the family member to your account. You can now click on the **View Family Members** button to access their information.



** Please note that when a minor turns 13 years old, family access is automatically removed for that individual's account.

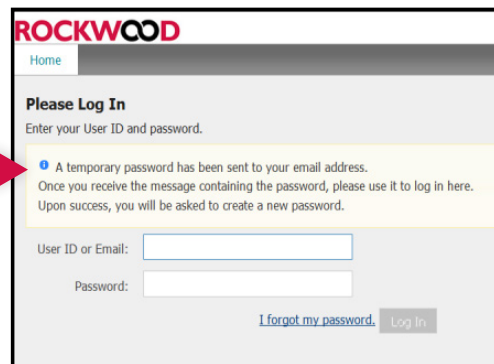
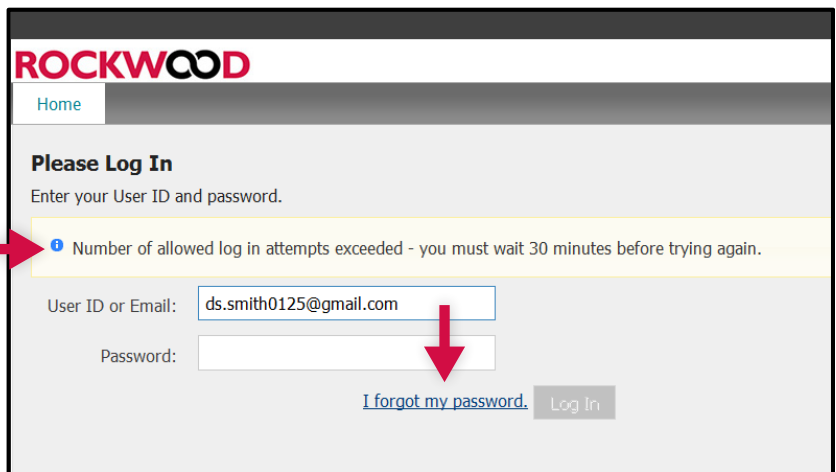


9. In **My Rockwood Record**, you will then see your name listed as well as the name of your family member(s). From this screen, select the **Secure Messaging Consent Form** tab at the top of the page. All users must provide consent to receive secure messaging.

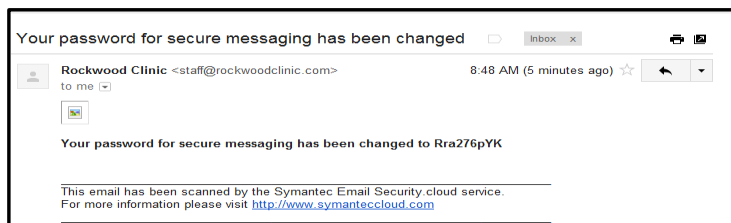
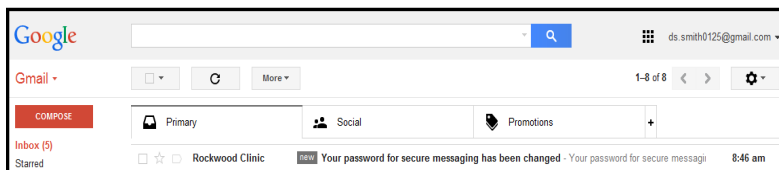


PASSWORD ISSUES: I FORGOT MY PASSWORD

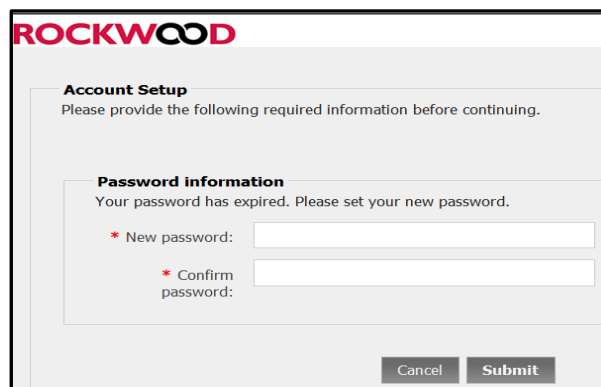
- » If you do not sign in properly three times in a row, the system will lock you out for **30 minutes**. Wait 30 minutes to retry signing in.
- » If after 30 minutes, you still cannot sign in, click on **I forgot my password**.
- » Answer the **security questions** you set up when creating your account. Then select Reset Password.
- » A screen indicating that a temporary password has been sent to your email address will show.



- » After the temporary password has been sent to your email address, check your email. Your temporary password will appear in the email sent by Rockwood Clinic.



- » Go back to the **My Rockwood Record** website (<https://securemail.rockwoodclinic.com/portal/login.aspx>). Sign in with your email address and the temporary password.
- » You will be prompted to reset the password.



MY ROCKWOOD RECORD: DISCONTINUE OR REINSTATE ACCESS

Discontinue access:

- » You may discontinue your use of My Rockwood Record at any time.
- » When you come in for an appointment please let the staff know you would like to discontinue use.

Reinstate access:

- » My Rockwood Record access may be disconnected after 12 months of inactivity.
- » When you come in for an appointment please let the staff know you would like to reinstate your access or the access of your designees to My Rockwood Record.

MY ROCKWOOD RECORD: FREQUENTLY ASKED QUESTIONS

Locked out?

You have three (3) attempts to sign in properly to My Rockwood Record. On your third attempt if incorrect it will lock you out of signing-in for 30 minutes. After 30 minutes, try again to log-in to My Rockwood Record.

Forgot your password?

Click on I forgot my password on the log-in page. You will be prompted to answer the two (2) security questions you set up upon creating your account to My Rockwood Record. The system will send you temporary password to your personal email account. Use this temporary password to log-in to My Rockwood Record. You will be prompted automatically to reset your password.

Discontinue use?

You may discontinue your use of My Rockwood Record at any time. When you come in for an appointment at Rockwood Clinic, please notify the staff that you would like to discontinue using My Rockwood Record.

Lost access?

Access may be disconnected after 12 months of inactivity. When you come in for an appointment at Rockwood Clinic, please notify the staff that you would like to reopen your account.

Questions?

A major feature of My Rockwood Record is the ability to ask questions directly to your provider via secure messaging. If, however, you need to speak to someone directly, please call us at 509.838.2531