

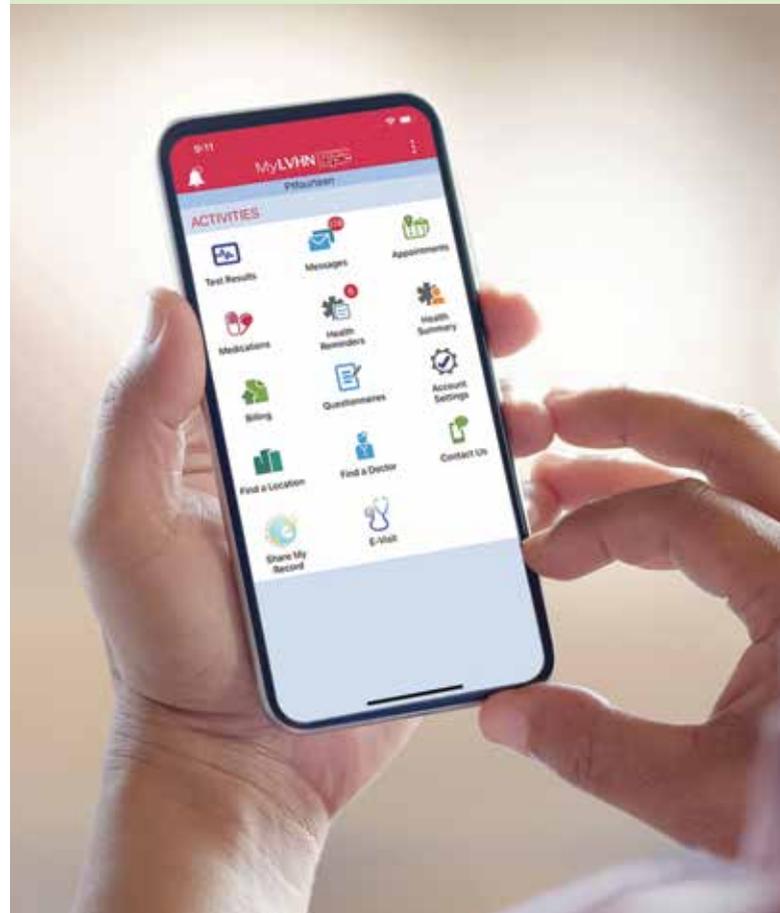
# MyLVHN

## Your secure patient portal



Understand the story of your health.  
Visit [MyLVHN.org](http://MyLVHN.org).

Questions about MyLVHN?  
Call **844-4MY-LVHN (844-469-5846)**.



**MyLVHN** is a free, secure, easy-to-use patient website that connects you with your medical record or the medical record of someone you care for, such as your child or a relative.

### With MyLVHN you can:

- review your health summary
- schedule an appointment or a video visit
- request prescription refills
- pay or review bills for medical services
- send and receive a non-urgent message from your health care provider

### Q: How do I create a MyLVHN account?

**A:** You can activate your account during a visit with your LVPG provider.

OR

Visit MyLVHN.org. Click [Sign Up Now](#). Enter your personal activation code, your date of birth and the last four digits of your Social Security number. Your activation code is found on the after-visit summary you received at a recent LVPG provider visit.

### No activation code?

After selecting Sign Up Now, select [SIGN UP ONLINE](#) to continue account activation.

### Q: How easy is it to use MyLVHN?

**A:** MyLVHN is designed to be user-friendly. Icons and descriptive words will help you navigate MyLVHN and access information that's important to you, such as a summary of your last appointment, a list of your immunizations and more. You also can use MyLVHN to send a question or refill request to your health care provider. If you have any questions, please call 844-4MY-LVHN (844-469-5846) for assistance.

### Q: Can I sign into MyLVHN from my smartphone?

**A:** Yes. Search for MyLVHN and download the app on either the Apple® App Store for your iPhone® or Google Play for your Android phone. *Note: You also can use the app to sign up for MyLVHN.*

### Q: What types of appointments can be scheduled through MyLVHN ?

**A:** Patients who have previously been seen by an LVPG provider and have a MyLVHN account can schedule an appointment from the following list of non-emergency types of visits:

- LVHN Video Visit (adult and pediatric)
- Well-adult yearly physical exam
- Annual gynecologic exam
- Medicare yearly physical exam
- Welcome to Medicare physical exam
- Well-child exam
- Sick or problem visit
- Mammogram (women age 40 and older, 365 days since last mammogram)

Your health insurance carrier may have time requirements between scheduled physicals. Check with your insurance provider for details. If you are unsure of the date of your last physical, ask your health care provider or office team.

### Q: How do I manage my child's (or other loved one's) MyLVHN account?

**A:** If you're the primary caregiver for children or an adult family member, you may receive proxy (approved guest) access to view portions of their medical information. This will be done at an appointment with your loved one to ensure only a person with an established relationship receives proxy access.

### Q: What if I have an urgent question or medical concern?

**A:** If you are experiencing a medical emergency, call 911 for immediate help. If you have an urgent medical question that is not an emergency, call your health care provider's office directly. MyLVHN offers an additional way to interact with your doctor or other provider, but is not designed to handle urgent requests or questions, and is not intended to replace regular face-to-face visits with your health care provider.