



ACCESSING THE ONLINE PATIENT PORTAL

How to access your medical records and pay your bill online.



PRAIRIE LAKES
Healthcare System

YOUR HEALTH : OUR MISSION

ONLINE PATIENT PORTAL

Prairie Lakes Healthcare System provides patients access to specific health information through the online Prairie Lakes Patient Portal. You can view specific medical records and pay your bill. Within the portal, you may access information for:

- Cancer treatments
- Cardiac Rehabilitation visits
- Cath Lab and Vascular procedures
- Dialysis visits
- ER visits
- Inpatient Services
- Laboratory and Pathology results
- Occupational Therapy visits
- Physical Therapy visits
- Pulmonary Rehabilitation visits
- Radiology and Diagnostic Services
- Surgical procedures
- Wound Care visits

[My Portal Login:](#)

Username: _____

Password: _____

Online Records and Bill Pay for Prairie Lakes's Physician Services

A different username is required to access details regarding physician services (such as provider visits) for:

- Cardiology
- Dermatology
- Ear, Nose & Throat
- General Surgery
- Nephrology
- Oncology
- Pulmonology
- Urology

Bill pay for Hospitalist (inpatient physician) services is available through this login as well. If this is applicable to you, write down your login below.

[My Portal Login for Physician Services:](#)

Username: _____

Password: _____

Logging In

If you have not registered an account, the following instructions will guide you through the registration process. If you have already registered an account on the patient portal simply visit www.prairielakes.com/myportal to access information from new visits. If you have forgotten your password, select the “forgot password” option on the registration screen, answer security questions, and reset your password. If you are having trouble or have also forgotten your UserID, please contact us by following the instructions on the back cover of this book.

Registering Your Account

The following 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 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 “Prairie Lakes Patient Portal - User Login.” Open the email and click on the link provided. You will be transferred to a webpage where you will be asked to register as a new user. The email invite will expire 48 hours after being sent to you. A new email invite will need to be resent if you do not access prior to the invite expiring.

Please note: It is likely that you will receive a different or second invitation to access details regarding physician services (see the previous page). The subject line will state “Prairie Lakes Patient Portal - User Login for Physician Services.”

Step 2: Registration

You will be asked to enter your date of birth, unique user ID, and password (make note of password requirements listed on the screen). Email address and phone number is optional.

Very important: Make sure you check the box at the bottom to verify that your information is correct. Then click the “register” button at the bottom of the screen.

User Information

Please enter the following information
* indicates a required field

Profile Number 115657	Date of Birth* * M/D/YYYY
Email Address	+1 Phone Number

Username*
Must be at least 3 characters

Password*
Must be at least 8 characters

Confirm Password*

- Must be at least 3 characters
- Must contain no special characters
- Must contain no spaces
- Must be no longer than 15 characters

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
- Must contain special character

I verify that the information I have entered above is correct and my own personal information.*

REGISTER

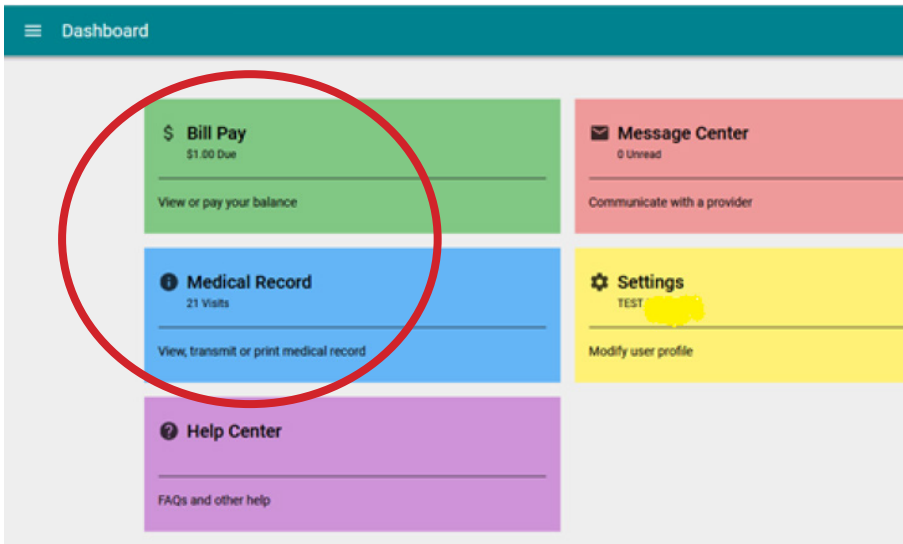
Step 3: Choose an avatar

You will then be prompted to select an avatar. Once an avatar has been selected, select Submit to continue.

Step 4: Security Question

Choose three security questions, fill in the answers, and then click the “submit” button at the bottom of the screen.

Navigating the Portal



Online Medical Record:

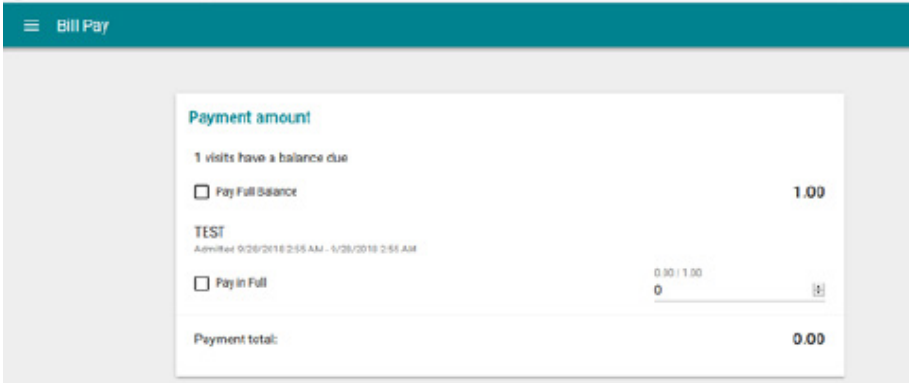
When you click the [blue Medical Record button](#), the next screen will display names for the accounts that you are authorized to view. Under each name there will be listed visits with dates. Select the visit you wish to view for that visit's record.

Bill Pay:

When you click the [green Bill Pay button](#), a screen will show the open account numbers and total amount due for each account. If you are listed as the Guarantor on any other accounts, the open account(s) and total amount due accounts will also appear.

Pay a Bill

From the Bill Pay screen, one or more accounts can have partial payments or full payments created. If you would like to pay an account in full, you do not need to enter the payment amount, you can simply check Pay in Full. If you choose to make a partial payment, you will need to enter the amount to pay on that particular account. Once the amounts are entered for the account(s) for payment, click the green arrow pointing to the right to enter and submit your credit or debit card details.



The screenshot shows a 'Bill Pay' interface with a teal header. Below the header is a white box titled 'Payment amount'. It contains the text '1 visits have a balance due'. There are two payment options: 'Pay Full Balance' with a checkbox and a value of '1.00', and 'Pay in Full' with a checkbox and a value of '0'. A 'Payment total:' label is at the bottom right with a value of '0.00'. The interface also shows a patient name 'TEST' and admission dates 'Admitted 9/28/2018 2:55 AM - 9/28/2018 2:55 AM'.

Frequently Asked Questions

My records don't appear to be complete. What should I do?

An interdisciplinary team works together to deliver your care. Many providers see patients at different facilities; therefore those records and billing will likely come from that provider.

If you cannot locate specific PLHS medical records information on the patient portal, you can request your medical record information from Health Information at 605-882-7830 during normal business hours.

Why doesn't the balance in the Bill Pay section match my most recent statement?

The portal balance is real time, and reflects the latest transactions posted. Statement balances may be less recent, and may not reflect new visits or payments that have been received.

Online Patient Portal Assistance

When you are logged in to the portal, select Help Center for frequently asked questions.

If you are having any troubles logging in or navigating the patient portal, you may reach Prairie Lakes Healthcare System staff at 605-882-7620 or toll-free at 855-215-5323 during normal business hours. When you call this help number, please leave a voicemail with your name and phone number. A staff member will return your call.

Medical Record Inquiries

Contact Health Information at 605-882-7830,
8:00 a.m. - 4:30 p.m. Monday - Friday.

Billing Inquiries

Contact our patient account specialists at 605-882-7887 or
1-800-298-6638, 8:00 a.m. - 4:30 p.m. Monday - Friday.



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