

Easy Access to your Medical Records.  
**Anytime. Anywhere.**

Logansport Memorial makes it easy for you to stay connected to your provider and to take an active role in managing your health. This is a great tool for seeking non-emergency medical advice!

By using Logansport Memorial's HealthLife Patient Portal, you'll have instant, secure access to your medical information at your fingertips, using your computer or mobile device.

#### WHAT YOU CAN DO USING THE PORTAL:

- Communicate securely with your provider and care team
- Request and manage your upcoming appointments
- View test results
- View immunization, allergy, and health history
- Request medication renewals/refills
- Manage family member accounts (with proper consent)

Download the **HealthLife app** for your smart device to make it even easier to stay connected!



#### More Questions?

Visit [LogansportMemorial.org/Patient-Portal](https://LogansportMemorial.org/Patient-Portal) for more information, or to log in to your Portal account.

For technical questions that are not addressed online, please call the Cerner support line at **(877) 621-8014** anytime, open 24 hours a day, 7 days a week.

The Logansport Memorial HealthLife Patient Portal is not a substitute for seeking medical advice face-to-face from your provider, when necessary. For emergencies, please call 911 or go to the nearest Emergency Room.

Patients can access the Portal 24/7 and send messages to providers, but should only expect to receive prompt responses during regular business hours.



1101 Michigan Avenue  
Logansport, IN 46947

**(574) 753-7541** | [LogansportMemorial.org](https://LogansportMemorial.org)

HealthLife  
**PATIENT PORTAL**

Online Health Management Tool  
for Patients



## GET STARTED TODAY!

We are happy to help walk you through the quick and easy process of signing up for the Patient Portal.

### 1 Ask our staff to sign you up.

All they need is your personal email address. Please know that we only use your email to get your account set up, and we will not share or distribute it with anyone or any third party.

.....OR.....

### Self-Enroll

After clicking the link, you will enter your first name, last name, date of birth, and be prompted for some additional information.

### 2 Look for email invitation

You will receive an email invitation from "Logansport Memorial Hospital Patient Portal" ([no-reply@iqhealth.com](mailto:no-reply@iqhealth.com)). You need to follow the instructions in the invitation to activate your account.

**NOTE:** Check your spam folder if you do not see a message in your inbox within 24 hours.

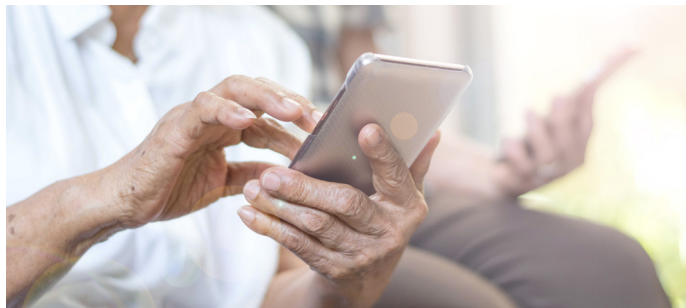
### 3 Verify your identity

Click on the link inside the email invitation to verify your identity for the HealtheLife Portal.

### 4 Register your account

Click on "Sign in with HealtheLife" and register your account to get connected and stay connected!

## Frequently-asked Questions



### Is there a fee associated with using the Portal?

No. The Patient Portal is a free service for Logansport Memorial patients.

### I was a Logansport Memorial patient in the past. Can I see my medical record for previous visits through the Portal?

No, your historical medical records are not available through the Portal. Your records are available for visits made after July 20, 2020. If you need a copy of previous records, you can obtain copies from the hospital's Medical Records department.

For more information or for assistance with your previous records, please call the Medical Records office at **(574) 753-1390**.

### How soon can I see my test results or medical information in the Portal?

Your visit information should be available almost immediately. Test results from labs or imaging procedures should be available in no more than 36 hours. Some information may have an additional delay.

### I don't remember my username and/or password. What do I do?

You can reset your password by yourself, by clicking the "Forgot Password" link and walking through the steps. If you continue to have problems, please contact the Cerner support line at **(877) 621-8014**.

### Who else can access my Logansport Memorial HealtheLife Patient Portal?

Only you have access to your Patient Portal account, unless you want to grant access to someone else. An individual email address is required for each person and each Portal account.

### Can I access my child's or parent's health information?

Yes. Parents can obtain health information for children under the age of 18, or if you are a patient's caregiver. Call the LMH Medical Records department at **(574) 753-1390** to request access as a proxy.

Please know that as soon as your child turns 18, your proxy will no longer be in effect and he/she will need to create his/her own account. For caregiver patient proxy requests, you will be required to provide additional documentation.

### Why is Cerner referenced on the website?

Cerner is the company we use to securely manage your electronic health record. Logansport Memorial's HealtheLife Portal is a customized Cerner system that enables you to interact with your medical record, while keeping your information safe.