



# St. Luke's myCare Patient Portal Patient User Guide

## General Information:

The link to the St. Luke's myCare Patient Portal page and the electronic enrollment form can be found at [slhduluth.com/myCare](http://slhduluth.com/myCare)



The patient portal can also be accessed from an Android or Apple phone or tablet app by downloading the **Meditech MHealth** App from the Apple Store or Google Play. Then, search for St. Luke's and enter your login credentials.



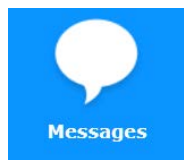
Any time there is new data in any of the areas within your portal, a red dot will appear next to it.

**Lab Results** post as soon as they are *resulted*. You may see them before your Provider has had a chance to review. Your Provider will connect with you once they have had an opportunity to review.

**Visit Reports** will post once they are *signed* by the Provider.

## Features:

|  |  |
|--|--|
|  | <p><b>HOME Page</b></p> <p>Icon links to feature pages</p> <p>Announcements</p> <p>COVID-19 Certificate</p> <p>Helpful Resources</p> <p>"Preferences" at the bottom of the main page, can be used to change the email address for receiving notifications and alerts for new appointments, medications, messages, reports, and results. This e-mail is also the one you would use for resetting credentials and passwords.</p> |
|--|--|



## RECEIVING MESSAGES

Select a message to view details or click 'Send Message' to send a new message.

Please ensure you are on the correct portal before sending this message. For example, if you are sending regarding a child please be sure to do this from your child's portal account. Click on the "Change Person" button in the upper right corner of the portal home screen to send a message from another portal you have access to. [Learn More](#)

[Send Message](#)

[Print](#)

View Sent Messages

| From                       | Subject | Date/Time            |
|----------------------------|---------|----------------------|
| Amanda M Leone             | Results | Feb 01, 2022 8:59 am |
| Jeanette L Dohnansky-Frank |         | Jun 12, 2020 9:11 am |
| Jennifer E Dreed           | Results | Jun 05, 2020 2:29 pm |

## SENDING MESSAGES

Please use messages for non-urgent communication only. If this is an URGENT or EMERGENCY patient care issue, please call 911. DO NOT LEAVE A MESSAGE HERE. [Learn More](#)

New Message

To: James N Mohn, MD

Subject:

10.00 MB remaining

- Only bmp, jpeg, jpg, pdf, and png attachments allowed.
- Maximum 5 attachment(s) per message.

[Add Attachment](#) [Send](#)

If you have an **URGENT ISSUE** or an **EMERGENCY**, call 911.  
**DO NOT LEAVE A MESSAGE HERE.**

- You may message your primary care Provider or a Specialist you have seen at a clinic. You will not have the ability to send a message to a Provider that cared for you during an Inpatient (Hospital) stay.
- Messages are for non-urgent communication only. You should hear back from your provider/care team within 1-2 business days.
- The myCare Patient Portal is NOT monitored on nights, weekends or holidays.
- If your question requires a discussion or a new treatment, your provider may offer a virtual or in-person provider visit.
- If you have questions about your health, call your clinic directly to ensure a prompt response.
- Ensure you are choosing the correct Provider. The system may autofill alphabetically to an unintended recipient.
- For attachments: Although all document types are accepted, it is highly recommended you upload your document as a PDF.
- If you have an **emergency or urgent concern**, call 911.



IntNLS AAtest's  
**Health Record**

View portions of your Health Record from your most recent visit.  
-Select an item below or a button to the right to view more details.  
-Select Health Summary to view, print or download a summary of your care. [Learn More](#)

|   |  |
|---|--|
| <b>Allergies</b><br>amoxicillin                             | <b>Current Conditions</b><br>Anemia<br>S/P colonoscopy               |
| <b>Medications</b><br>esomeprazole magnesium (Nexium) 40 mg | <b>Immunizations</b><br>There are no immunizations for this patient. |

- Health Summary
- Visit History
- Results
- Medications
- Allergies & Conditions
- Reports
- Documents
- Immunization History
- Wellness Care
- Questionnaires
- Medical History

IntNLS AAtest's  
**Documents**

Letters   Reports   Results   Visits   <<   >>   < Back to Health Record

Letters made available to you by your provider. [Learn More](#)

[Return to List of Reports](#)

Page 1 of 6

➤ The Health Summary tab can be used to see all of your information listed below:

- Demographics
- Chief complaint/reason for visit
- Visit history
- Medications (Admission & Discharge)
- Allergies & Conditions
- Reports – visit notes, diagnostic imaging reports\*\*
- Documents
- Immunizations
- Questionnaires
- Medical history
- Care provision
- Health concerns
- Encounters
- Recent diagnosis
- Assessments
- Vital signs
- Letters (within Documents)\*
- Care team
- Support team
- Insurance providers
- Plan of treatment
- Social history
- Problems
- Procedures
- Results – Laboratory tests  
*Click on the most recent Result line to see a historical list of results.*

\*Look in the Letters tab within the Documents sub-page to check if your Provider sent a letter with an explanation of results.

\*\*Some report types, such as echocardiograms, EKG tracings, endoscopy reports, and certain operative reports are not available. If you are not finding a specific report, please request a copy from: [www.slhduluth.com/medicalrecords](http://www.slhduluth.com/medicalrecords)

If you click the print icon and experience printing problems, try clicking on the download icon instead. If the document downloads successfully, it can be opened and printed from your computer's default PDF viewer.



## IntNLS AAtest's Medications

View the details of the selected medication. If this medication is a prescription, select Request Renewal to send a renewal request. [Learn More](#)

[Back to List of Medications](#)

[Print](#)

### esomeprazole magnesium (Nexium) 40 mg

Form: Capsule,Delayed Release(Dr/Ec)  
Last Updated: Tue, Mar 01, 2022

[More Information About This Medication](#)

## JRSL17-93F Test-AMB's Medications

View the details of the selected medication. If this medication is a prescription, select Request Renewal to send a renewal request. [Learn More](#)

[Back to List of Medications](#)

[Request Renewal](#)

[Print](#)

### nicotine 10 mg/mL

Dose: 1 spray  
Form: spray,non-aerosol  
Route: intranasally  
How Often: every 10 minutes  
Prescribed By: STLukes,Doc, MD  
Total Refills: 0  
Last Updated: Wed, May 11, 2022  
Additional Instructions: spray into each nostril; do not exceed 5mg (10 sprays)/hr and 40mg (80 sprays)/24hrs

[More Information About This Medication](#)

- From the Medications page, you can select a medication to view more details.
- If you would like to request a refill, please contact your pharmacy or click on the Request Renewal button.
- If the Request Renewal button is unavailable, you can utilize the Messaging page to contact your Provider.
- The Request Renewal button may be unavailable if the medication is from:
  - an Inpatient (Hospital) stay
  - an ED or Urgent Care visit or
  - the prescribing Provider is no longer with St Luke's
- Need to refill a controlled substance? Please use the Request Renewal button, if available, or send a message to your Provider (see page 2).



## IntNLS AAtest's Appointments

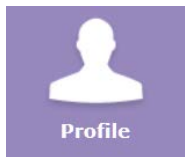
### Schedule Appointment

Request a new appointment by answering the questions below. For time sensitive appointments, please contact your provider's office directly by phone.

#### Step 1: Select an appointment type.

- |   |   |
|---|---|
| <input type="radio"/> Annual Medicare Wellness Visit  | <input type="radio"/> Gastro procedure  |
| <input type="radio"/> Consult   | <input type="radio"/> New Patient   |
| <input type="radio"/> COVID-19 Vaccine - Under 65   | <input type="radio"/> Nurse Visit   |
| <input type="radio"/> COVID-19 Vaccine 1st Dose<br><small>Patients must attest to eligibility under the Dept of Health Guidelines prior to receiving vaccine.</small> | <input type="radio"/> Physical<br><small>Please fast 10 hours before appointment.</small>                                   |
| <input type="radio"/> COVID-19 Vaccine 1st Dose<br><small>Currently available for patients 65 and older</small>   | <input type="radio"/> Pre-op  |
| <input type="radio"/> Established Patient   | <input type="radio"/> Screening Mammogram at St. Luke's Breast Cen  |
| <input type="radio"/> Flu Shot (TEST)<br><small>Direct Booking only available at P.S. Rudie Medical Clinic.</small>   | <input type="radio"/> Virtual Visit<br><small>Additional Help Text. Only use this if you have good internet speeds.</small> |
| <input type="radio"/> Follow Up Visit   | <input type="radio"/> Well Child  |

- You have the ability to request the following appointments from the portal: Physicals, Well Child, Diabetes, Depression, Medication follow up, and Medicare Annual Wellness
  - When you request an appointment, you are placed on the waitlist for the clinic location you requested. The clinic will respond to the request to confirm.
- You can pre-register for your clinic visit.
  - **You will still have to check in at the desk when you arrive to answer additional questions, but pre-registering will help speed up the check-in process.**
  - You can also verify your home medications during the pre-registration process



St. Luke's Home | Log Off

IntNLS AAtest's Profile

The Profile reflects the current information in your Electronic Medical Record. Select 'Update Profile' to request an update to your profile. Please only update your preferred name if it's different from your legal name. [Learn More](#)

[Update Profile](#)  
[Shared Access](#)  
[Print](#)

**Demographic Information**

Name: AAtest,IntNLS  
Preferred First Name:  
Pronouns:  
Address: 125 Garden Blvd  
DULUTH, Minnesota 55805  
Birthdate: 02/05/1956 Age: 66  
Marital Status: Married  
Race: White Religion: Methodist  
Cell Phone: 218-249-5905 Phone 2:  
Email Address:  
Mother's Name:  
Primary Care Physician:

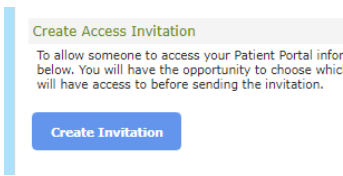
**Contacts**

Emergency Contact  
Name: Relationship:  
Address:  
Phone 1: Phone 2:

➤ You can view and **update** your demographic information from the Update Profile tab on the Profile page. Any changes made will display immediately in the portal but will need to be reviewed and approved by Medical Records before updating in the medical record.

➤ You can manage your **Shared Access** from the Profile page. The guidelines below apply to Shared Access for adults and minors/dependents.

- Patients 18 years of age or older will be able to share their portal access with another user via the Create Invitation button from within the Shared Access tab.



- Parents of children under the age of 12 can register on their child's behalf and then can sign in to their child's portal. On that child's 12th birthday, the parent/guardian's access will be automatically shut off.
- If a patient aged 12-17 would like their own individual account, they will need to fill out an enrollment form. The minor patient must hand-sign the form. If it is not signed, the request cannot be processed.
- Patients aged 12-17 can choose to give permission for their parent to have access by obtaining a proxy form on [slhduluth.com/myCare](http://slhduluth.com/myCare) or by asking for one at a clinic.