



Patient Portal Access

Thank you for choosing Black Hills Surgical Hospital as your preferred provider of surgical service. We hope you enjoyed your experience with us and received exceptional care from our staff.

In compliance with the federal government's initiative, all hospitals are required to provide patients (and/or a patient-authorized user) access to their patient record electronically. Having this electronic access through your personal, secured email will allow you the ability to review your medical history at our facility. This access provides information, including but not limited to, procedures completed, medical history, medications taken, allergies, medical conditions, etc. You can also virtually download your confidential medical record to your own private computer for your records, as well as electronically share your record with another medical professional of your choosing.

Upon your discharge from our facility, the email account collected from you during registration will receive an auto-generated email from our electronic health record. This email will direct you to step-by-step instructions on how to access your personal medical record. Please see the following pages for similar instruction written out for your benefit as to how to gain access to the record. If you have any questions or concerns regarding this new initiative you can call us at 605-721-4969 and/or at the Centers for Medicare and Medicaid Services website: <http://cms.gov>

Thank you again for choosing Black Hills Surgical Hospital.

Patient Portal Frequently Asked Questions

What is the Patient Portal?

The Black Hills Surgical Hospital Patient Portal is an online health management tool that includes a view of clinical data from your BSHS Electronic Medical Record. The clinical data on the Patient Portal includes: Test results, Medications, Allergies, Immunizations, and Health Issues

How do I access the Patient Portal once I have completed the invitation/account set-up process?

For future visits to the BSHS Patient Portal AFTER you have completed the initial setup process, you can log in at: <https://www.thrivepatientportal.com>. Remember, use this link after you have received a portal invite and completed the sign-up process.

Who should I contact if I have trouble logging in or accessing the BSHS Patient Portal?

If you have trouble logging in or accessing BSHS Patient Portal, contact BSHS's registration department at 605-721-4969, Monday through Friday from 8am-4:30pm MST.

What if I have questions about my medical records?

If you have questions about your medical records or feel that an error has been made, please contact BSHS's Health Information Management office at 605-721-4969.

BHSH Patient Portal Policy and Procedure

Black Hills Surgical Hospital offers a secure viewing and communication service to guests who wish to view parts of their records and communicate with our staff and physicians. Secure messaging can be a valuable communication tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation.

The patient portal is provided as a courtesy to our guests. We are focused on providing an exceptional level of service and health care. Therefore, we have the following policies and limitations:

1. Do not use the portal communication if there is an emergency, please dial 911 or go to the nearest Emergency Room.
2. Diagnosis can only be made and treatments rendered after the patient has been seen by the provider.
3. Sensitive subject matter: HIV, mental health, work excuses not permitted.
4. Request for narcotic pain medication will NOT be accepted through the portal.
5. Request for refills for medication will NOT be accepted through the portal.
6. After you agree to the Policy and Procedure and sign the consent form, we will attempt to send a "welcome message" email to you. This will provide a link to the Portal login screen. *"If you have not received an email from us within 3 working days, please CALL the hospital. We will not respond directly to the email. All electronic communications must be through the Patient Portal"*
7. We will normally respond to non-urgent email inquiries within 24 hours, but no later than 3 business days after receipt. **if you have not received an email from us within 3 working days, please CALL the hospital.*

Protecting Your Private Health Information and Risks

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. No transmission system is perfect and we will do our best to maintain electronic security. However, keeping messages secure depends on two additional factors:

1. The secure message must reach the correct email address, and
2. Only the correct individual (or someone authorized by the individual) must be able to have access to the message.

Only you can make sure these two factors are present. **It is imperative that we have your correct e-mail address and that you inform us of any changes to your e-mail address.** You also need to keep track of who has access to your email account so that only you, or someone you authorize, can see the messages you receive from us.

You are responsible for protecting yourself from unauthorized individuals learning your password. If you think someone has learned your password, you should promptly go to the website and change it.

How to Register for BSHS's Patient Portal: A Step-by-Step Process

Step 1- You will receive an email invitation to create your patient portal account. Click on the link provided in the email to start the registration process.

From: donotreply@bshs.com
To:
Subject: Welcome to Black Hills Surgical Hospital Thrive Patient Portal



For any questions regarding the patient portal or
Online Bill Pay please call (605) 721-4900

Welcome CPSI CORY C

Thank you for choosing Black Hills Surgical Hospital. You have been invited to the Patient Portal.

To create your unique user profile, please click the following link.

<https://www.thrivepatientportal.com/registration.html#!/register/id=73524501665>

*Please note this link expires in 48 hours.

Step 2- Enter date of birth. Next create a user ID and password, select the checkbox verifying the information is correct and then press REGISTER.

User Information

Please enter the following information
* indicates a required field

Profile Number 96436	Date of Birth* * 6/28/1970
Email Address	+1 Phone Number
Username* Cory123	Username should match the following criteria <ul style="list-style-type: none">• Must be at least 3 characters• Must contain no special characters• Must contain no spaces• Must be no longer than 15 characters
Password*	Passwords should match the following criteria <ul style="list-style-type: none">• Must be at least 8 characters• Must contain one uppercase letter• Must contain one lowercase letter• Must contain one number• Must contain special character
Confirm Password*	

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

REGISTER

[Please click here to login if you have already registered.](#)

Step 3- Select your Avatar image then press SUBMIT. Select three security questions and provide answers then select SUBMIT. These are needed in case your password is forgotten.

Choose Avatar

Please select an avatar



SUBMIT

Security

Please select/answer 3 security questions.

Question 1

Please select one of the following security questions

Answer 1

Question 2

Please select one of the following security questions

Answer 2

Question 3

Please select one of the following security questions

Answer 3

Step 4- You will receive a Success screen when you are done. Use the Click Here Link to sign in

Success

You have successfully registered for the Patient Portal






[Please click here to sign in](#)

Step 5- View Clinical Information in the Medical Records Tab. Or Pay your bill in the Bill Pay Tab

Dashboard


- Bill Pay**
\$0.00 Due
View or pay your balance
- Message Center**
0 Unread
Communicate with a provider
- Medical Record**
10 Visits
View, transmit or print medical record
- Settings**
CPSI CORY C
Modify user profile
- Help Center**
FAQs and other help


Step 6- Select applicable account. All accounts for your visits to Black Hills Surgical Hospital will be listed here. Select the account you wish to access.


CPSI CORY (10) Male, 48 Years Old	 
 Diagnosis Unknown Visit# CPSI525 BLACK HILLS SURGICAL HOSPITAL Admitted 8/5/2016 10:57 AM, Discharged 8/5/2016 10:57 AM	
 Malignant neoplasm of splenic flexure, Malignant neoplasm of splenic flexure Visit# CPSI523 BLACK HILLS SURGICAL HOSPITAL Admitted 3/23/2016 12:15 PM, Discharged 3/23/2016 12:15 PM	
 Diagnosis Unknown Visit# CPSI501 BLACK HILLS SURGICAL HOSPITAL Admitted 7/1/2015 8:37 AM, Discharged 7/1/2015 8:37 AM	


Step 7- Your patient summary information will now show. This will include information from your admission to the hospital such as test results, medications, and allergies.


CPSI CORY
Male, 48 years old at time of visit


 Born Jun 28, 1970

 234 ANYWHERE
WAGNER SD 57380


 QUILTIN


 (123) 45

 (098) 76

 English

Not Hispanic or Latino
African American/Black





 Admitted 9/11/2018 4:36 PM
Discharged 9/11/2018 4:36 PM
Chief Complaint Unknown
Never smoker Current

 BLACK H
216 ANA
RAPID C
(605) 72

[Transmit, download or print Summary of Care document](#)

By following these steps, you will be able to successfully view your clinical information on Black Hills Surgical Hospital Patient Portal. In doing so, you can access your vital medical history with our facility. Through the portal you also have the ability to download your Patient Summary to your home computer for personal use.

Tip- If you look under My documents, you will be able to locate some of your reports. Please locate the print icon if needed.

My Documents (5) ^	
CT BRAIN W/O CONTRAST	1/24/2019 1:07 PM
Radiology	
THIS IS SCAN 2	2/15/2016
Image	
ORDER RESULTS LAB	10/28/2015
Laboratory	
ORDER RESULTS LAB	10/28/2015
Laboratory	
EKG	8/14/2015

BLACK HILLS SURGICAL HOSPITAL
216 ANAMARIA DRIVE
RAPID CITY, SD 57701

-----NAME----- NUMBER SEX AGE ADMIT DISC. XRAY# F/C TYPE
CPSI CORY C 00244270 M 48 0010088CB IMAGIN
DATE OF BIRTH: 06/28/1970 M/R# 001008864 PH#: 123-456-7890 RM

LOCATION: CT BRAIN W/O CONTRAST 70450 TRANSCRIBED: 01/24/19 13:07 PRO
Dx: TEST COMPLETED:01/24/19 12:39 CRH 21979

PHYSICIAN: Wendy Test

===== R A D I O L O G Y R E P O R T =====

EXAM: TEST CT head without contrast.

TECHNIQUE: Routine noncontrast axial CT images of the brain were performed. An adaptive iterative reconstruction technique was utilized for dose reduction. Axial and sagittal reformats were also provided.

