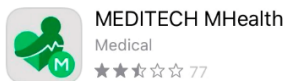
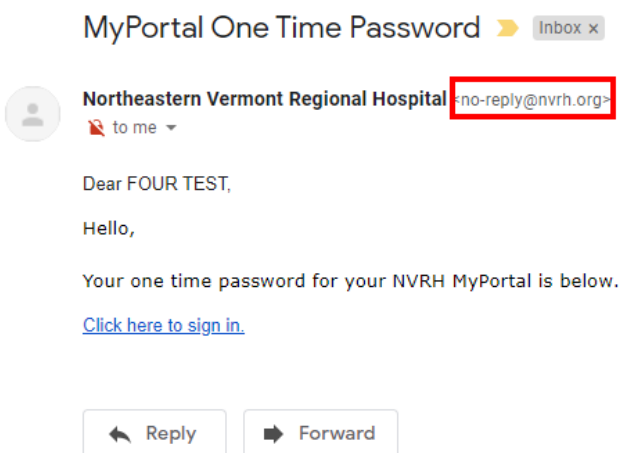




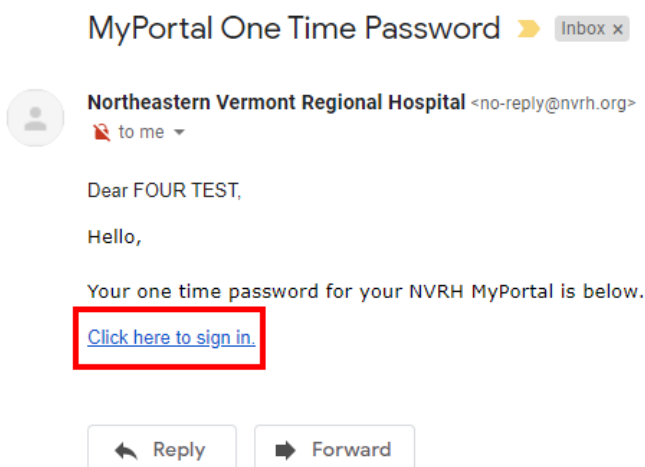
The following steps can be completed on a smartphone, tablet, or a computer. If you have a smartphone, please download the MEDITECH MHealth App (available on iOS and Android)



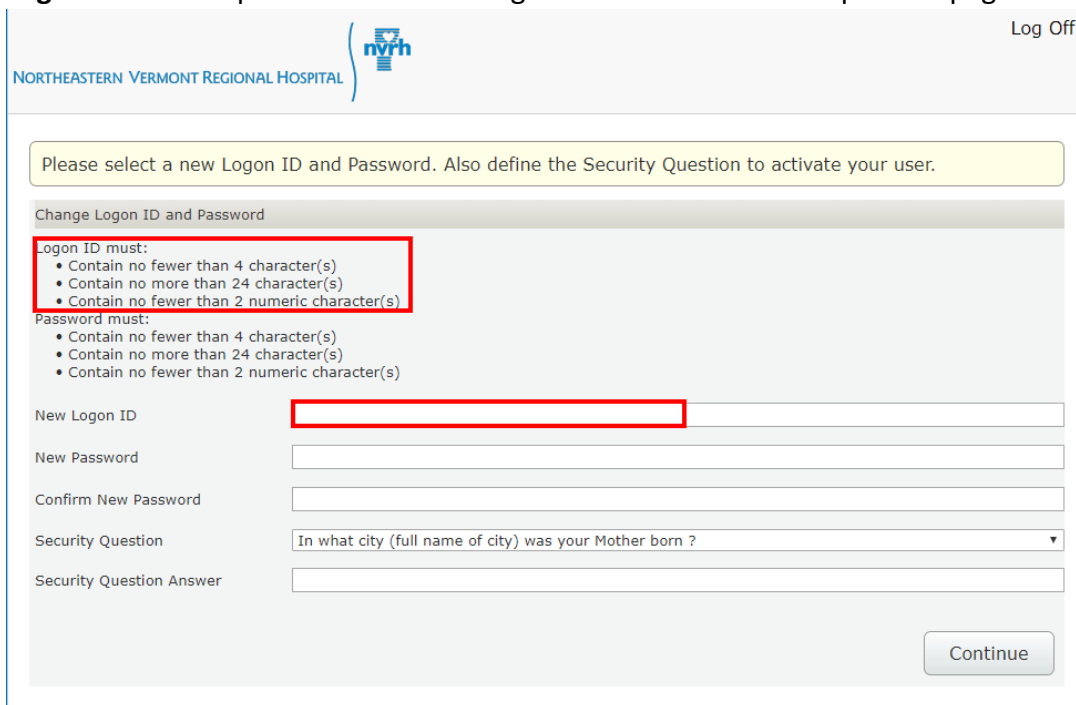
1. After a clinic staff member creates a portal account for you, you will receive an email titled **MyPortal One Time Password** from no-reply@nvrh.org that appears like the one below:



2. Select the “Click here to sign in” link.

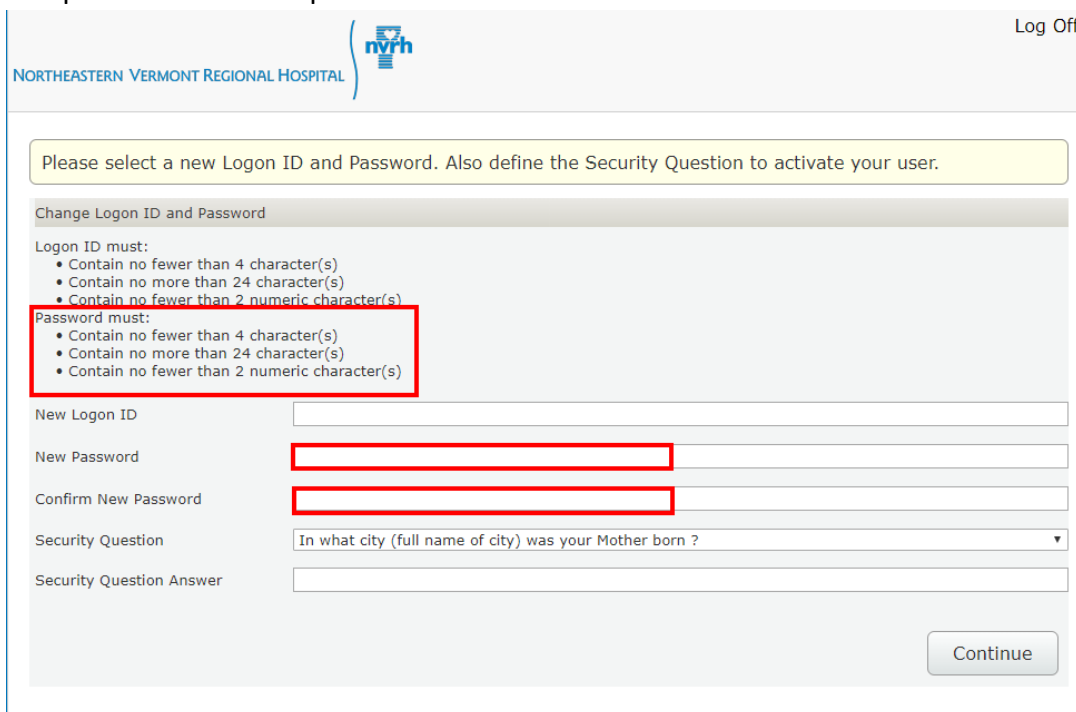


3. This will bring you to the NVRH portal page to create your account. Start by creating a **Logon ID**. The requirements for the Logon ID are listed at the top of the page.



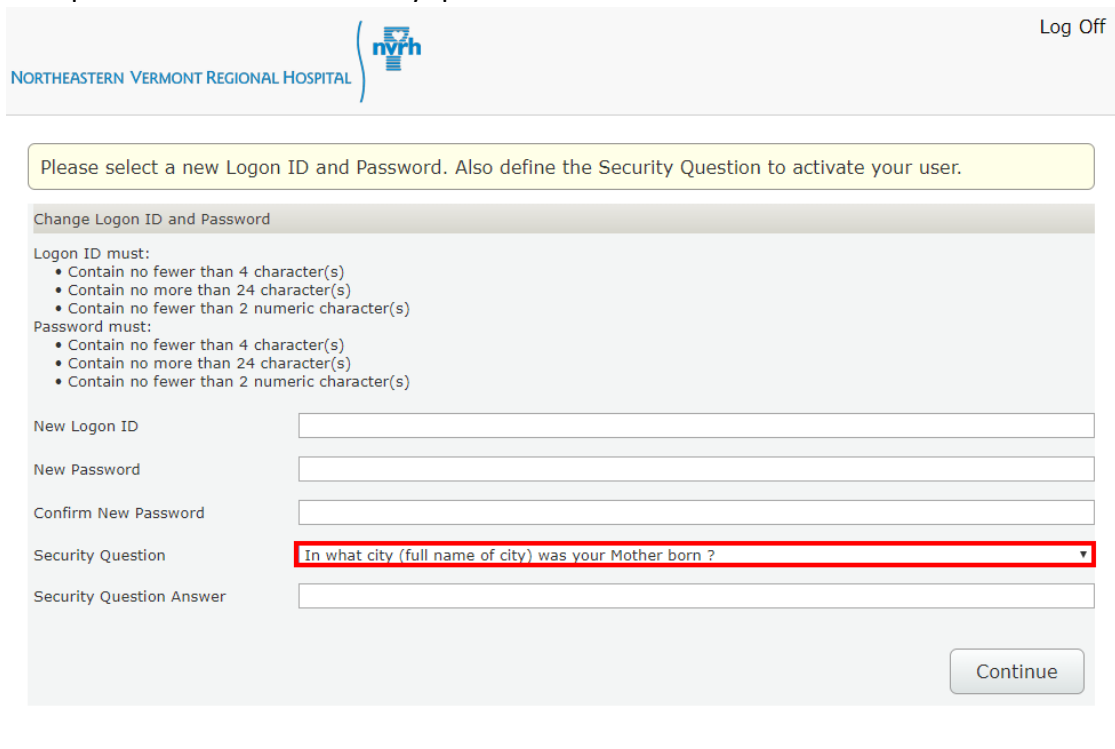
The screenshot shows the NVRH MyPortal account setup page. At the top, there is a header with the NVRH logo and the text "NORTHEASTERN VERMONT REGIONAL HOSPITAL". A "Log Off" link is in the top right corner. Below the header, a yellow box contains the instruction: "Please select a new Logon ID and Password. Also define the Security Question to activate your user." The main section is titled "Change Logon ID and Password". It lists requirements for the Logon ID and Password. The Logon ID requirements are: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". The Password requirements are: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". Below the requirements, there are input fields for "New Logon ID", "New Password", "Confirm New Password", "Security Question" (a dropdown menu with the text "In what city (full name of city) was your Mother born ?"), and "Security Question Answer". A "Continue" button is at the bottom right.

4. Next, you will create your **Password**. The requirements for the Password are also listed towards the top of the page. You will have to enter your password and then confirm it in the next box to make sure it matches. Make sure you write down or save your username and password in a safe place.



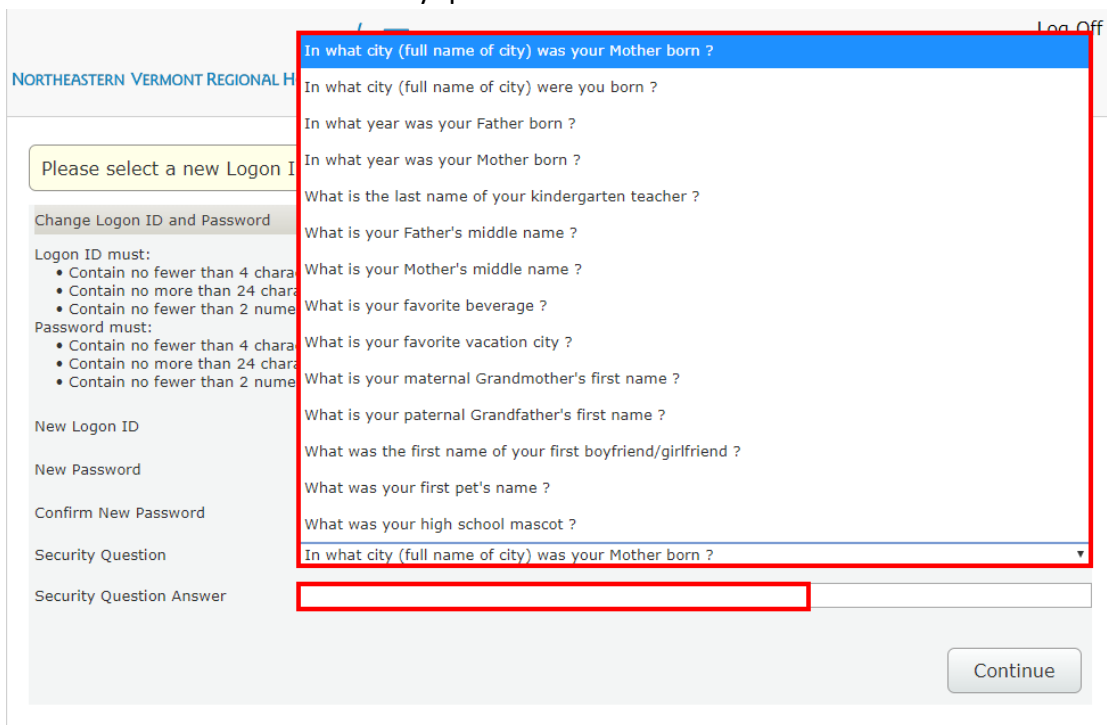
The screenshot shows the NVRH MyPortal account setup page. At the top, there is a header with the NVRH logo and the text "NORTHEASTERN VERMONT REGIONAL HOSPITAL". A "Log Off" link is in the top right corner. Below the header, a yellow box contains the instruction: "Please select a new Logon ID and Password. Also define the Security Question to activate your user." The main section is titled "Change Logon ID and Password". It lists requirements for the Logon ID and Password. The Logon ID requirements are: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". The Password requirements are: "Contain no fewer than 4 character(s)", "Contain no more than 24 character(s)", and "Contain no fewer than 2 numeric character(s)". Below the requirements, there are input fields for "New Logon ID", "New Password", "Confirm New Password", "Security Question" (a dropdown menu with the text "In what city (full name of city) was your Mother born ?"), and "Security Question Answer". A "Continue" button is at the bottom right.

5. The last step is to choose a **Security Question**. Click in the box that says “In what city...” to expand the full list of security questions.



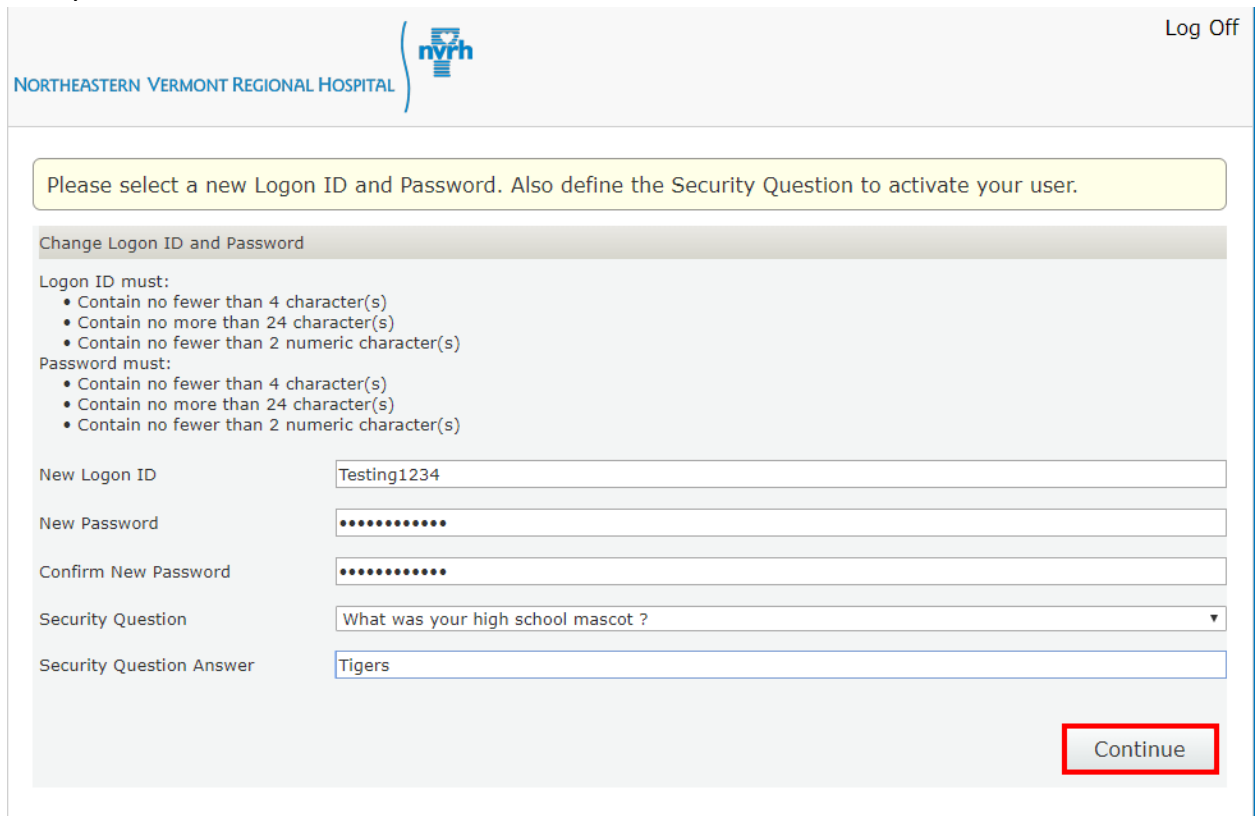
The screenshot shows the NVRH MyPortal Account Setup page. At the top, there is a header with the NVRH logo and the text "NORTHEASTERN VERMONT REGIONAL HOSPITAL". On the right, there is a "Log Off" link. Below the header, there is a yellow box with the text: "Please select a new Logon ID and Password. Also define the Security Question to activate your user." Below this, there is a section titled "Change Logon ID and Password". This section contains instructions for Logon ID and Password requirements, followed by input fields for "New Logon ID", "New Password", and "Confirm New Password". Below these fields is a "Security Question" dropdown menu, which is currently expanded to show a list of questions. The first question, "In what city (full name of city) was your Mother born ?", is highlighted with a red border. Below the dropdown is a "Security Question Answer" input field. At the bottom right of the form, there is a "Continue" button.

6. Once the box is expanded, choose a **Security Question** from the list and type in the answer to the chosen security question in the box below.



This screenshot shows the same NVRH MyPortal Account Setup page as the previous one, but with the "Security Question" dropdown menu expanded. The dropdown menu is highlighted with a red border and contains a list of 15 security questions. The first question, "In what city (full name of city) was your Mother born ?", is highlighted with a blue background. Below the dropdown menu is the "Security Question Answer" input field, which is also highlighted with a red border. The "Continue" button remains at the bottom right.

7. Once you have entered all of the information, select the **Continue** button.



NORTHEASTERN VERMONT REGIONAL HOSPITAL

Log Off

Please select a new Logon ID and Password. Also define the Security Question to activate your user.

Change Logon ID and Password

Logon ID must:

- Contain no fewer than 4 character(s)
- Contain no more than 24 character(s)
- Contain no fewer than 2 numeric character(s)

Password must:

- Contain no fewer than 4 character(s)
- Contain no more than 24 character(s)
- Contain no fewer than 2 numeric character(s)

New Logon ID:

New Password:

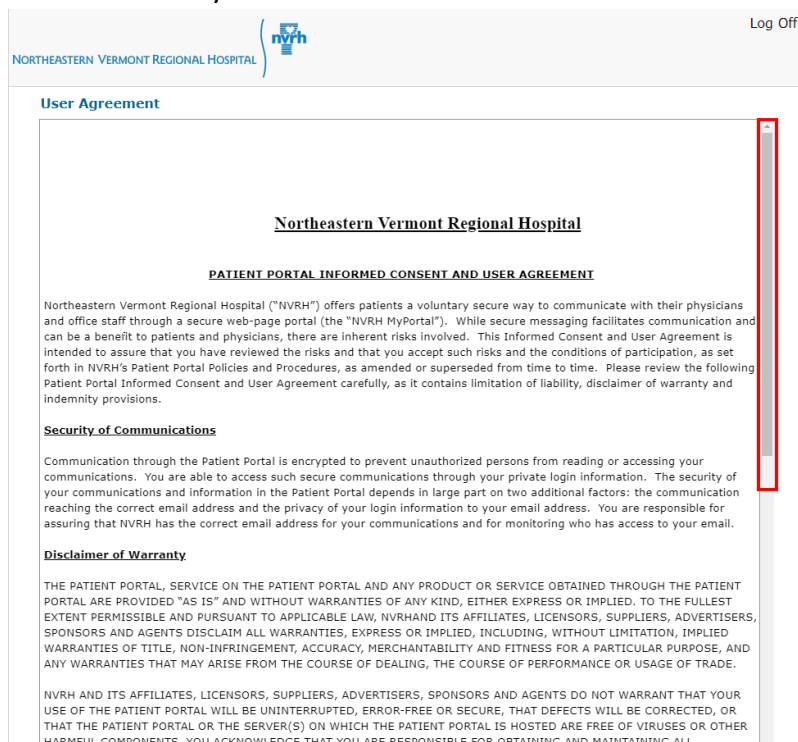
Confirm New Password:

Security Question:

Security Question Answer:

Continue

8. This will bring you to the **Portal User Agreement**. Select the scroll bar on the right and scroll all the way to the bottom.



NORTHEASTERN VERMONT REGIONAL HOSPITAL

Log Off

User Agreement

Northeastern Vermont Regional Hospital

PATIENT PORTAL INFORMED CONSENT AND USER AGREEMENT

Northeastern Vermont Regional Hospital ("NVRH") offers patients a voluntary secure way to communicate with their physicians and office staff through a secure web-page portal (the "NVRH MyPortal"). While secure messaging facilitates communication and can be a benefit to patients and physicians, there are inherent risks involved. This Informed Consent and User Agreement is intended to assure that you have reviewed the risks and that you accept such risks and the conditions of participation, as set forth in NVRH's Patient Portal Policies and Procedures, as amended or superseded from time to time. Please review the following Patient Portal Informed Consent and User Agreement carefully, as it contains limitation of liability, disclaimer of warranty and indemnity provisions.

Security of Communications


Communication through the Patient Portal is encrypted to prevent unauthorized persons from reading or accessing your communications. You are able to access such secure communications through your private login information. The security of your communications and information in the Patient Portal depends in large part on two additional factors: the communication reaching the correct email address and the privacy of your login information to your email address. You are responsible for assuring that NVRH has the correct email address for your communications and for monitoring who has access to your email.

Disclaimer of Warranty

THE PATIENT PORTAL, SERVICE ON THE PATIENT PORTAL AND ANY PRODUCT OR SERVICE OBTAINED THROUGH THE PATIENT PORTAL ARE PROVIDED "AS IS" AND WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. TO THE FULLEST EXTENT PERMISSIBLE AND PURSUANT TO APPLICABLE LAW, NVRH AND ITS AFFILIATES, LICENSORS, SUPPLIERS, ADVERTISERS, SPONSORS AND AGENTS DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF TITLE, NON-INFRINGEMENT, ACCURACY, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY WARRANTIES THAT MAY ARISE FROM THE COURSE OF DEALING, THE COURSE OF PERFORMANCE OR USAGE OF TRADE.

NVRH AND ITS AFFILIATES, LICENSORS, SUPPLIERS, ADVERTISERS, SPONSORS AND AGENTS DO NOT WARRANT THAT YOUR USE OF THE PATIENT PORTAL WILL BE UNINTERRUPTED, ERROR-FREE OR SECURE, THAT DEFECTS WILL BE CORRECTED, OR THAT THE PATIENT PORTAL OR THE SERVER(S) ON WHICH THE PATIENT PORTAL IS HOSTED ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. YOU ACKNOWLEDGE THAT YOU ARE RESPONSIBLE FOR OBTAINING AND MAINTAINING ALL

9. Accept the Portal User Agreement.



NORTHEASTERN VERMONT REGIONAL HOSPITAL

Log Off

User Agreement

TELEPHONE, COMPUTER HARDWARE AND OTHER EQUIPMENT NEEDED TO ACCESS AND USE THE PATIENT PORTAL, AND ALL CHARGES RELATED THERETO. YOU ASSUME ALL RESPONSIBILITY AND RISK FOR YOUR USE OF THE PATIENT PORTAL AND THE SERVICE AND YOUR RELIANCE THEREON. NO OPINION, ADVICE OR STATEMENT OF NVRH OR ITS AFFILIATES, LICENSORS, SUPPLIERS, ADVERTISERS, SPONSORS, AGENTS, MEMBERS OR VISITORS, WHETHER MADE ON THE PATIENT PORTAL OR OTHERWISE, SHALL CREATE ANY WARRANTY. **YOUR USE OF THE PATIENT PORTAL AND ANY SERVICE RENDERED THROUGH THE PATIENT PORTAL IS ENTIRELY AT YOUR OWN RISK.**

Limitation of Liability

YOU AGREE THAT NEITHER NVRH, NOR NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS OR SUPPLIERS SHALL HAVE ANY LIABILITY TO YOU UNDER ANY THEORY OF LIABILITY OR INDEMNITY IN CONNECTION WITH YOUR USE OF THE PATIENT PORTAL. YOU HEREBY RELEASE AND FOREVER WAIVE ANY AND ALL CLAIMS YOU MAY HAVE AGAINST NVRH, NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS, OR SUPPLIERS (INCLUDING BUT NOT LIMITED TO CLAIMS BASED UPON NVRH'S NEGLIGENCE, OR THE NEGLIGENCE OF NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS OR SUPPLIERS) FOR LOSSES OR DAMAGES YOU SUSTAIN IN CONNECTION WITH YOUR USE OF THE PATIENT PORTAL. YOUR SOLE REMEDY FOR DISSATISFACTION WITH THE PATIENT PORTAL OR ITS SERVICES IS TO STOP USING THE PATIENT PORTAL OR ITS SERVICES, AS APPLICABLE.

Indemnity


YOU AGREE TO INDEMNIFY, DEFEND AND HOLD HARMLESS NVRH, NVRH'S OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTENT PROVIDERS, CUSTOMERS AND SUPPLIERS FROM AND AGAINST ALL LOSSES, EXPENSES, DAMAGES AND COSTS, INCLUDING REASONABLE ATTORNEY'S FEES, RESULTING FROM ANY VIOLATION OF THIS AGREEMENT OR ANY ACTIVITY RELATED TO YOUR ACCOUNT (INCLUDING INFRINGEMENT OF THIRD PARTIES' WORLDWIDE INTELLECTUAL PROPERTY RIGHTS OR NEGLIGENCE OR WRONGFUL CONDUCT) BY YOU OR ANY OTHER PERSON ACCESSING THE SITE USING YOUR SERVICE ACCOUNT.

Conditions of Participation

Access to the Patient Portal is an optional service and, accordingly, access may be suspended or terminated at any time by NVRH. You have no obligation to enroll in the Patient Portal and enrollment, or not enrolling, will not affect the quality or availability of your treatment.

By "Accepting" below, you acknowledge that you have read and agree to comply with NVRH's Patient Portal Policies and Procedures, available at myportal.nvrh.org. If you do not understand or you do not agree to comply or consent to such policies and procedures, do not accept below by using the "Decline" button. Please contact us with any questions regarding such policies and procedures.


10. This will bring you to your **NVRH Portal Home Page**. You can select any of the buttons to view that health record information.




NORTHEASTERN VERMONT REGIONAL HOSPITAL

Log Off


Four




Messages




Health Record




Medications



Appointments



Billing



Profile

Announcements

For information on Covid-19 please visit the NVRH website at www.nvrh.org

We are happy to announce that you can now pay your bill right here through the Portal. Just click on the Billing button and proceed to an online payment.

[Contact Us](#) | [Preferences](#) | [Terms & Conditions](#)

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11. When you are finished exploring your portal, you will want to exit by selecting the **Log Off** button in the top right.

