

## How to Download and Print Documents from the Medhost Patient Portal

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We are providing this information because we recently implemented a new patient portal system. We believe the new portal offers an improved patient experience; however, the transition means our previous portal soon will sunset. You may contact our Health Information Management Department to request copies of your records, or you may download and print documents by following the steps below. *Because you will be downloading to the computer's hard drive, be sure to use your personal computer (not a public one).*

1. Go to the hospital website and click "Patient Portal".
2. Click on the button indicating you want to access your information for the earliest date option.
3. Log in with the username and password you set when you set up the account.
4. Click on the word "Documents" in the blue tile.
5. Once at the next page, click on "CCD," also in a blue tile. This will open a list of documents.
6. Double click on a document you would like to save.
7. Once the file is open, click "download" at the top of the document.
8. You will receive a pop-up notification alerting you that you are downloading private information to the computer hard drive. If you are comfortable with the security, click "Proceed."
  - a. If using Internet Explorer, click "Open" in the bar along the bottom of the screen.
  - b. If using Google Chrome, double click the word "documents" in the bottom left of the screen.
9. A new screen will display an "XLS stylesheet" file and an "XML document" file.
10. Double click the "XLS stylesheet" file.
11. After it has opened, return to the previous screen and double click the "XML document" file.
12. This will render a printable file. At this point, you may either save or print as you normally would any file on your computer.

If you are unable to follow these instructions for any reason, please remember that you may request your records by contacting the Health Information Management Department.