



Finger Lakes Health

**All of Your Information,
in One Place**

**How the Portal
Works for You**



The Finger Lakes Health Patient Portal is an online tool that goes a step beyond simply displaying information by helping you manage your healthcare easily and securely.



**FAQs: You Have Questions,
We Have Answers**



Where does my health information in the Portal come from?

All of the information in the Portal comes from your Finger Lakes Health Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

How do I log into the Portal?

To log into the Portal, visit the Patient Portal link on Finger Lakes Health's website. Then, simply enter your user name and password (see enrollment information on the reverse side of this page).

Can my family access my Portal?

Yes, you can give family members, such as parents or healthcare proxies, access to your Portal. This needs to be done within your healthcare facility and requires consent from you and your family member(s).

Is my information safe?

Yes. Portal passwords are encrypted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

What if I ever have technical problems with the Portal?

There is a Contact Us section on the homepage of the Portal that allows you to submit any questions you have regarding the Portal.

Enrollment is Easy

You must have your medical record number to enroll.

Please call (315) 787-4688

Mon. - Fri. 8:30 a.m. - 4:30 p.m. for assistance.

Visit our website:
www.flhealth.org

Click on the Finger Lakes Health Patient Portal link

Complete Enrollment Questionnaire (name, DOB, e-mail, etc.)

Access your e-mail for your one-time user name, password, and link to the Portal

Click on the link to access the Portal

Enter your one-time user name, password, and security question and click Log On

Enter your new user name and password

Explore the Portal!

Available at Your Convenience

The Portal makes time-consuming tasks simple—a few clicks, and you're done.

- Access health information online
 - Lab Results
 - Visit History
 - Discharge Instructions
 - Health Summary
 - Allergies and Conditions
 - Immunizations
 - Medications with Instructions

You Choose When and Where

Access to the Portal is on your schedule, whether at home, on vacation, or at another medical office.

- Use the Portal from anywhere using a browser.
- Access from your smartphone or tablet.
- Manage information 24X7, without waiting.