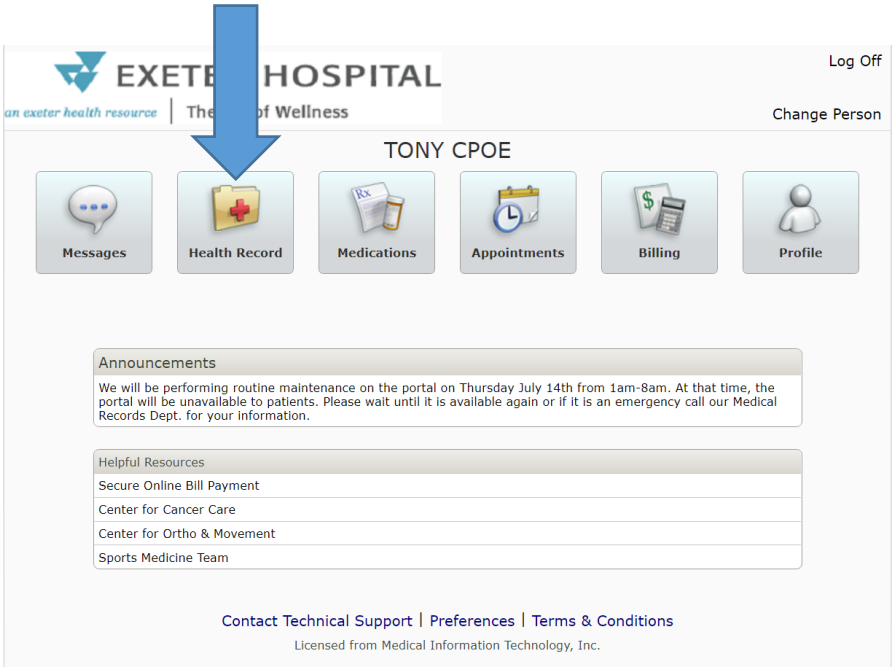
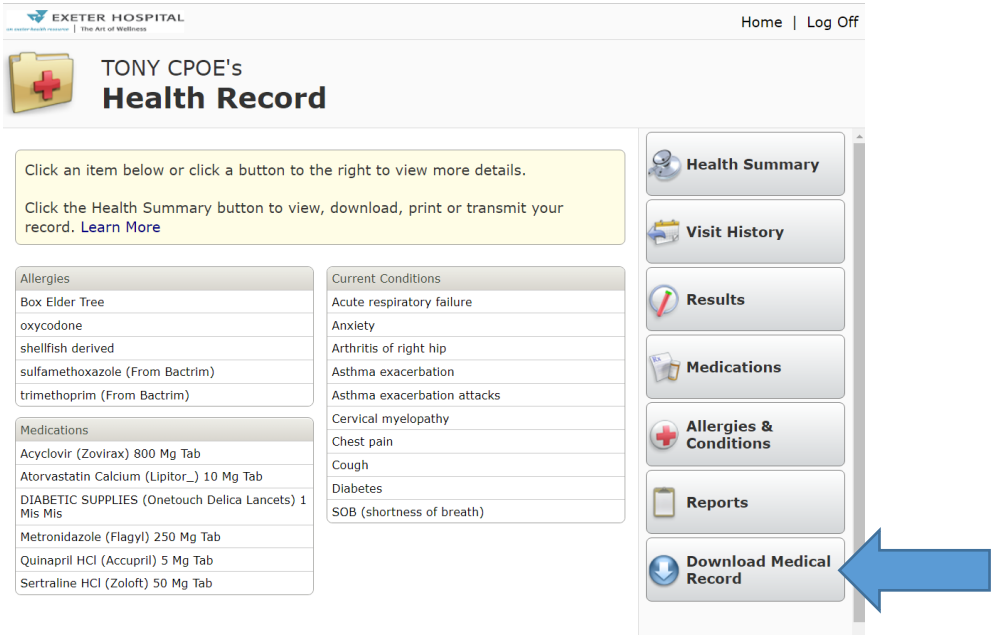
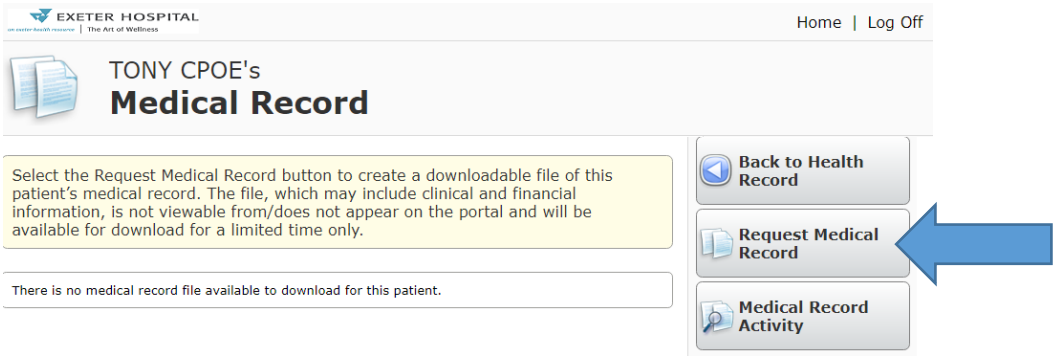
Patients are now able to get a copy of their Medical Record via the Download Medical Record button in the Patient Portal.

Once logged into portal, click Health Record button.



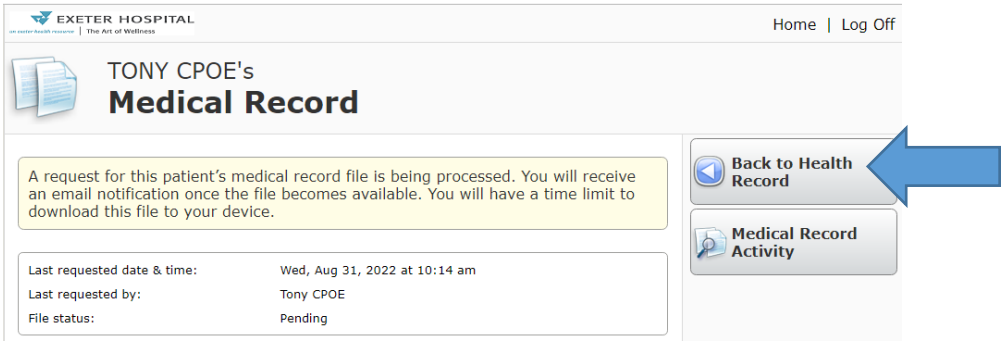
Next, click the Download Medical Record button

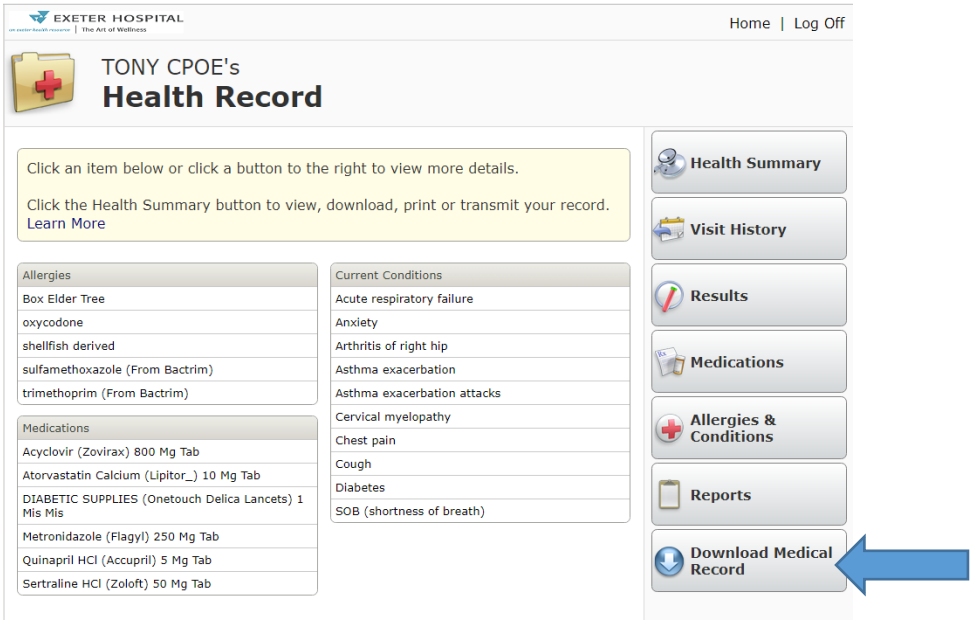




From the above screen, click "Request Medical Record".

Next, you will see the file status as "Pending" as shown below.





As soon as the file is ready (usually 1-2 mins.) You can click the "Back to Health Record Button" then go back in to the "Download Medical Record" button. You will also receive an email that you have New Info available in your portal account. (example below)

Below, is what the email will look like that you will see in your inbox, when the file is ready.

From: Exeter Hospital Patient Portal <exeter_hospital_noreply@ehr.org>
Date: August 29, 2022 at 2:13:51 PM EDT
To: Tony CPOE <ffassio127@gmail.com>
Subject: Exeter Patient Portal New Info

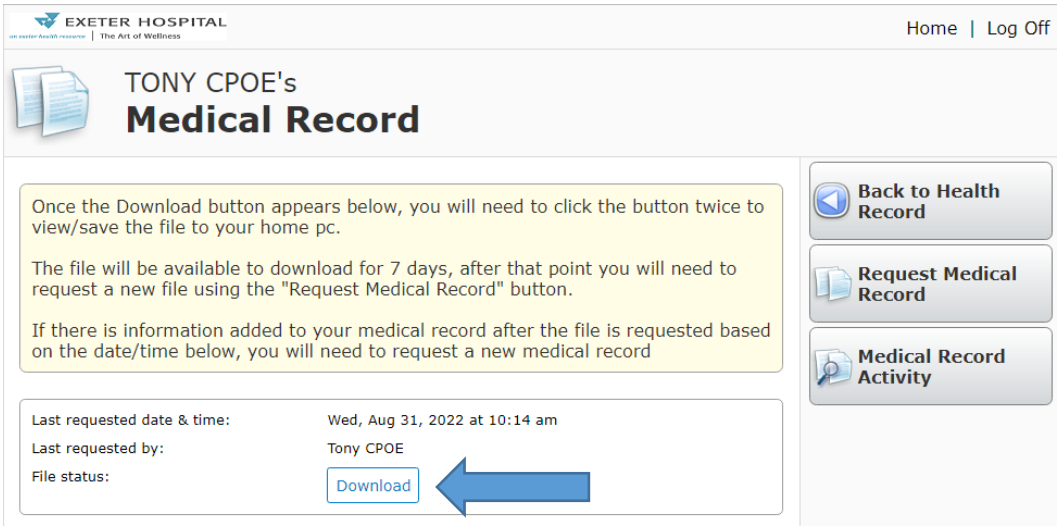
Dear Tony CPOE,

Login to your Exeter Hospital Patient Portal to view new information that was recently posted. Questions? Click the "Contact Us" link at the bottom of the Exeter Hospital Patient Portal screen. **THIS NOTIFICATION IS COMING FROM THE TEST SYSTEM. LOG IN WITH YOUR TEST USER ID AND PASSWORD**

You have new items. Click on the link(s) below to view.

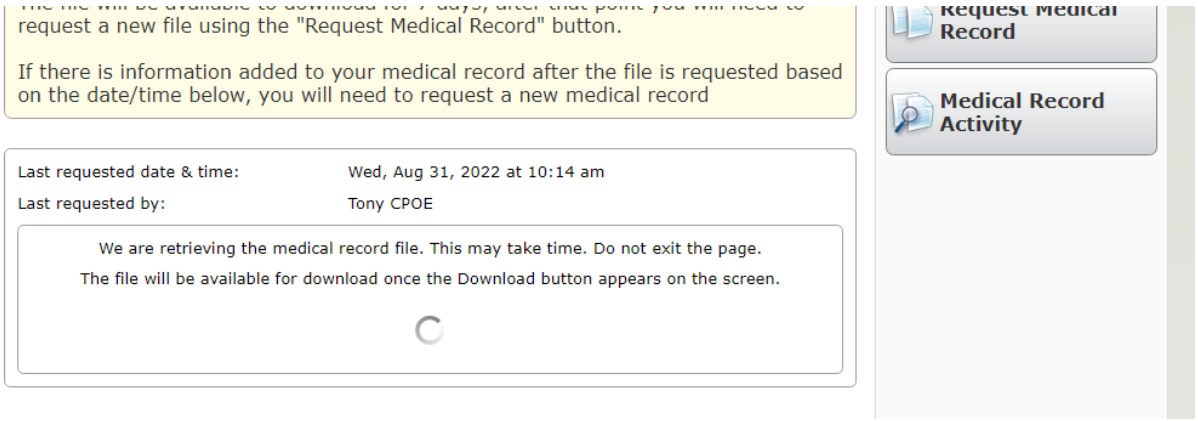
- Medical Record Download

You can log on to the Home page of your portal by accessing the link below:
Click here to sign in.

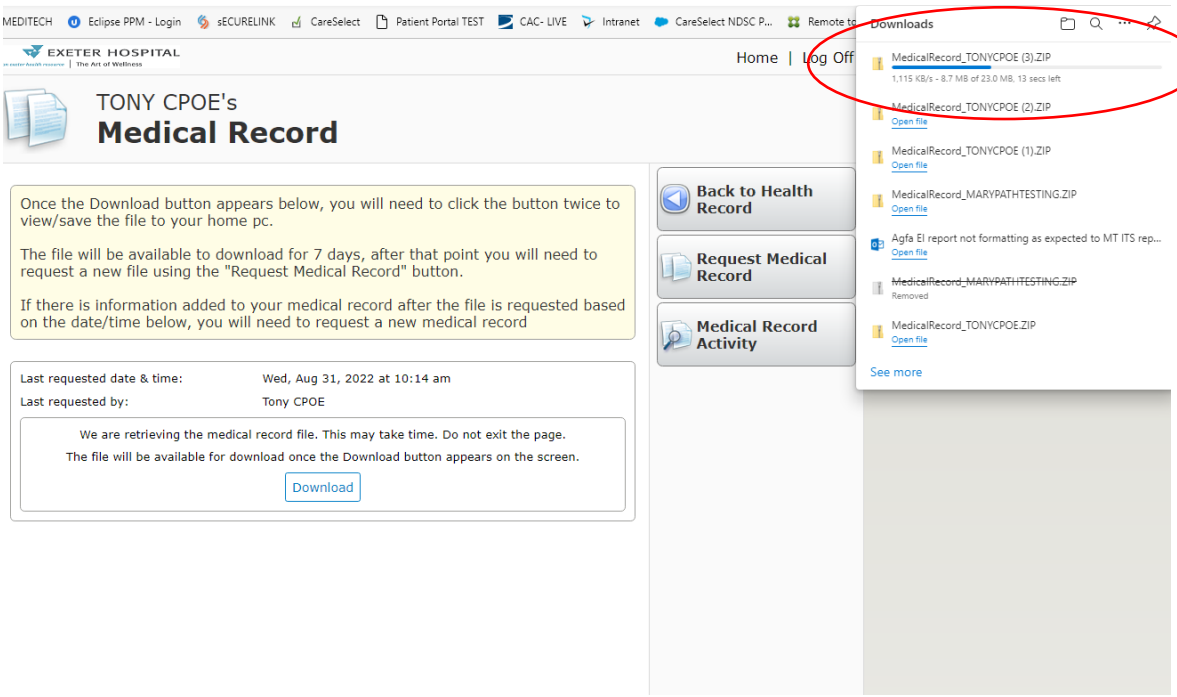


When the Download button appears as the File status, you are ready to download your file.

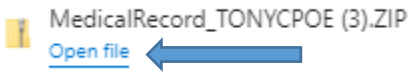
Click the Download button, you will see it is retrieving the file.



Click the Download button a 2nd time (or maybe 3x's), now you will see a Downloads box pop up on your screen. This is downloading the file to your pc.

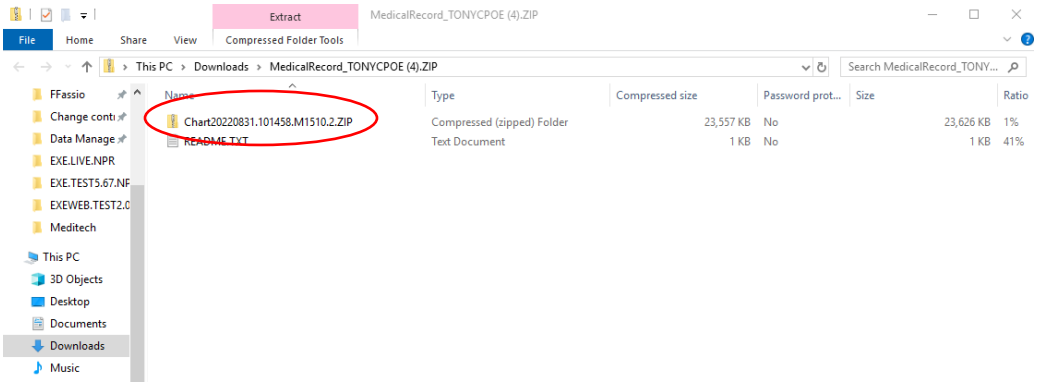


Click Open file to access the zip file

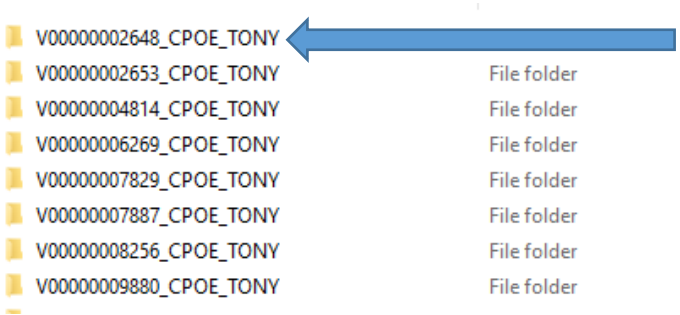


Next, you will see the zip file as shown below. Double click on the Chart folder that ends in .ZIP

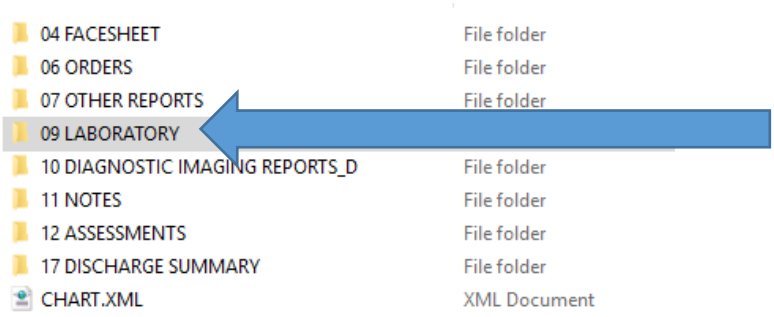
To save this to your desktop, simply DRAG and DROP the file onto your desktop. (with zip file highlighted, click the left mouse button and hold it down as you drag the mouse to your desktop, release the mouse button to place the file on your desktop)



Next you will see a list of folders. Each of these folders contains your medical record from a specific visit to Exeter Hospital. Double click on a folder to see the contents. (V# next to your name is the account number that you were assigned during that particular visit to Exeter Hospital)

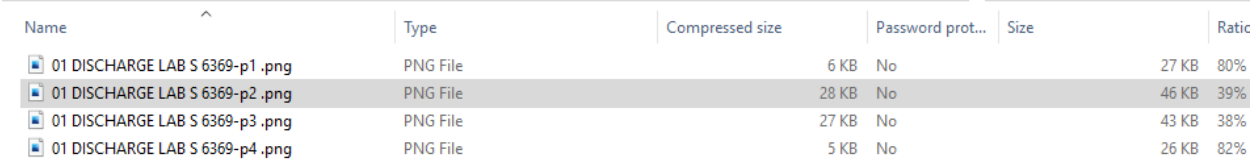


After clicking on a specific visit, such as V00000002648, you will see a list of folders separating out your medical record into categories.

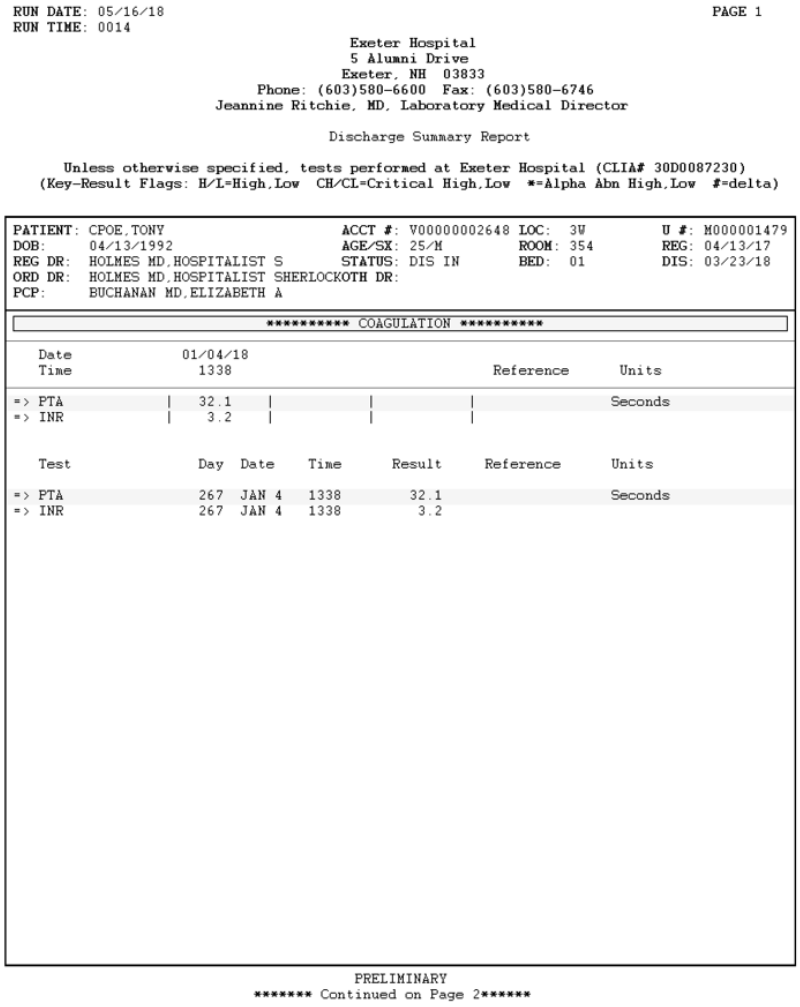


Double click on the folder you wish to view (I clicked on Laboratory), then double click on the folder that is numbered. (then click on the folder 1 -)

Inside that folder, you will find everything from that specific visit for that category. In this example, there are 4 sets of Discharge labs from this visit.



Double click on the .png file to see the actual lab report.



RUN DATE: 05/16/18 PAGE 1
RUN TIME: 0014

Exeter Hospital
5 Alumni Drive
Exeter, NH 03833
Phone: (603)580-6600 Fax: (603)580-6746
Jeannine Ritchie, MD, Laboratory Medical Director

Discharge Summary Report

Unless otherwise specified, tests performed at Exeter Hospital (CLIA# 30D0087230)
(Key-Result Flags: H/L=High,Low CH/CL=Critical High,Low *=Alpha Abn High,Low #=delta)

PATIENT: CPOE,TONY ACCT #: V00000002648 LOC: 3W U #: M000001479
DOB: 04/13/1992 AGE/SX: 25/M ROOM: 354 REG: 04/13/17
REG DR: HOLMES MD,HOSPITALIST S STATUS: DIS IN BED: 01 DIS: 03/23/18
ORD DR: HOLMES MD,HOSPITALIST SHERLOCKOTH DR:
PCP: BUCHANAN MD,ELIZABETH A

********** COAGULATION **********

	Date	01/04/18				
	Time	1338			Reference	Units
=>	PTA	32.1				Seconds
=>	INR	3.2				

	Test	Day	Date	Time	Result	Reference	Units
=>	PTA	267	JAN 4	1338	32.1		Seconds
=>	INR	267	JAN 4	1338	3.2		

PRELIMINARY
******* Continued on Page 2******

To view the next file, you must click the X in the upper right hand corner to exit the current page. Then you can proceed to view the other files.

When you download the file to your computer, you can find it in the Downloads folder of the pc or drag and drop it on to the desktop.

The file will be available to you on the portal for 7 days. You can always request a new file by going back on the portal and Requesting a new Medical Record download.