

## Patient Portal Registration

You will need a Personal Identification Number (PIN) to register and there are two ways to get your PIN. You may visit your provider's office with photo identification to sign up for this service, Or you may call **your provider's office** and we will mail a PIN to your home address on file. **To protect your privacy, we are unable to accept any address changes at this time.**

## To Register

- Visit [acp.faxtonstlukes.com](http://acp.faxtonstlukes.com).
- Click on the "Register" link on the left side of the screen on a computer, or the 2<sup>nd</sup> option on the mobile site.
- Read through the steps of the registration and click "Register Today", which is listed after the third step.
- Read and accept the portal terms and conditions.
- You will need to complete the registration questions to create your online account. Be sure to save your user ID and password that you enter in a safe place – you'll need them to log in each time you use the portal.
- Use the PIN provided by your office to verify your identity when the system asks. This is a number that is unique to your account. It is designed to keep your personal health information secure. If you did not receive a PIN number, call your provider's office.
- Submit your preferred method of contact and update your information. When you click send, you will receive a message that the form was submitted successfully. Your data will be processed and you will receive an email when your approval process is completed.

Don't let our secure messages get stuck in your SPAM filter. You may need to change a setting in your email security so that the secure messages sent from the patient portal don't get stuck in your email account. The patient portal address is [acp.faxtonstlukes.com](http://acp.faxtonstlukes.com).

My Provider: \_\_\_\_\_

Medical Office: \_\_\_\_\_

Phone: \_\_\_\_\_

## Frequently Asked Questions

### Does my PIN expire?

If not activated, your PIN will expire after 30 days. To request a new PIN, call your provider's office and you will be issued a new PIN by mail to the home address we have on file for you.

### When will my portal request be answered?

Portal requests will be answered within three business days, Monday through Friday, during regular business hours. If your request requires a faster response, please call your provider's office.

### How do my family members who are MVHS Medical Group patients enroll?

Your family members can call your provider's office Monday through Friday, during regular business hours to request a PIN. Their PIN will be mailed to their home address.

### Can I manage a family member's care?

Each person has his or her own unique PIN and login information. If your family member shares that information with you, you will be able to manage his or her care using the portal. Due to New York State privacy laws, we are unable to provide portal access to anyone under the age of 18.

### My Internet Explorer is not supported with the website. What should I do?

The MVHS Medical Group Patient Portal is not supported on certain versions of Internet Explorer. Firefox is recommended as the preferred browser. Navigating to the portal will be quicker and will have fewer issues using Firefox. You may download Firefox for free by visiting [www.firefox.com](http://www.firefox.com).



# My Patient Portal

*For MVHS Medical Group Offices affiliated  
with Faxton St. Luke's Healthcare*



Faxton St. Luke's Healthcare | St. Elizabeth Medical Center



## Your Online Health Management Tool

Our patient portal lets you manage upcoming appointments, refill medications, review test results as they become available and view personal health information.

### Your Online Health Management Tool

Mohawk Valley Health System (MVHS) offers you, our patient, a convenient and secure website to help manage your health. Our patient portal lets you manage upcoming appointments, refill medications, review test results as they become available and view personal health information.

Patients at Medical Offices affiliated with Faxton St. Luke's Healthcare (FSLH) may access the patient portal website by visiting [acp.faxtonstlukes.com](http://acp.faxtonstlukes.com). It is a password-protected, secure website, and all messages are encrypted to ensure security. Only people you have authorized and your care team can view your personal health information.

### Patient Portal Users Can: Manage Appointments

Reschedule or cancel upcoming appointments, or request a new appointment without picking up the phone. **If you are sick or need to make a same-day appointment, please call your provider's office instead of using the portal.**

### Request a Medication Refill

Refill a medication with just a few simple clicks. Requests are processed within two business days.

### Review Medical History

Review your medical information including medications, allergies and more. Keeping your record up to date helps you and your care providers.

### Review Test Results

Request your lab test results. They will be released to you as they become available.

### Pay Your Bill Online

The patient portal links to the FSLH website ([www.faxtonstlukes.com/billing-insurance](http://www.faxtonstlukes.com/billing-insurance)), where you can pay your bill online.

### Request a Referral

If you need a physician referral, **please contact us prior to visiting a specialist.** Answer a few simple questions and your referral request will be processed within two business days.

### Update Your Personal Information

Did you move or change your phone number? Update your personal information on the patient portal, which will also update your medical records and save you time during your next office visit. You can also let your health team know about any new medications or allergies so your information is correct.

### Medical Emergencies and Urgent Healthcare Matters

The patient portal is meant for routine health management. **You should not use the patient portal to send any messages requiring urgent attention.** For medical emergencies, please call 911 immediately.

If you need to reschedule or schedule an urgent appointment or need to be seen within 48 hours, please call your provider's office. Do not use the portal. **The patient portal should be used for non-emergent appointments only.**

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