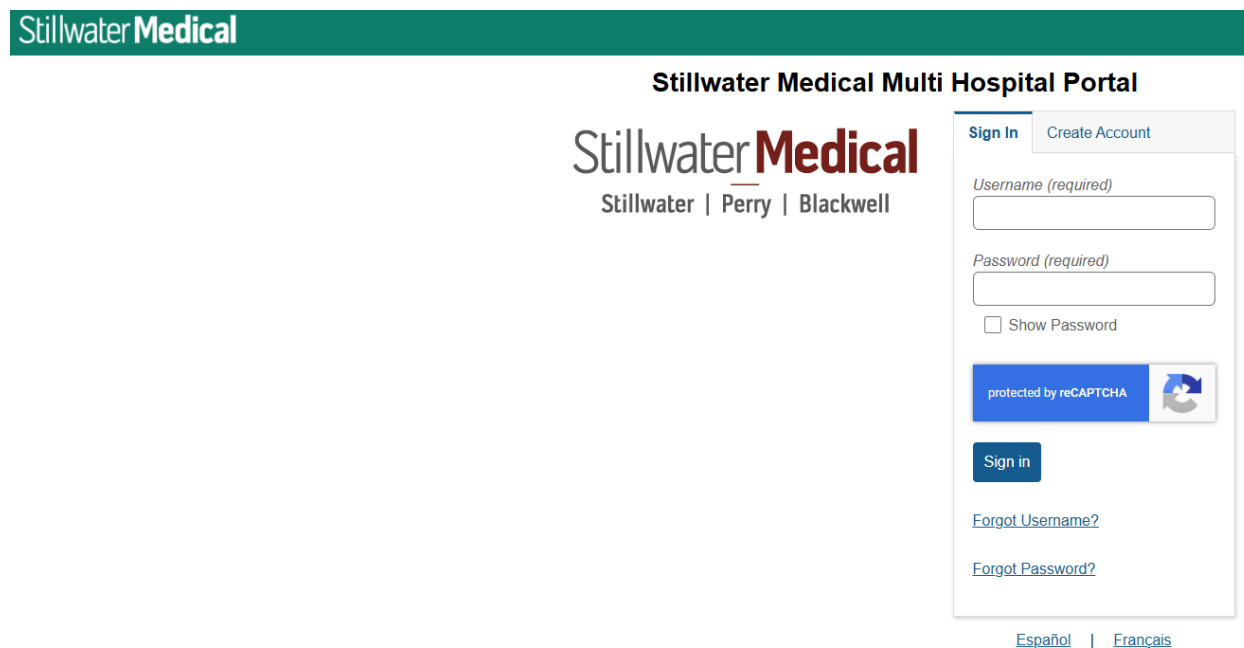


Instructions for Downloading Records from the Meditech MHealth Portal

(Hospital Portal)

You may begin the download request on a phone. However, when the records are ready to download, you must be on a tablet or a computer.

Go to our hospital portal login page: [Patient Portal Sign In: Stillwater Medical Multi Hospital Portal](#)

The screenshot shows the login page for the Stillwater Medical Multi Hospital Portal. At the top, there is a green header with the 'Stillwater Medical' logo. Below this, the page title 'Stillwater Medical Multi Hospital Portal' is centered. The main content area features the 'Stillwater Medical' logo again, with 'Stillwater | Perry | Blackwell' underneath. To the right of the logo is a login form. The form has two tabs: 'Sign In' (selected) and 'Create Account'. It contains fields for 'Username (required)' and 'Password (required)', both with input boxes. Below the password field is a 'Show Password' checkbox. A blue button labeled 'protected by reCAPTCHA' with a reCAPTCHA logo is positioned below the password field. Below this is a dark blue 'Sign in' button. At the bottom of the form are two links: 'Forgot Username?' and 'Forgot Password?'. At the very bottom of the page, there are links for 'Español' and 'Français'.

Log in with your username and password.

On the left side of the page, click “Health Record.”

Health Record

Scroll down to the “Download Medical Record” section.

Download Medical Record

No medical record file available to download.

The medical record request for this patient has been removed for the reason listed below.

Click the button at the bottom of that section that says, “Request Medical Record.”

[Request Medical Record](#)

You will see this message:

Download Medical Record

No medical record file available to download.

A request for this patient's medical record file is being processed. You will receive an email notification once the file becomes available. You will have a time limit to download this file to your device.

Below that you will see the file status:

File status: Pending

You will receive an email when the file is ready to be downloaded.

Log in to your portal again **from a tablet or computer** and click “Health Record” and “Download Medical Record” as you did before. You will see instructions for downloading and that the file status has changed from “pending” to “ready.”

● Download Medical Record (Updated)

To download your medical record file, follow these steps:

1. Select the Download button.
2. Locate the .zip file. Depending on your settings the file may save automatically to a default location.
3. Once the download is complete, unzip/extract the file. On most devices, you can do this by either double-clicking or right-clicking the file.
4. After the file is unzipped, open the Readme file in the unzipped folder for further instructions. The unzipped folder will contain two types of files: those that you can read directly, and other types that can only be read by computers and are used when importing this information into other computer systems.

Caution: Anyone with access to your device could potentially see the downloaded files that contain your personal information.

File status: Ready

Download 

Request Medical Record

Medical Record Activity 

Your visits will be labeled by visit number rather than date of service so to figure out which visit number to open, click the “read me” file that will be part of your download. It will tell you which dates match each visit number.