

Patient Portal Instructions

To send a message to your provider, request an appointment, or access your test results electronically, you must be a registered user of Clay County Medical Center's Patient Portal.

Log-in to the Patient Portal for the First Time

If you agreed to Patient Portal access during patient registration, you will receive an email from Clay County Medical Center with an invitation to register, and instructions for logging in to the patient portal for the first time. See email example below.



From the email, click the link to accept the invitation to Clay County Medical Center to create an account.

1. Access this link: [Accept Invitation to Clay County Medical Center](#)

The "Verify Your Identity With Us" form should be displayed.

The image shows a screenshot of the "Verify Your Identity With Us" form. The form is titled "Welcome to Clay County Medical Center" and includes a sub-header "Answer the Security Question". It asks the user to verify their information by providing their date of birth (Month, Day, Year) and their postal code. There is a checkbox for "I agree to the Clay County Medical Center Terms of Use and Privacy Policy." and two buttons: "Next, Create Your Account" and "Cancel".

Enter patient's date of birth.

Answer the security question. If you cannot remember the answer to your security question, please call our registration team members to assist you.

Select the check box to agree to the Terms of Use and Privacy Policy and click "Next, Create Your Account".

Next follow the prompts, filling in all blanks, to create your account.

HAVE AN ACCOUNT?
Sign in with your existing account.
[SIGN IN](#)

CREATE ACCOUNT
Complete the short registration process to get access to your health information.

* First Name

* Last Name

Mobile Number
Enter a valid 10-digit mobile number in the format XXX-XXX-XXXX.

* Gender

* Date of Birth

* Username

* Email Address

* Password
Show password

* Confirm Password
Show password

☐ I accept the Terms and Privacy Policy

[powered by reCAPTCHA](#)

[CANCEL](#) [SUBMIT](#)

English (United States) [Privacy](#) [Terms](#)

Your password will require at least 1 number, 1 capital letter, and 1 symbol. It must be at least 8 characters long.

Again, select the check box to agree to the Terms and Privacy Policy. Click Submit.

You have now successfully created your Patient Portal account.

Once registered, you can access the Patient Portal with your smartphone or personal computer by going to the CCMC website www.ccmcks.org by clicking on the Patient Portal link in the top right hand side of the website. It is located between our phone number and ONLINE BILL PAY.



Next you will be taken to the Patient Portal screen. If you have already enrolled or want to self enroll in the patient portal, you will need to scroll down to the bottom to sign in or self-enroll.

Patient Portal

Welcome to the Patient Portal, providing secure access to your healthcare information.

Clay County Medical Center uses Cerner Health to provide a secure username and password used to access your patient record information. Use this account to sign in whenever you see the Cerner Health logo. If you don't own or control the computer you're using, turn on "private browsing" to protect your personal health information.

On the Patient Portal you will be able to:

- Schedule Appointment
- View test results
- Send a message to your provider
- Pay your bill.

Please click below to sign into your account.

[Sign In](#)

To register as a new user:

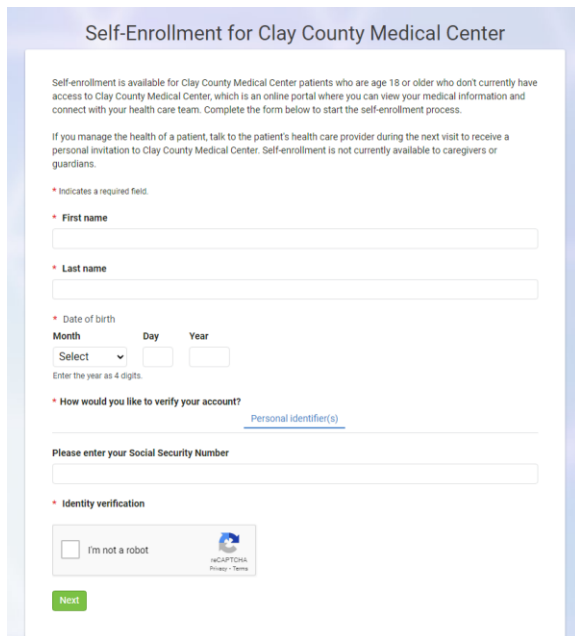
[Self-Enrollment](#)

*If registered prior to April 2021 you will need to re-register

Secure health identity provided by:

To Self-Enroll

Click the Self-Enrollment button. You will be taken to the Self-Enrollment for Clay County Medical Center page.



Self-Enrollment for Clay County Medical Center

Self-enrollment is available for Clay County Medical Center patients who are age 18 or older who don't currently have access to Clay County Medical Center, which is an online portal where you can view your medical information and connect with your health care team. Complete the form below to start the self-enrollment process.

If you manage the health of a patient, talk to the patient's health care provider during the next visit to receive a personal invitation to Clay County Medical Center. Self-enrollment is not currently available to caregivers or guardians.

* Indicates a required field.

* First name

* Last name

* Date of birth

Month: Select, Day: , Year:

Enter the year as 4 digits.

* How would you like to verify your account?

[Personal Identifier\(s\)](#)

Please enter your Social Security Number

* Identity verification

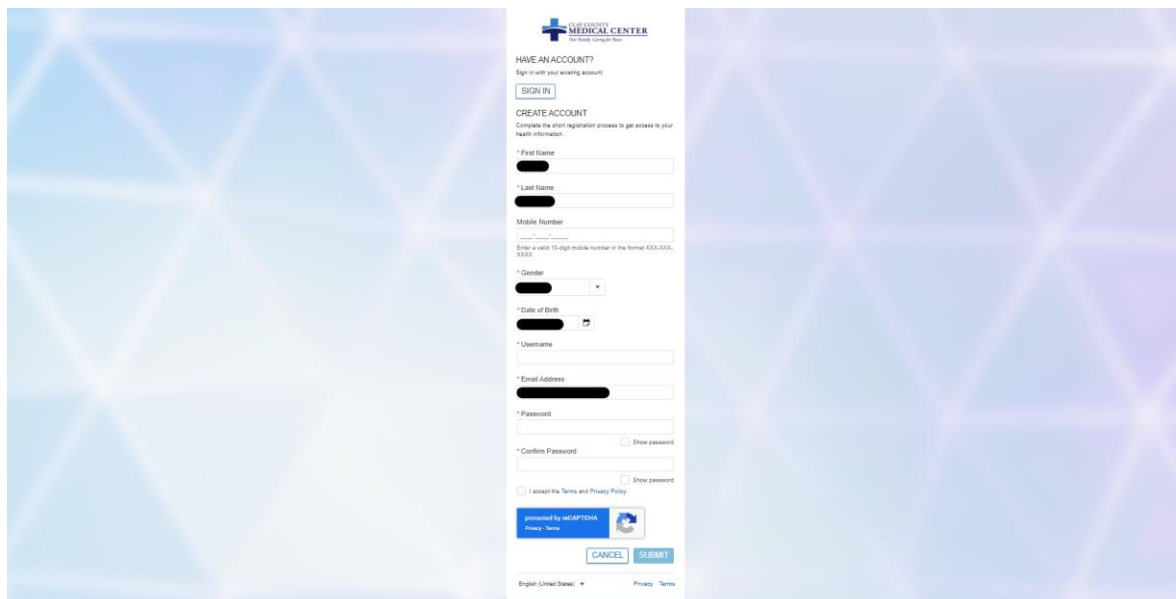
☐ I'm not a robot

[Privacy](#) [Terms](#)

Next

We must have your social security number listed in our current EHR database for you to self-enroll in patient portal. Complete the required fields and click Next.

Next follow the prompts, filling in all blanks, to create your account.



CLAY COUNTY MEDICAL CENTER
One Health. One Region. One Future.

HAVE AN ACCOUNT?
Sign in with your existing account.

SIGN IN

CREATE ACCOUNT
Complete the short registration process to get access to your health information.

* First Name

* Last Name

Mobile Number

Enter a valid 10-digit mobile number in the format XXX-XXX-XXXX.

* Gender

* Date of Birth

* Username

* Email Address

* Password

* Confirm Password

☐ I accept the Terms and Privacy Policy

[Privacy](#) [Terms](#)


CANCEL SUBMIT

English (United States) Privacy Terms

Your password will require at least 1 number, 1 capital letter, and 1 symbol. It must be at least 8 characters long.

Select the check box to agree to the Terms and Privacy Policy. Click Submit.

You will be prompted to check your email. A code will be sent your email you registered with. Enter the code and click Submit. The verification code emailed to you will expire in 20 minutes.



CLAY COUNTY
MEDICAL CENTER
Our Family. Caring for Yours.

CHECK YOUR EMAIL

A code has been sent to the email you registered with.
Please enter the code below to verify your account.

* Code

CANCEL

SUBMIT

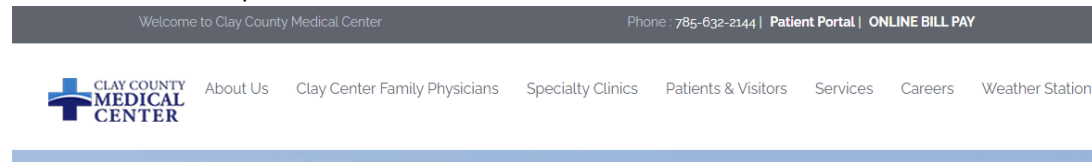
English (United States) ▼

[Privacy](#) [Terms](#)

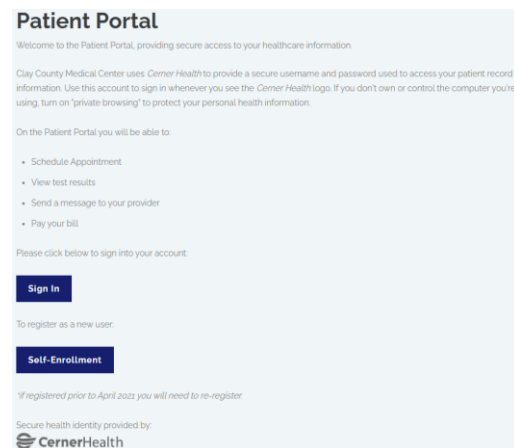
You have now successfully created your Patient Portal account.

Sign In with already created account

Access the Patient Portal by going to the CCMC website www.ccmcks.org by clicking on the Patient Portal link at the top of the screen.



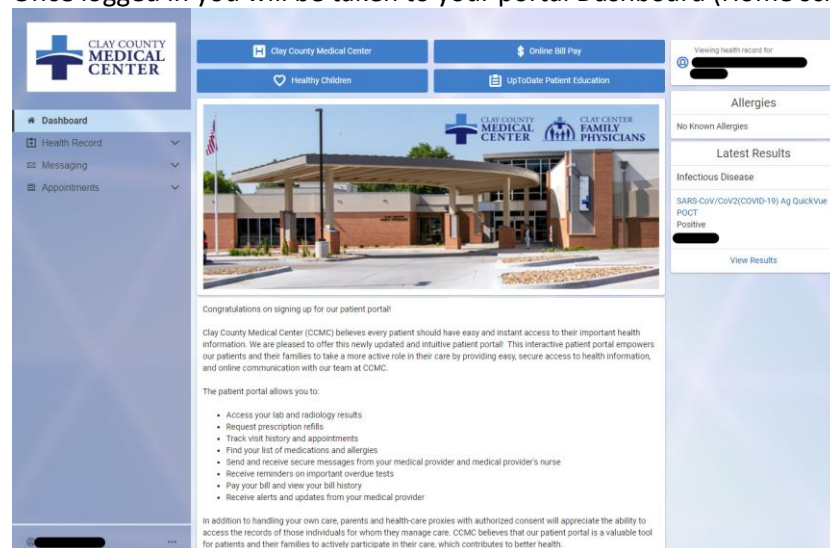
Click on the Sign In box, you will proceed to the Patient Portal Sign In screen.



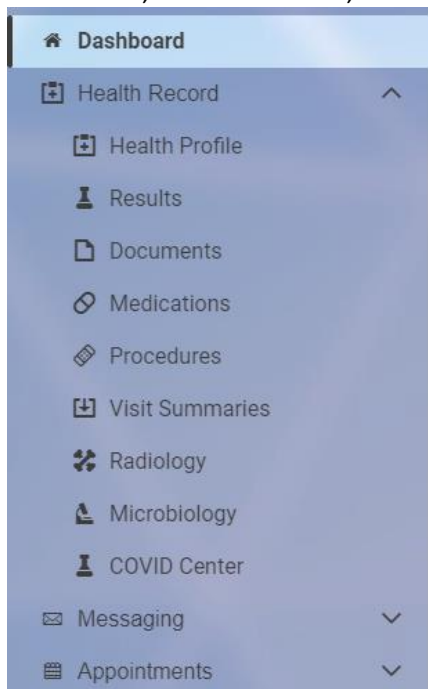
Log in using the username and password you created.

The screenshot shows the "SIGN IN TO CLAY COUNTY MEDICAL CENTER" form. It includes fields for "Email address or username" and "Password". There is a "Show password" checkbox and a "Forgot password?" link. A "SIGN IN" button is located below the password field. A "SIGN UP" button is located below the "Don't have an account?" text. At the bottom, there is a language selector set to "English (United States)" and links for "Privacy" and "Terms".

Once logged in you will be taken to your portal Dashboard (Home screen).



Under Health Record, you will be able to view your Health Profile, Lab Results, Documents, Medications, Procedures, Visit Summaries, Radiology, Microbiology (Pathology), and COVID Results.



Under Messaging, you will be able to send a message to your provider team by clicking on Inbox, Send a Message.

Please be sure that you are in the correct patient if you have several patients associated to your portal login.

When sending a message, be sure you are on the correct patient.

You will also be able to upload a saved file to accompany the message.

A screenshot of the 'New Message' form in the Clay County Medical Center portal. The form is white with a light blue header. On the left is a sidebar with the Clay County Medical Center logo and a navigation menu. The main form area has a title '< New Message' and a note: '* Indicates a required field.' Below this is a section 'This request is sent on behalf of' with a dropdown menu. The 'To' field is a dropdown menu. Below it is a section 'Would you like to give other users permission to view this message?' with two checkboxes. A note below this says 'Once you send this message, you cannot add or remove others from the message or its replies.' The 'Subject' field is a text input. Below it is an 'Attachments' section with a note 'Maximum file size is 25 MB' and a 'Choose File' button. Below the attachments is a 'Message' text area. At the bottom are 'Send' and 'Cancel' buttons. A disclaimer box on the right says 'Do not use messaging for urgent matters. If you are experiencing a medical emergency, call 911. Normal turn-around time is one business day.'

Under Appointments, you will be able to view upcoming appointments and request an appointment. When requesting an appointment, be sure you select the correct patient.

The screenshot shows the 'Request an Appointment' form. On the left is a sidebar with the Clay County Medical Center logo and navigation links: Dashboard, Health Record, Messaging, Appointments, View Upcoming Appointments, and Request Appointment. The main form area has a title 'Request an Appointment' and a note: '* Indicates a required field.' A dropdown menu for 'Send request to:' is set to 'Please select'. Below it, 'When would you like to visit?' has radio buttons for 'First available' and 'Select a date range'. 'Which day do you prefer?' has checkboxes for Sun, Mon, Tue, Wed, Thur, Fri, and Sat. 'What is your preferred time?' has a text input field with the example 'Afternoon or 2:00pm'. 'Why is this appointment needed?' has a large text area. 'If follow-up is needed regarding this appointment, how should we contact you?' has radio buttons for 'By secure message' and 'By phone (please provide number)', with a text input field for the phone number and the example '(555) 555-5555'. A 'Send request' button is at the bottom. A small box on the right says: 'Complete the information below to request an appointment. We'll review your request and respond within one business day. If this is an emergency, please call 911.'

To Join a Video Visit/Telehealth appointment, click on View Upcoming Appointments.

The screenshot shows the 'Appointments' page. The sidebar is the same as in the previous screenshot. The main content area has a title 'Appointments' and a notification: 'Appointment details are currently displayed in your local time zone.' Below this is a section for a video visit: 'Your video visit is ready to join. Test your connection.' The video visit details are: 'Video Visit (CCMC)' with a 'Join Now' button and an 'Options' dropdown. The time is '02:30 p.m. CST'. Below the time is 'For [redacted]' and 'with [redacted]'. There is a 'View Instructions' link.



Click Join Now.

To Sign Out of your Patient Portal, click on your name at the bottom left hand corner.

The screenshot shows a dropdown menu for a user profile. The menu is open, showing options: Account, Notifications, Patient Information, Access Logs, Help, and Sign Out. The user's name is partially visible at the bottom left of the menu.

Adding Additional Patients to Your Portal Account

You can view your minor children's patient portal account or another patient that you care for through your portal log in. The registration team will need to send you a patient portal invite for the patient. Consent is required for adults or emancipated patients.

You will receive a patient portal invitation email from Clay County Medical Center. Note that this email will have the patient's name at the end of the first sentence.

Clay County Medical Center is inviting you to join Clay County Medical Center to connect with the medical information for [REDACTED]

To get connected with Clay County Medical Center, just follow these easy steps:

1. Access this link: [Accept Invitation to Clay County Medical Center](#)
2. Follow the steps outlined on the page.
3. Don't forget to complete this process soon because this email invitation will expire after 90 days. We will send you a reminder before it expires. However, if you forget, just contact Clay County Medical Center to receive a new email invitation.

After you're connected, visit <https://ccmcks.iqhealth.com/> to continue interacting with Clay County Medical Center.

Notes:

Protecting the privacy of health information is important to us, so we have made this process very secure. The email provided to you by Clay County Medical Center should be kept confidential. If you need assistance getting connected, call 785-630-2410.

Do not reply to this message as it was sent from an unmonitored email inbox.

From the email, click the link to accept the invitation to Clay County Medical Center to create an account.

1. Access this link: [Accept Invitation to Clay County Medical Center](#)

The "Verify Your Identity With Us" form should be displayed.

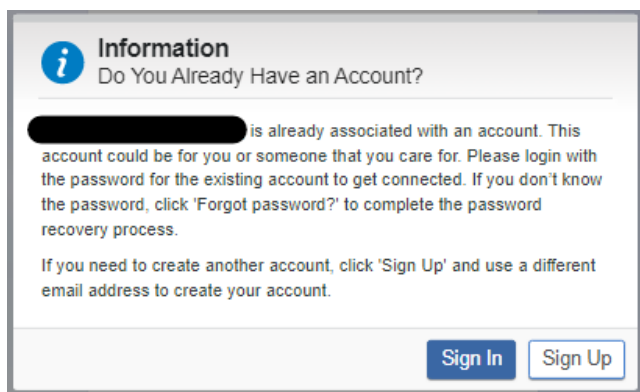
The screenshot shows a web browser window with the Clay County Medical Center logo on the left. The main content area is titled "Welcome to Clay County Medical Center" and contains a "Verify Your Identity With Us" form. The form includes fields for "Date of birth" (Month, Day, Year), "Your postal code", and a checkbox for "I agree to the Clay County Medical Center Terms of Use and Privacy Policy". There are "Next, Create Your Account" and "Cancel" buttons at the bottom of the form.

Enter patient's date of birth.

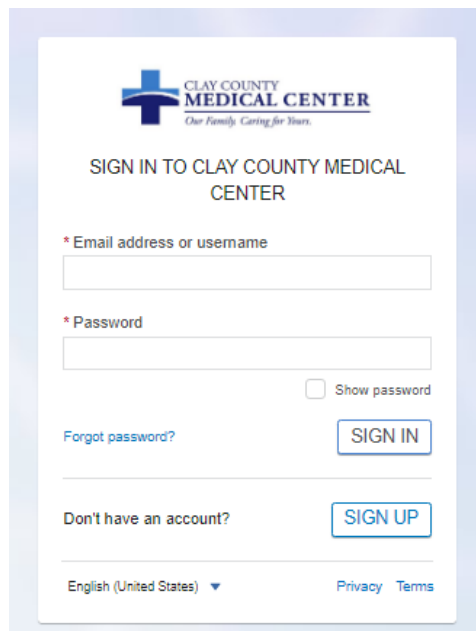
Answer the security question. If you cannot remember the answer to your security question, please call our registration team members to assist you.

Select the check box to agree to the Terms of Use and Privacy Policy and click "Next, Create Your Account".

A new screen will appear asking "Do you already have an account?" Click Sign In.

The screenshot shows a modal window titled "Information" with the question "Do You Already Have an Account?". The text inside states: "[REDACTED] is already associated with an account. This account could be for you or someone that you care for. Please login with the password for the existing account to get connected. If you don't know the password, click 'Forgot password?' to complete the password recovery process. If you need to create another account, click 'Sign Up' and use a different email address to create your account." At the bottom, there are two buttons: "Sign In" and "Sign Up".

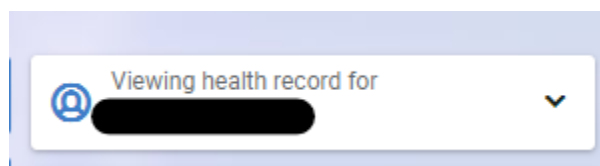
Enter your already created username and password.



The image shows a sign-in and sign-up form for the Clay County Medical Center. At the top is the logo with the text "CLAY COUNTY MEDICAL CENTER" and the tagline "Our Family. Caring for Yours." Below the logo, the heading "SIGN IN TO CLAY COUNTY MEDICAL CENTER" is centered. The form contains two main sections: a sign-in section with fields for "* Email address or username" and "* Password", a "Show password" checkbox, a "Forgot password?" link, and a "SIGN IN" button; and a sign-up section with a "Don't have an account?" link and a "SIGN UP" button. At the bottom, there is a language dropdown set to "English (United States)" and links for "Privacy" and "Terms".

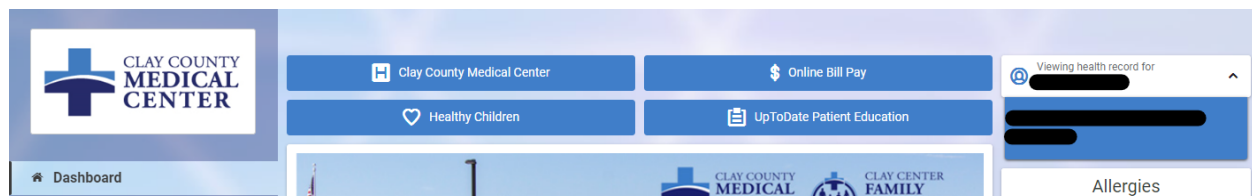
You have now successfully linked the other patient your Patient Portal account.

You will be able to toggle from patient to patient by clicking the dropdown arrow in the Viewing Health Record for box.



The image shows a dropdown menu titled "Viewing health record for". It features a patient icon on the left, a blacked-out patient name in the center, and a small downward-pointing chevron icon on the right.

Select the patient you would like to view information on.



The image shows the Clay County Medical Center Patient Portal dashboard. On the left is a sidebar with the logo and a "Dashboard" link. The main content area has a top navigation bar with links for "Clay County Medical Center", "Online Bill Pay", "Healthy Children", and "UpToDate Patient Education". Below this is a banner for "CLAY COUNTY MEDICAL CENTER" and "CLAY CENTER FAMILY PHYSICIANS". On the right side, there is a "Viewing health record for" dropdown menu with a patient icon and a blacked-out name, and a section titled "Allergies".

If you have multiple patients to link to your account, you will need follow the email instructions for each patient.

**When sending a message or requesting an appointment, be sure you select the correct patient by selecting the dropdown arrow. **