



LOWER UMPQUA HOSPITAL DISTRICT

600 Ranch Road, Reedsport OR 97467

Main: 541.271.2171

Frequently Asked Questions

What is the Partners in Care patient portal?

The Partners in Care patient portal provides you with confidential and secure access to your health information. From the convenience of your home or on your mobile device, you can access test results, your medical history, upcoming appointments, and medications and allergies.

Where does my health information on the Partners in Care patient portal come from?

All of the information contained in your profile on the Partners in Care patient portal is information from your Lower Umpqua Hospital District's electronic health record.

Is there a fee to use the Partners in Care patient portal?

No, use of the Partners in Care patient portal is provided free of charge to any patients of Lower Umpqua Hospital District.

How can I get registered to use the Partners in Care patient portal?

There are several ways for you to register for the Partners in Care patient portal. Upon patient registration, you will be asked if you would like to register also for the Partners in Care patient portal. The other opportunity is to activate your account online. You can also contact us at 541-271-0702 or at partnersincare@luhonline.com.

Can my family access my health information?

In addition to having access to your own health information, the Partners in Care patient portal also allows you to grant others, as you wish, to have access to your health information. Individuals at least 18 years old can be given proxy access to your health records with an authorized consent to help manage your care. In order to comply with U.S. and Oregon laws and regulations concerning the privacy of certain medical/mental health records of minor patients, LUHD does not provide Partners in Care website access to the electronic health record of minor patients from the ages of 12 to 17. For more information on proxy access, please contact partnersincare@luhonline.com or call 541-271-0702.



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Who do I contact for possible errors in my record?

Your information on the Partners in Care patient portal comes directly from your electronic health record. If you find errors, please ask your physician's office to correct any inaccurate information at your next clinic visit. You may also reach out to the Medical Records department at 541-271-2171 extension 3510 to request an amendment to your record. We are working diligently to update all Lower Umpqua Hospital District clinics into a cohesive electronic health record. Your clinic may not yet be updated, or it may not be part of the LUHD system. The LUHD clinics include Dunes Family Health Care, Reedsport Medical Clinic and the Same Day Clinic located inside of Dunes Family Health Care.

What if I have technical problems with the Partners in Care patient portal?

If you have technical problems with the Partners in Care patient portal, please contact partnersincare@luhonline.com or call 541-271-0702.

Can I submit my own information to the Partners in Care patient portal?

Yes, you may submit certain health data elements by using the Health Tracker features of the Partners in Care patient portal. Please log in to your account for more information on how to connect your personal health devices to Partners in Care.

Can I access my child's health records from my account?

Yes, but only for children up to 11 years of age. In order to comply with U.S. and Oregon laws and regulations concerning the privacy of certain medical/mental health records of minor patients, LUHD does not provide Partners in Care website access to the electronic health record of minor patients from the ages of 12 to 17. For more information on proxy access, please contact partnersincare@luhonline.com or call 541-271-0702.

Can I request an appointment through the Partners in Care patient portal?

Yes. You may request an appointment through your portal account.

Can I access Partners in Care through my smartphone?

Yes. The Partners in Care patient portal can be accessed using an Android or iPhone through the "MHealth" app from your device's app store. Once you have installed the app, you will have to choose the portal for Lower Umpqua Hospital District. If you need assistance, please contact partnersincare@luhonline.com or call 541-271-0702.