



Frequently Asked Questions- Clinic Patient Portal – *Access Your Health*

What is the Clinic Patient Portal?

The Clinic Patient Portal offers patients secure, convenient online access to portions of their health information anytime from anywhere in the world. Patients are able to send and receive secure non-urgent messages to and from their provider’s office, inquire about an appointment, request medication refills, view test results, medication lists, allergy list, immunizations, current and past health concerns, visit summary from clinic appointments and more.

Is there a fee associated with using the Clinic Patient Portal?

No. The Clinic Patient Portal is a free service provided by HRRMC to patients who have received services or been an inpatient at HRRMC.

How do I log into the Clinic Patient Portal?

You will receive an invitation to activate a Clinic Patient Portal from donotreply@aprima.com with the subject line “Welcome to the HRRMC-Medical Clinics Patient Portal.” Once you have registered and activated the Clinic Patient Portal account from the email invitation, you can go directly to <https://gateway.aprima.com/portal/home/12640>

Do I need to have an email account to use the Clinic Patient Portal?

Yes, a valid email address is required to set up a Clinic Patient Portal account.

I provided my email address at registration, but have not received my registration and verification email for my account. What do I do?

The welcome/introductory email only goes out when the account is created (you might want to check your spam/junk folder for it – it comes from donotreply@aprima.com with the subject line “Welcome to the HRRMC-Medical Clinics Patient Portal.”). We can reset the password for you – but you will not get an additional email.



I would like to change the email address I use for the Clinic Patient Portal. Can I?

Yes, you can change your email address; however, you must do so in person. For security reasons, we will not change email addresses over the phone. Once you are verified at the registration desk, they will help facilitate the update to your email address.

What are the password requirements?

Your password must be at least **five characters**.

I forgot my password, what do I do?

Stop by clinic registration or give us a call at 719.530.2442 or email us at patientportal@hrrmc.net and we can reset your password, and give you a temporary password to regain access to your portal.

I think my Clinic Patient Portal account has been compromised (i.e., someone else has accessed my account). What should I do?

If you feel as though someone has accessed your Clinic Patient Portal account, you should promptly go to the main login site and reset your password. You may also stop by clinic registration, give us a call at 719.530.2442, or email us at patientportal@hrrmc.net so we can reset your password, and give you a temporary password to regain access to your portal.

Who do I contact if I have questions about my health information?

Please contact your medical provider if you have questions about your medical information and/or test results.

The information in the Clinic Patient Portal is incorrect. Whom should I contact?

[Download a “Request to Amend or Correct Health Information” form](#) or [Request Help](#) with your portal account by sending an email to our support team or calling us at 719.530.2442 Monday - Friday, 8:30 a.m. – 4:30 p.m. *If you have questions about your medical results, please contact your medical provider.*



My lab results say, “See Comments”. What does this mean?

Please note that due to the sensitivity of some test results and reports, certain protected health information may not be accessible via the patient portal. You may obtain a copy of these records by contacting the Medical Records Department. If you have questions about your medical results, please contact your medical provider.

I am having technical trouble logging into my account. Whom can I contact for help?

If you are having trouble accessing the Clinic Patient Portal, verify your internet connectivity.

[Request Help](#) with your portal account by sending an email to our support team or calling us at 719.530.2442 Monday - Friday, 8:30 a.m. – 4:30 p.m.

How do I pay my bill through the Patient Portal?

You can do so at your next scheduled visit or you can come to the registration desk at the hospital. Once the request has been processed, you should receive an e-mail confirming your registration from donotreply@prima.com with the subject line “Welcome to the HRRMC-Medical Clinics Patient Portal.”

[Make a Payment](#)