



ST JAMES
PARISH HOSPITAL

PATIENT PORTAL GUIDE



Manage your health in *one* place.
sjph.iqhealth.com

Enroll in the Portal.

1. If you are new to the portal you will get an email invite from *St. James Parish Hospital* (noreply@iqhealth.com).
2. Accept the invitation, answer security questions and create your account.



If you manage the care of another person or minor and need access to this health information, email portalhelp@sjph.org

Schedule an Appointment.

Click the blue **Schedule an Appointment** button.

1. Choose the reason for your visit and the clinic location.
2. View openings and schedule.



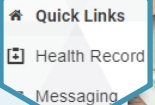
See back for a step-by-step guide

Request a Refill.

Click the blue **Request a Refill** button or choose **Health Record** then **Medications**. Find the med you need and select **Refill**.

View Your Medical Records.

Your latest results display on the homepage of the portal. For additional info, click **Health Record** under **Quick Links** (or click the menu icon when using the app).



Make a Payment (2 Options)

1. Log in to your patient portal and click the blue **Pay My Bill** button
2. Visit **sjph.paymyhealthbill.com**

Third party providers such as ER physicians and radiologists bill separately for their services.



*You will need the **Access Code** on your statement to pay online*

Specialty Clinics

View a listing of independent specialists who see patients in Luther.

Your Health On-the-Go.

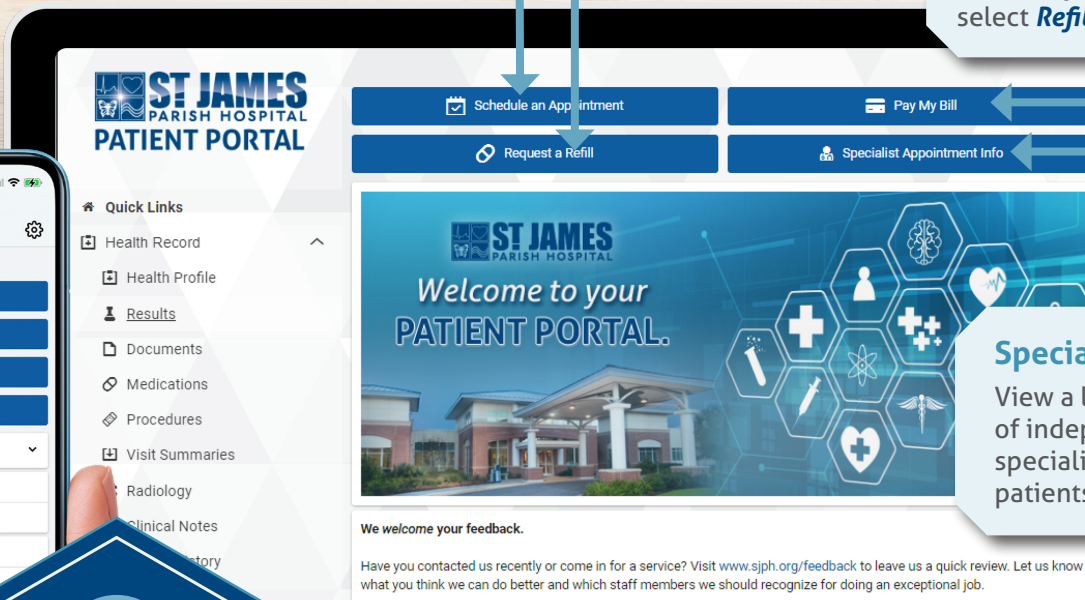
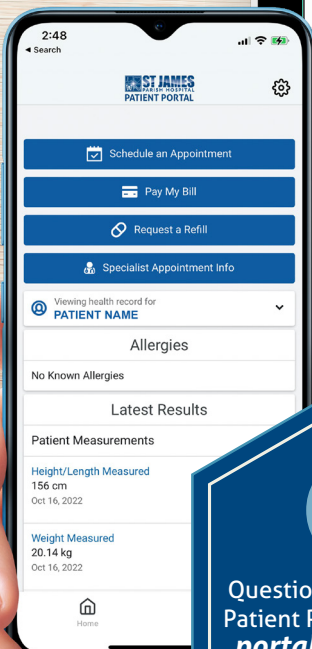
You can visit your portal from a computer or mobile device via the **HealtheLife App** which gives you access to your personal health info anywhere, anytime.



If your phone offers Face-ID, turn it on in App Settings so you don't have to log in every visit.



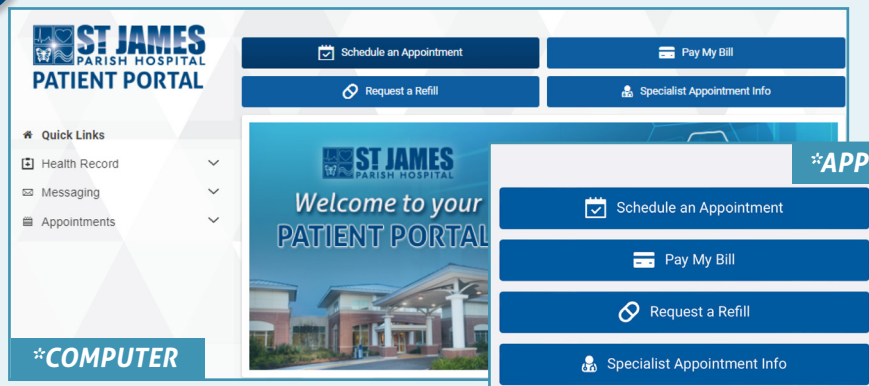
Questions about our new Patient Portal? Email us at portalhelp@sjph.org



ONLINE Scheduling Guide

1

Log in to portal and select the blue **SCHEDULE AN APPOINTMENT** button.



2

Choose the patient name and reason for your visit so that the system can provide location options.

- **CDL Physicals & Sports Physicals:** offer Urgent Care Openings
- **Established – In Office:** offers options for current clinic patients to book in-office visits at our family practice clinic (Lutcher), west bank clinic (Vacherie), hospital-based specialty clinics (urology) and urgent care.
- **New Patient In-Office:** offers options for new clinic patients to book in-office visits to our family practice clinics, west bank clinic, hospital-based specialty clinics (urology) and urgent care.
- **Established Patient – Telehealth:** offers options for current clinic patients to book virtual appointments.

Choose a reason for your visit

Please select

✓ Please select

CDL Physical

Established - In Office

Established Patient
- Telehealth

New Patient - In Office

Sports Physical

Vasectomy Consult

3

After selecting the reason for your visit, choose the most convenient location option to see available appointments.

There are 3 locations that match your search criteria.
Showing 3 of 3.

Family Practice

1645 Lutcher Ave
Lutcher, LA 70071
225.869.9890

[View All Appointments](#)

Urgent Care

1731 Lutcher Ave
Lutcher, LA 70071
225.258.2040

[View All Appointments](#)

West Bank Clinic

21420 Highway 20
Vacherie, LA 70090
225.265.3013

[View All Appointments](#)

4

Scroll through appointment options or search by date and/or provider and click **SELECT** on the appointment date and time you choose.

Start Date

Enter date in MM/DD/YYYY format.

Need a specific provider?

[Please select](#)

[Apply](#)

[Advanced filters](#)

Wednesday, Feb 15, 2023

04:40 p.m. CST

Poche, Dylan MD
[View all availability](#)

[Select](#)

04:45 p.m. CST

Poche, Dylan MD
[View all availability](#)

5

Provide details about your symptoms or needs and click the blue **SCHEDULE APPOINTMENT** button.

* Indicates a required field.

* Provide any additional details, including any symptoms, to explain why we are seeing you for this visit.

Describe any specific requests or special needs you want us to consider in preparation for your visit.

☐ Send me an email with my appointment details.

If a follow-up regarding your appointment is needed, St. James Parish Hospital Patient Portal will contact you using a secure message.

[Schedule Appointment](#)