



## HOW TO GET YOUR PREVIOUS RECORDS FROM OLYMPIA VISION CLINIC

1. All of the exam notes from 2013 to May 2025 are located in the Crystal PM portal.
2. Click on this link:  
<https://www.crystalpm.com/PatientPortal.jsp?crystalpmid=1808>
3. If you don't already know your login/ password, click "Reset Password"
4. The user name is Last Name \_ First Name (for example: Ferris\_Mary)
5. When you click Reset Password, it will email your address on file. IF that was never set up, then you will need to go back to the option Register New Account.
- 6.
7. If that doesn't work, call (360)357-6683 The receptionist will send you an email with a message similar to what's in this box below. If you do NOT have email, she can tell you your login and password over the phone and/or send you a letter in the mail.

OLYMPIA VISION CLINIC AND CONTACT LENS  
CENTER  
PATIENT PORTAL LOGIN

USERNAME

PASSWORD

LOGIN TO YOUR ACCOUNT

[Forgot Username](#)  
[Reset Password](#)

OLYMPIA VISION CLINIC AND CONTACT LENS  
CENTER  
PATIENT PORTAL LOGIN

EMAIL

REGISTER, VERIFY ACCOUNT EXISTS  
USING EMAIL

[Back To Login](#)

### EXAMPLE OF EMAIL SENT TO ACCESS PORTAL:

Good Afternoon Mary, we have uploaded your records from our clinic to your portal.  
You can find access to it here:

<https://www.crystalpm.com/PatientPortal.jsp?crystalpmid=1808>

Your username is: Ferris\_Mary & Your password is: !@#%#@ \$

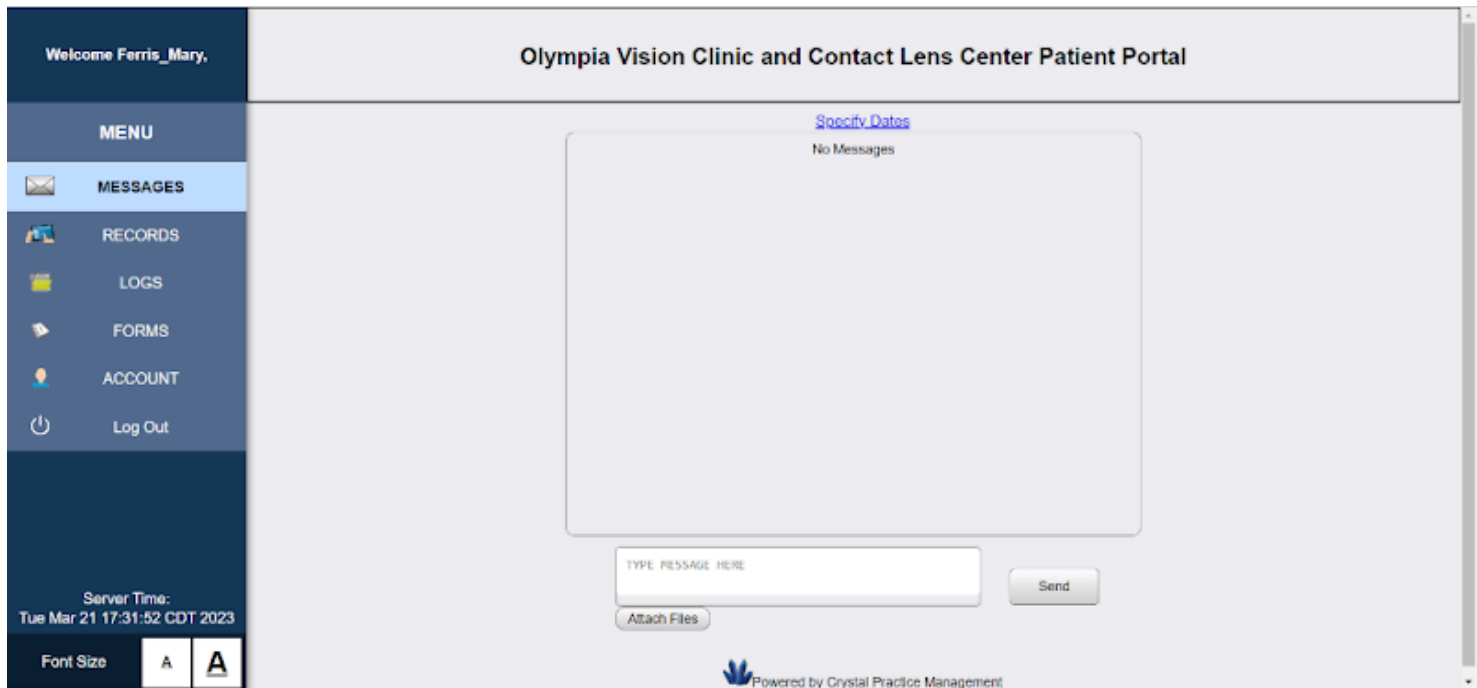
All 51 visits are there. If there is anything else you need, please feel free to reach out!

Thanks,  
OVC Patient Care Coordinator

When you successfully log in, the page will look like the image below. Click on RECORDS to view notes from your visits.

\*If you have difficulty reading the print, click the large

**A** button in the bottom left corner of the page.



8. The staff at Rainier Eye will assist you in saving the desired records to our secure system during your first visit with us. You may also wish to download information to your computer or device for your personal copies. *Please note that emailing your records to us may not be encrypted nor meet HIPAA security standards.*