PatientPortal (myHP)

Instructions to Consumers

(v.3.0)

April 5, 2020

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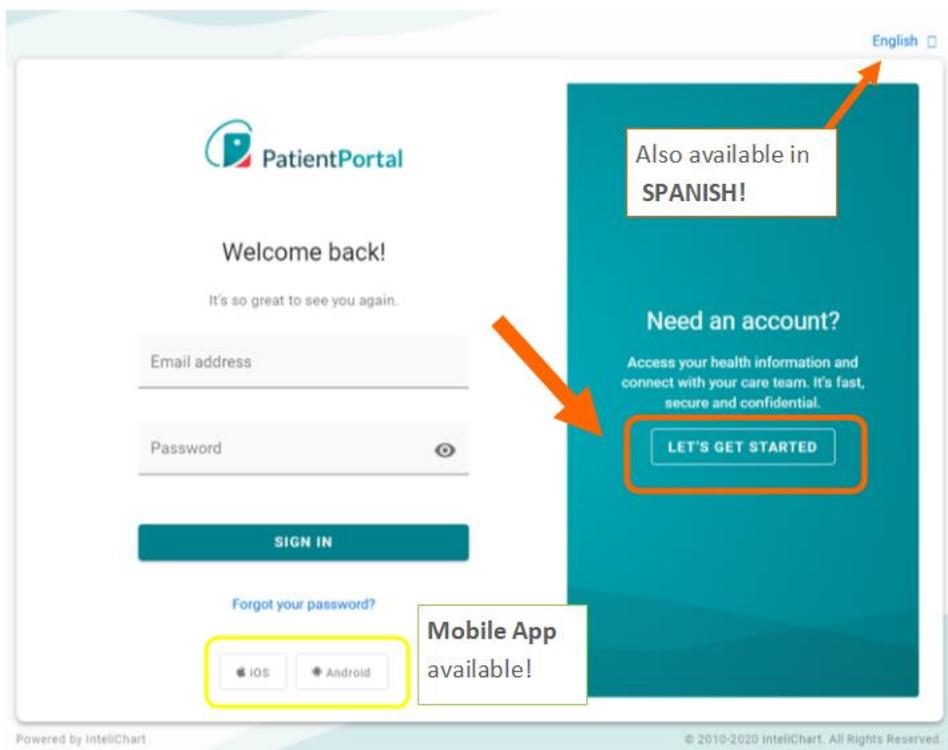# Instructions to Consumers - myHP *PatientPortal*

Access your Patient Portal

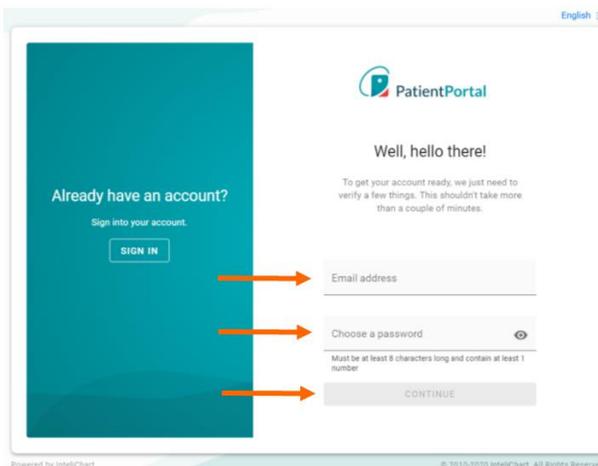RUHS-Behavioral Health staff provided you with a *Patient Portal* **PIN**.

▶ Open Internet Browser (IE, Chrome) and enter this address:

<p align="center"><u>https://patientportal.intelichart.com</u></p>

▶ Click on **LET'S GET STARTED**

▶ Enter your Email
▶ Create a password (take note of it. you will need it next time you log onto this Patient Portal)
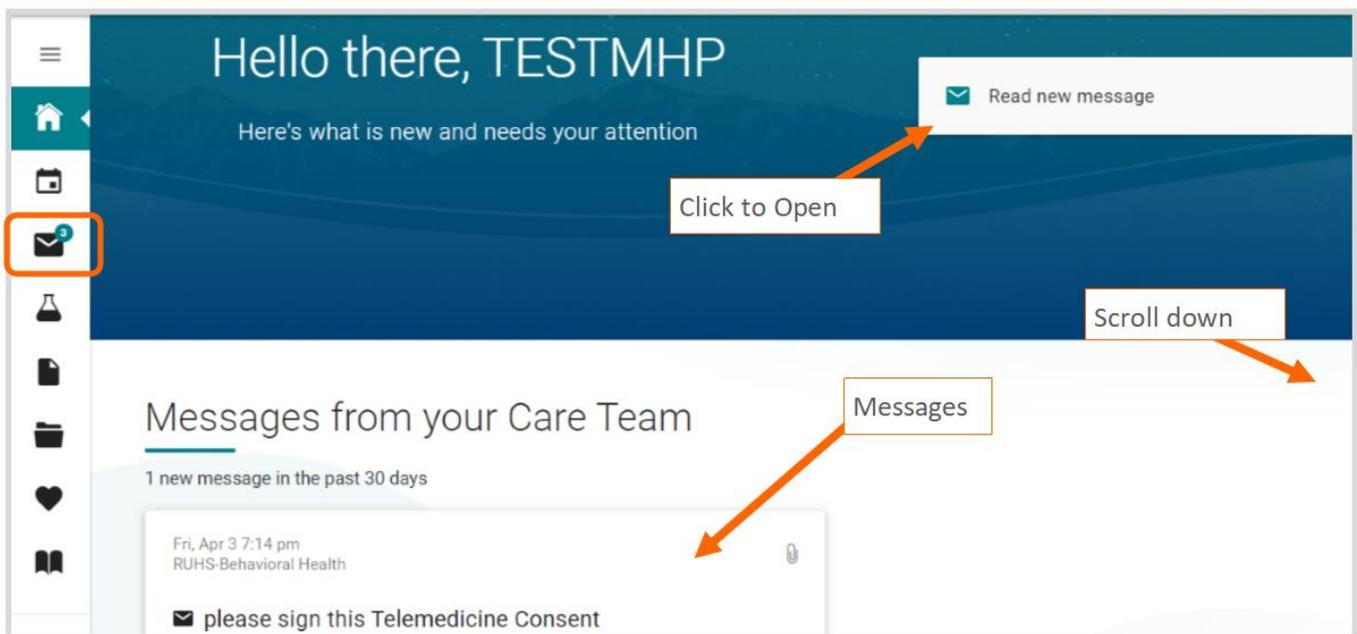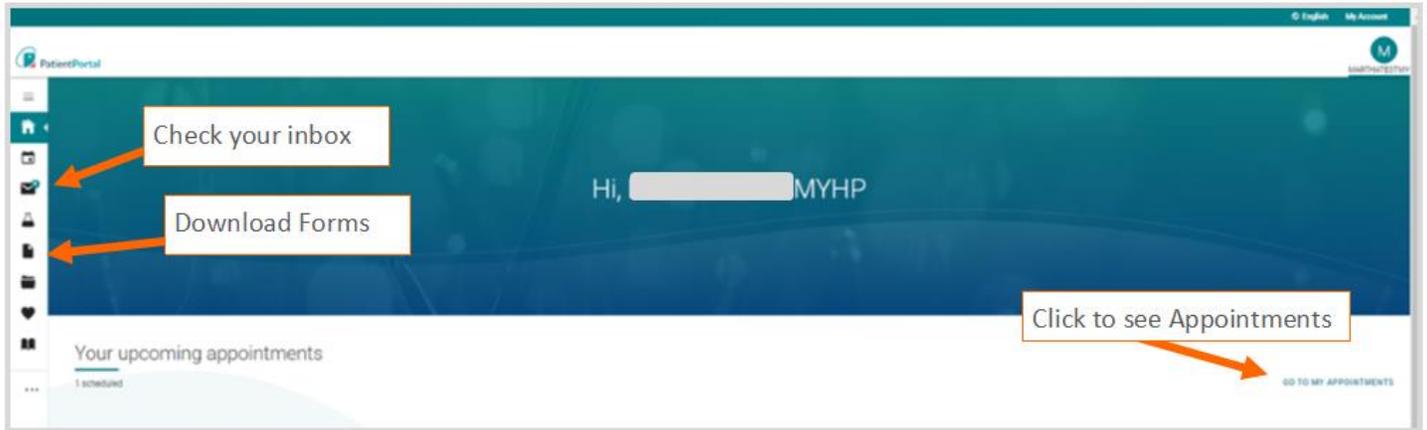▶ Click **CONTINUE**

PatientPortal

Tell us a little bit about yourself

Birthday

03 [redacted]

Enter your Date of Birth

Enter date as mm/dd/yyyy

Choose a security question

What is your [redacted] e?

Choose a security question

This will help us verify your identity in the future.

Security Answer

[redacted]tos

Enter your security Answer

My practice gave me a PIN for

Select Myself

Myself

A child

If the PIN is for your CHILD, Select here.

Enter the PIN provided by RUHS-BH Staff

My Pin

OZSEZ-M[redacted]HW

Click on CREATE MY ACCOUNT

Check - that you agree to the **Terms & Conditions**

☑ I have read and agree to the Terms & Conditions.

BACK   CREATE MY ACCOUNT

- ► Enter you **date of birth**
- ► Select a **security question** (take note of it-it will help you restore your password)
- ► Enter your **security answer** (take note of it-it will help you restore your password)
- ► If the PIN given is for yourself, select **MySelf** or If the PIN is for your child, select **A Child**
- ► Enter the **PIN** provided to you
- ► Click on Terms & Conditions link to read them.
- ► Check off the box -*I have read and agree to the Terms & Conditions*
- ► *Click on CREATE MY ACCOUNT*

Success! Your *PatientPortal* will display.
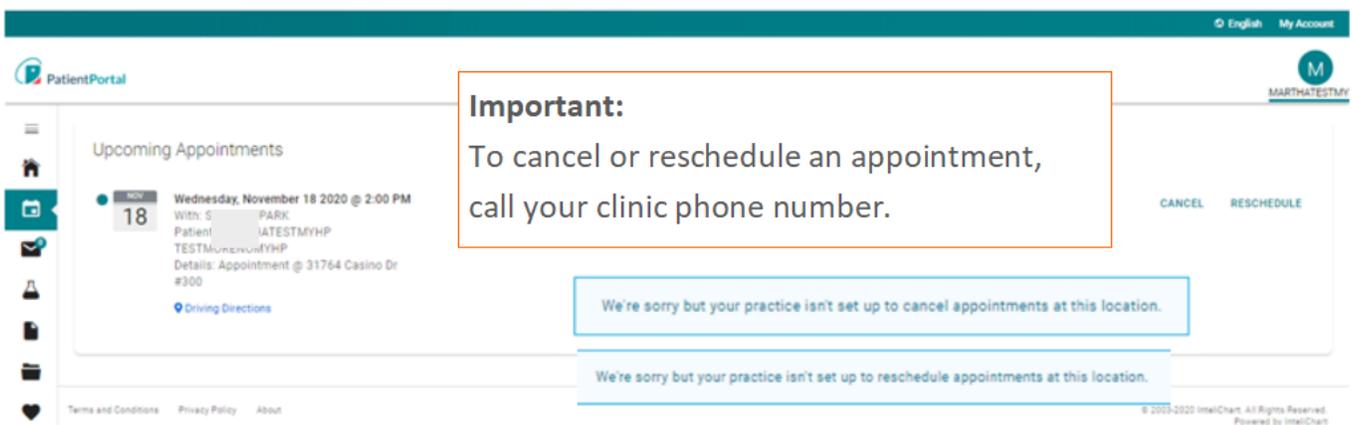
Navigating your *PatientPortal*

Check your inbox

Download Forms

Click to see Appointments

Hi, _____MYHP

Your upcoming appointments

1 scheduled

Hello there, TESTMHP

Here's what is new and needs your attention

Read new message

Click to Open

Scroll down

Messages from your Care Team

1 new message in the past 30 days

Messages

Fri, Apr 3 7:14 pm
RUHS-Behavioral Health

please sign this Telemedicine Consent

Available Forms

➤ If you need to download a form, click on the Paper icon (left side) and this will take you to RUHS-BH forms.

➤ Scroll down to see the Available Forms

➤ Identify the form you need, click on the **VIEW FORM** to view, download to your computer and to electronically sign forms, if necessary.

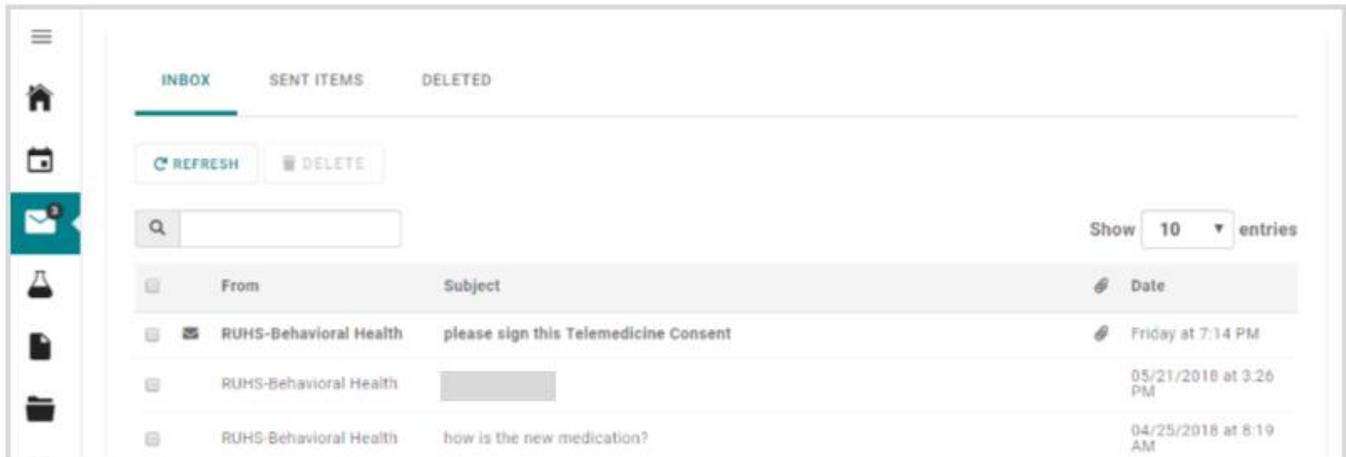 **IMPORTANT:** Forms are not available from the *mobile app*. Forms are available from a mobile phone via an internet browser or from a PC (URL: https://patientportal.intelichart.com/).
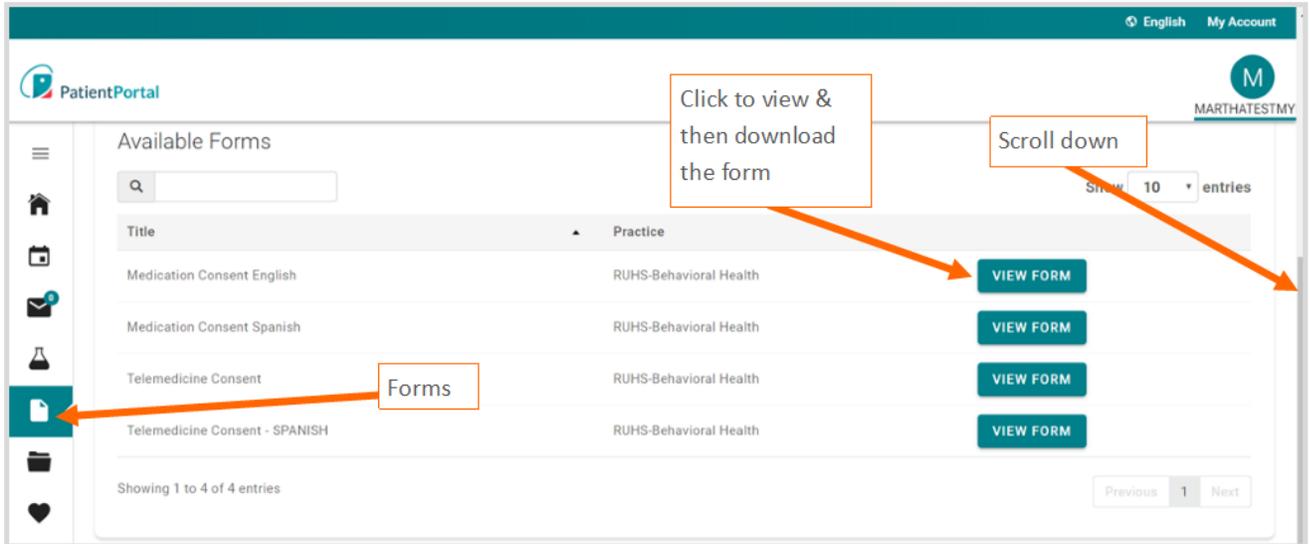
Upcoming Appointments

➤ Click the Calendar icon, to see your upcoming appointments.

Messages

Click on **inbox** icon to view any secure messages sent to you by RUHS-BH staff.

		From	Subject		Date
☐	✉	RUHS-Behavioral Health	please sign this Telemedicine Consent	🔗	Friday at 7:14 PM
☐		RUHS-Behavioral Health			05/21/2018 at 3:26 PM
☐		RUHS-Behavioral Health	how is the new medication?		04/25/2018 at 8:19 AM

My Chart

▶ Click on **My Chart** to expand the list

▶ Click **Summary**

PatientPortal

Home

Appointments

Messages 3

Labs

Forms

Click to expand

My Chart

Click on Summary

Summary
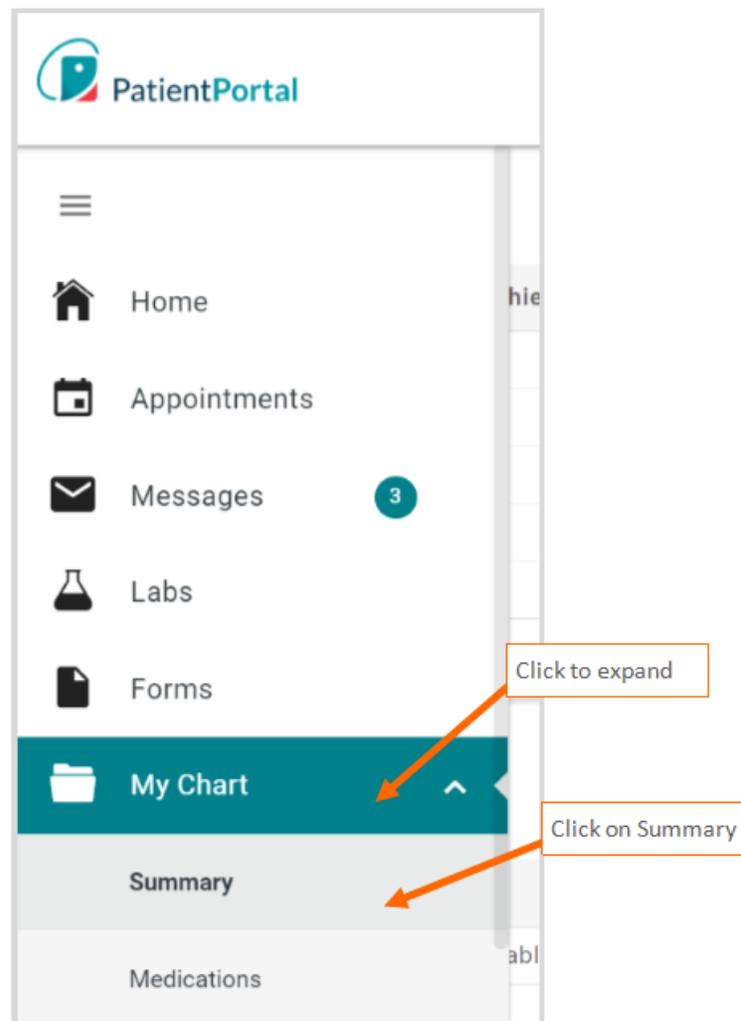
Medications

The summary page displays your address and demographic information, emergency contact, lab results, a list of your visits, medications, diagnosis information, medication history, vitals, allergies and other chart information. Click on the different top tabs to see detail information on Medications, Labs, allergies, etc.

From this summary page, you can also **Print** and **download** your chart summary information.
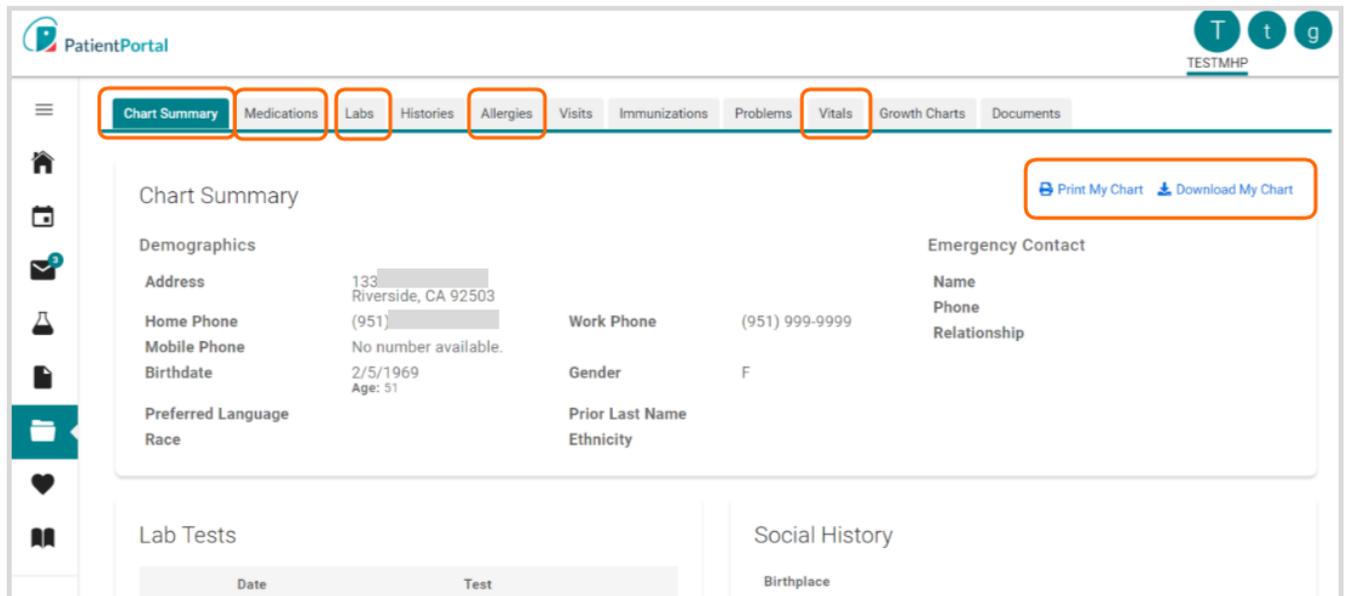
Download My Chart

To download a summary of the information available in your *PatientPortal.*

▶ Click on Download My Chart
▶ Enter desired Dates to include in chart
▶ Select Only Office Provider Visits

   Note: Call your clinic for details on how to get a copy of your RUHS-BH Health Records.
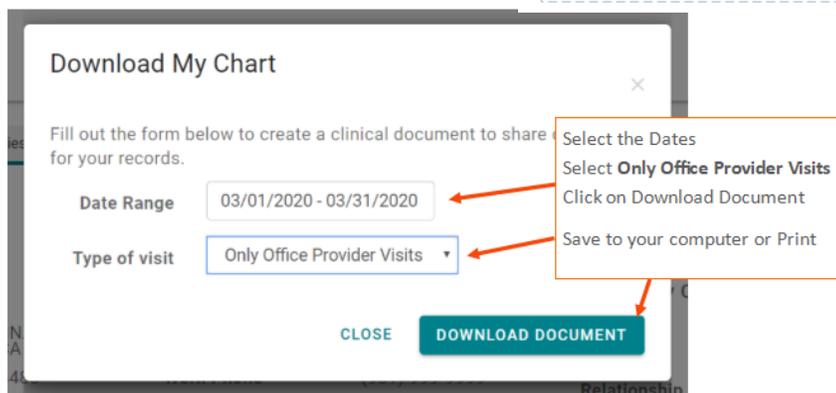
Medications

▶ Click on the **Medications** tab to see details on your current prescribed medications.

In this page you can also click on **add** a pharmacy to search and add a preferred pharmacy. **Ensure you communicate to your clinic staff about this change in preferred pharmacy.**
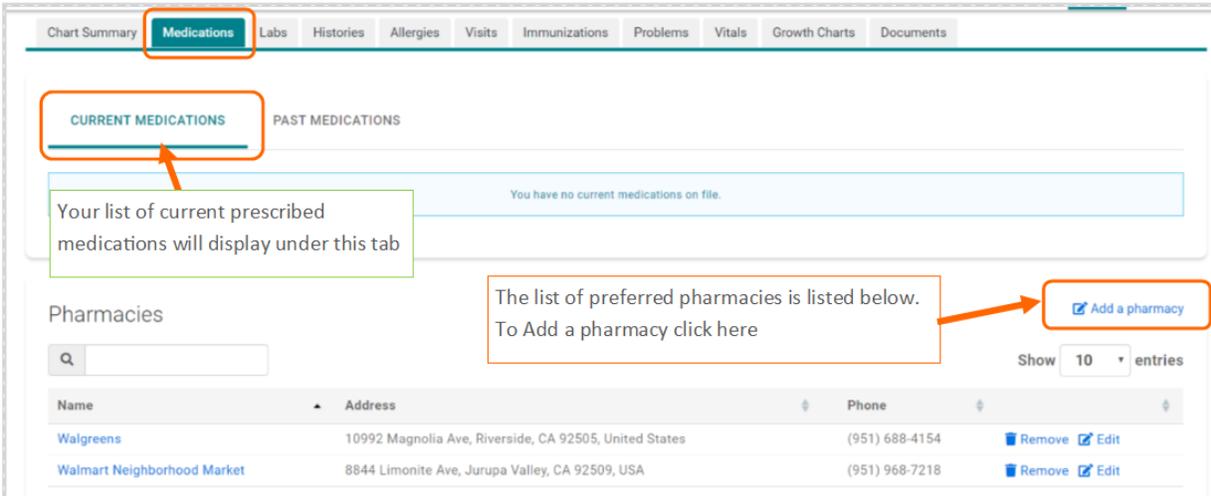
▶ To add a pharmacy, click **Add a pharmacy** (from the current medications page)
▶ Enter the name of the pharmacy, city, state, zip code (if known)
▶ Click SEARCH PHARMACIES
▶ In the list of results, identify the pharmacy you want to add and click **Save this location**
▶ Close the add a Pharmacy window by clicking the **X** (upper right corner)
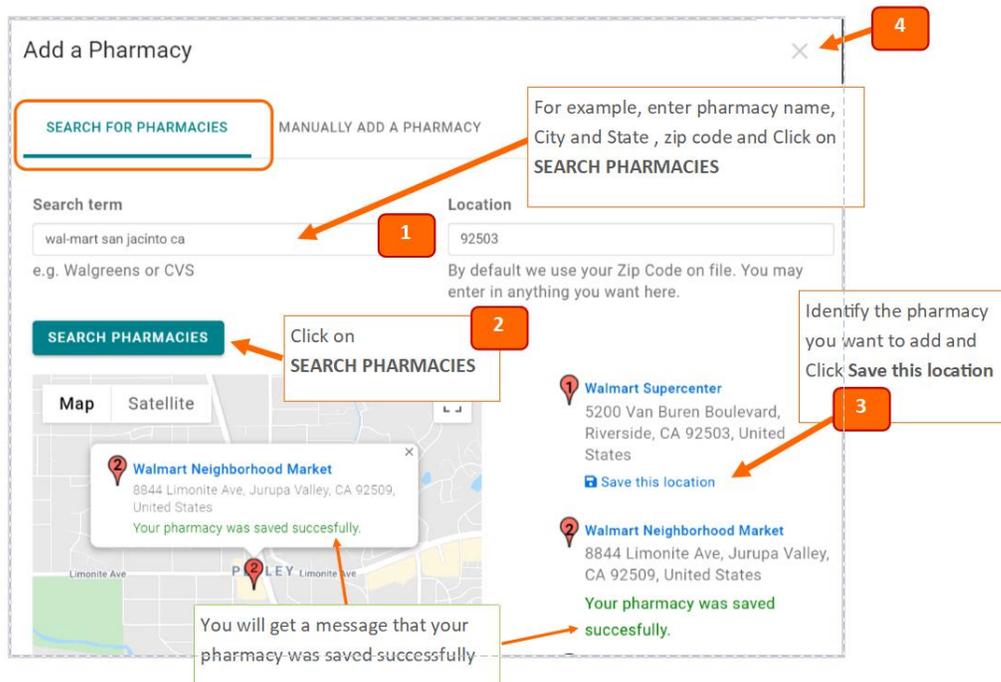
► Click on the **Past Medications** tab to see previews prescribed prescriptions.

Labs

From the Labs tab or from the Beacon Icon you can see your lab results.

► To see abnormal results, check the **Display Only Abnormal Results** check box.

Vitals

From the **Vitals** tab you can see your Vitals.

▶ To see abnormal vital, check the ***Display Only Abnormal Results*** check box.

Also, check your **vitals trend**, select any of the trends such blood pressure, heart rate, weight, etc.

Health Library

A library of health information is available. This education source is powered by MedlinePlus.

▶ Click on **Book icon** to access the Health Library and Health Topics.

- ▶ Enter the topic for example "anxiety" and click on **SEARCH LIBRARY**.
- ▶ From the search results, click on the topic of interest.
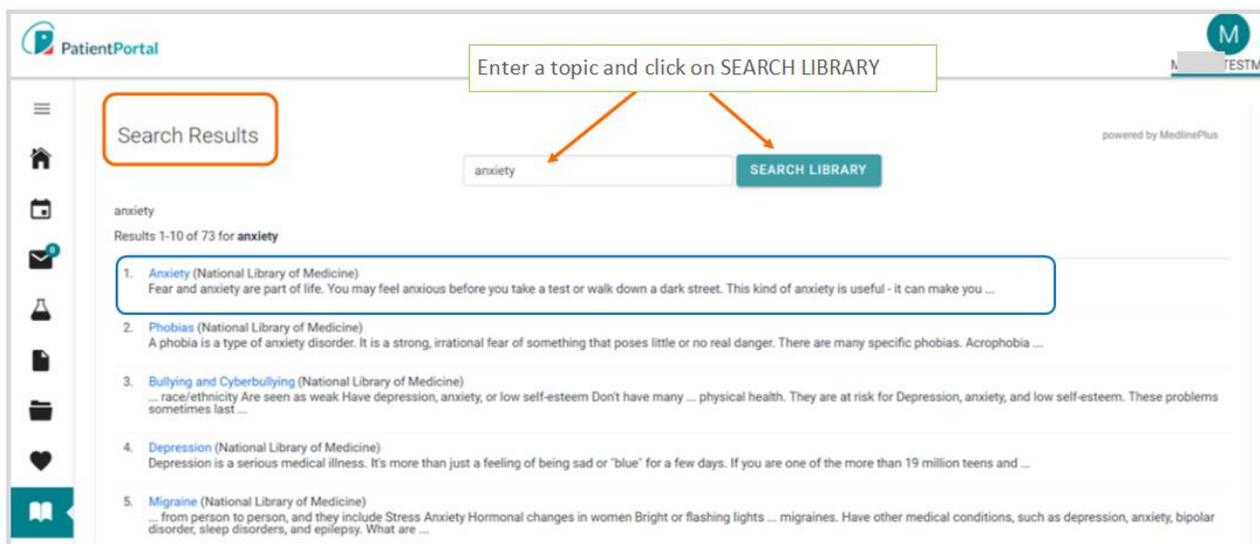
Other RUHS –Behavioral Health resources

- ▶ Click on the ellipsis (three dots) or Practice Links to see other useful resources available to you.
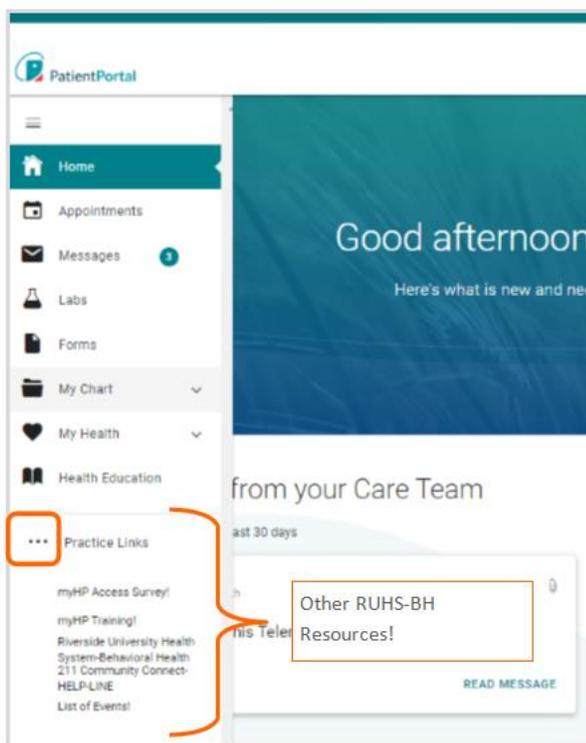
My Account

If you need to change your password or change your email address, click on **My Account** and make the changes.

Set Up Proxy Account

Granting permission to a person (18 years or older) –*Caregiver*, *Parent*, *Partner*, or *other* to securely communicate on your behalf. Enter that person's information.

▶ Click on **Add a proxy account**. *You can add and remove these accounts as needed*.

Proxy Authorization form

▶ Enter First and Last Name, Gender, Date of Birth, phone number, email address, relationship.

▶ Review Terms and Conditions and check off <u>both</u> boxes.

▶ Click on **Submit.**

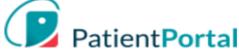# Instructions for your Proxy (Caregiver, Parent, husband, wife, partner, Power of Attorney, etc.)

▶ Your proxy will get an proxy email invitation

▶ Open email and click the Accept link
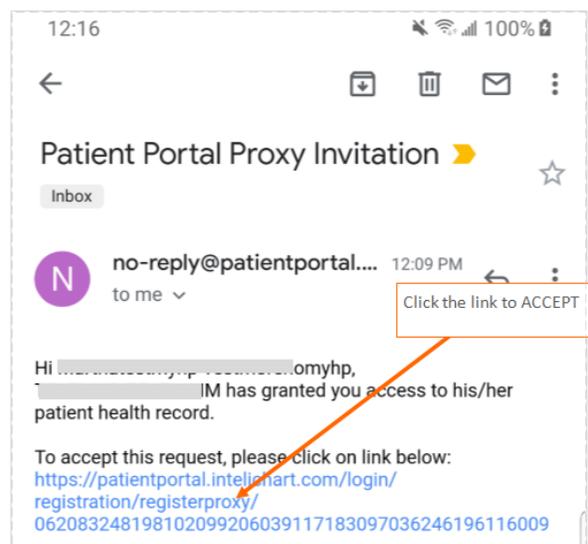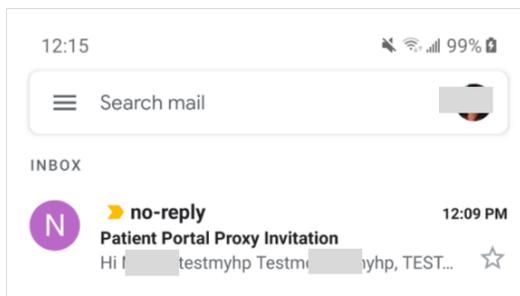
- ▶ Proxy- If you don't have a PatientPortal account, you will complete the screen to the left.
  Or
- ▶ Proxy- If you already have a *PatientPortal* account, you will complete the screen to the right.

- ▶ Proxy - Select your cell phone carrier, and click on **CONTINUE**.
- ▶ Proxy -Enter the verification code sent to your cell phone number
- ▶ Proxy - Check the "I accept the terms and conditions check box
- ▶ Proxy - Click **SUBMIT**
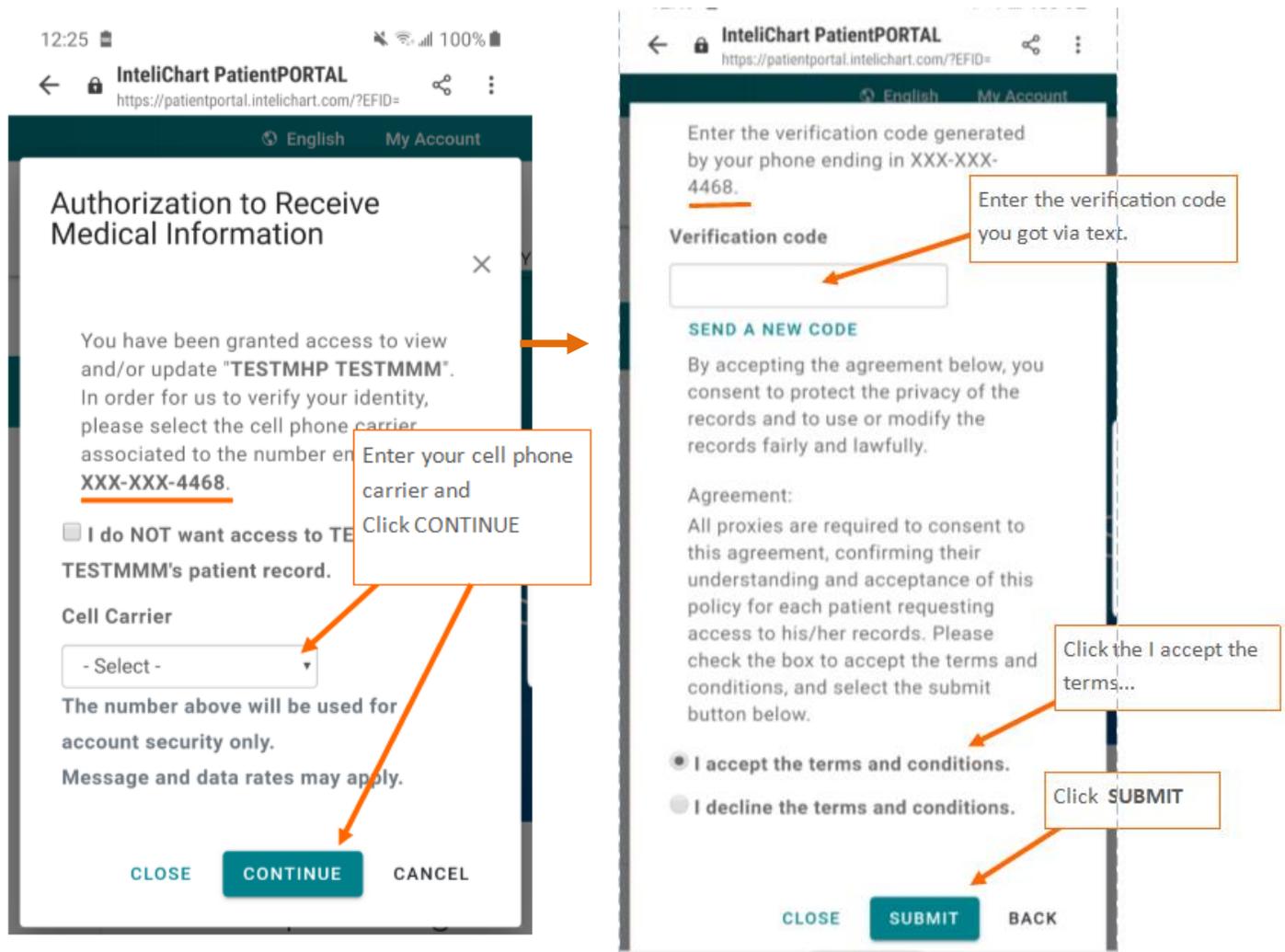
Success! Your proxy will be able to access your *PatientPortal* chart and communicate securely with RUHS-BH staff on your behalf.

NOTE: You can remove this proxy at any time from your *PatientPortal* (from Account settings).
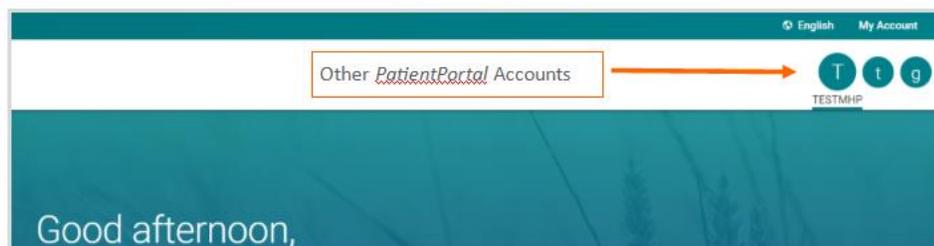
Mobile App

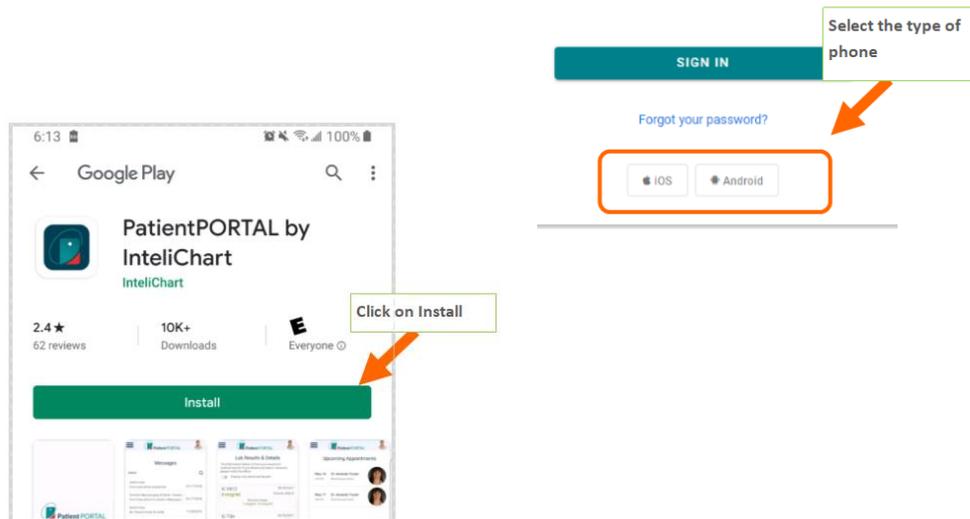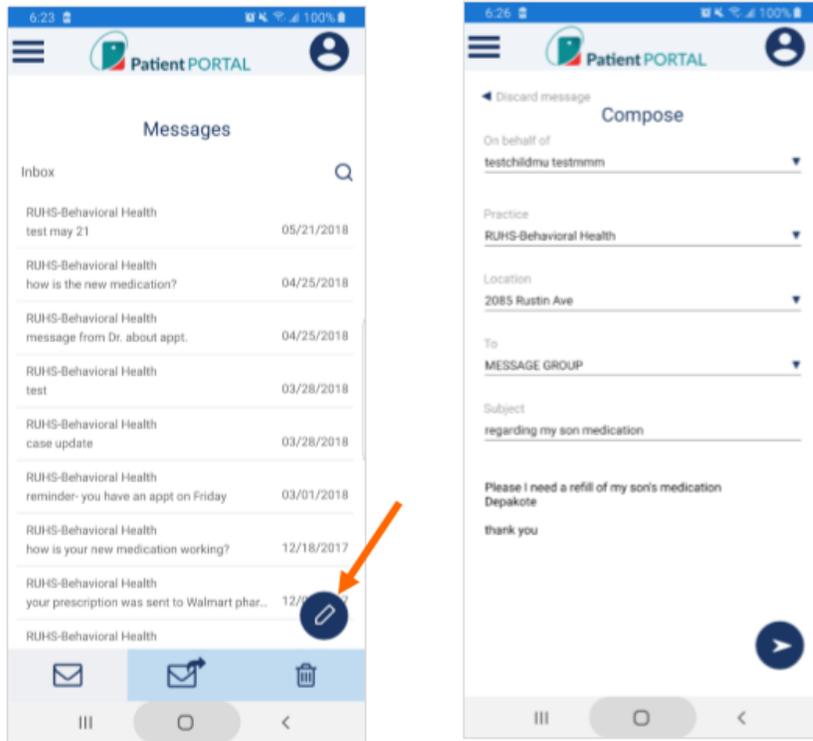▶ Go to this InteliChart *PatientPORTAL* URL: https://patientportal.intelichart.com/
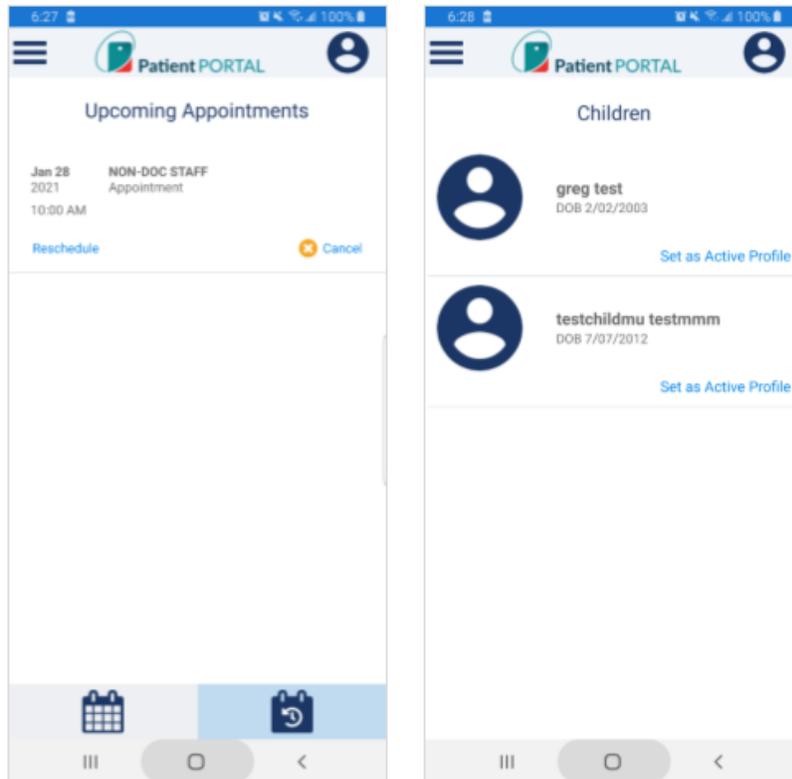
▶ Click **install**

▶ Log on- enter your email and the password you created when you registered.
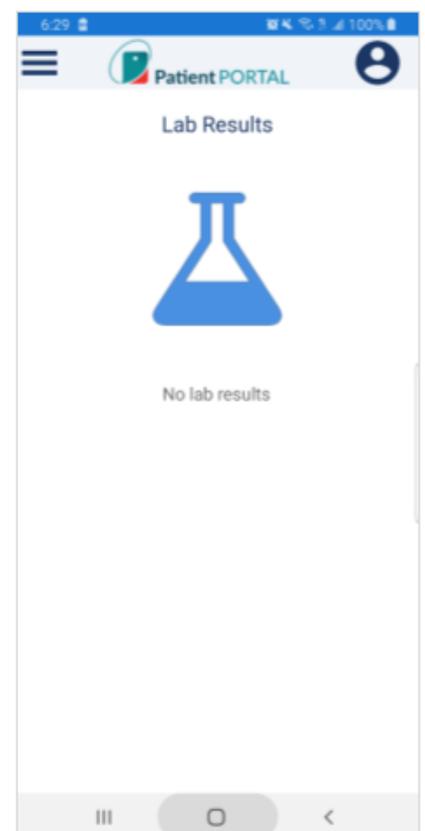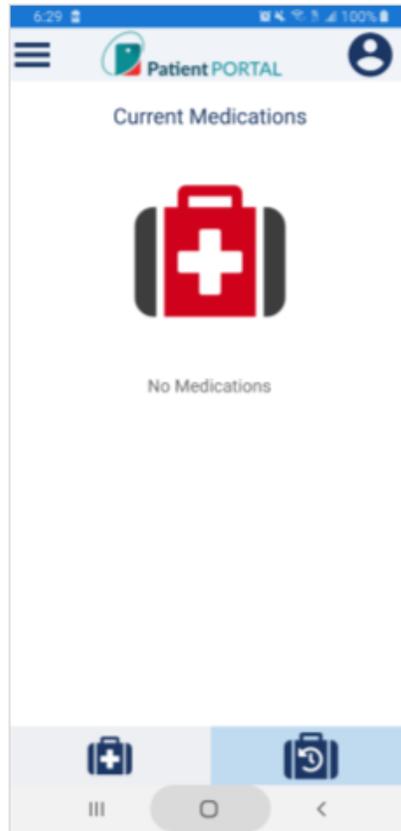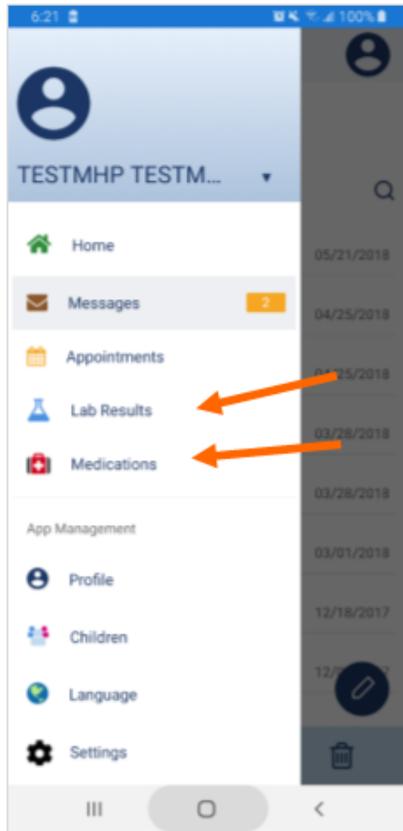▶ If you have messages, click on the blue envelope icon.
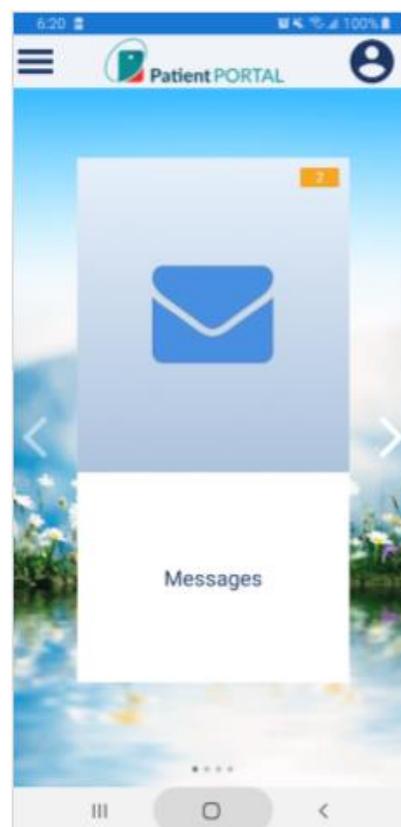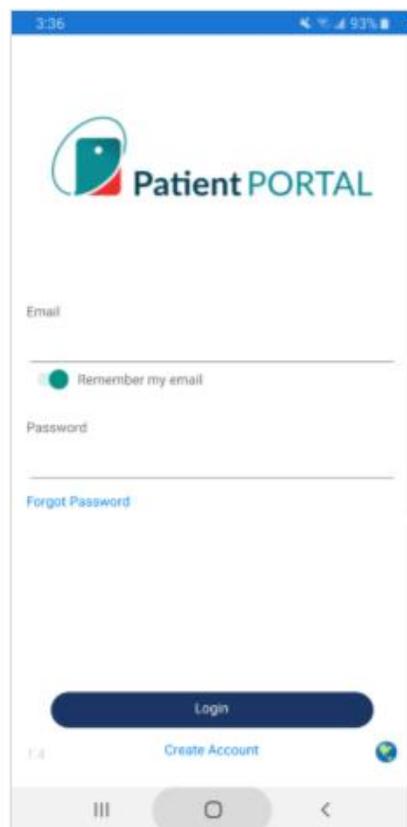
► Read your messages or compose a message

► See upcoming appointments, or other linked accounts (Child, Proxy).

▶ Navigate to Medications, labs

Spanish Navigation

▶ Switch from English to Spanish to view the Spanish navigation menus.

IMPORTANT: Only website menus are translated.

▶ Click "**CONTINUAR**" on the 'Aviso Legal' message.

Aviso legal

El idioma oficial del PatientPortal es el inglés. Al seleccionar español, usted acepta que solamente partes de la interfaz del sitio actualmente están traducidas. Los datos, documentos y otra información médica del paciente se transmiten al portal "tal cual" en el idioma presentado originalmente por su proveedor de cuidados médicos.

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CERRAR   **CONTINUAR**