



# PatientPortal (myHP)

## Instructions to Consumers (v.3.0)

April 5, 2020

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# Instructions to Consumers - myHP PatientPortal

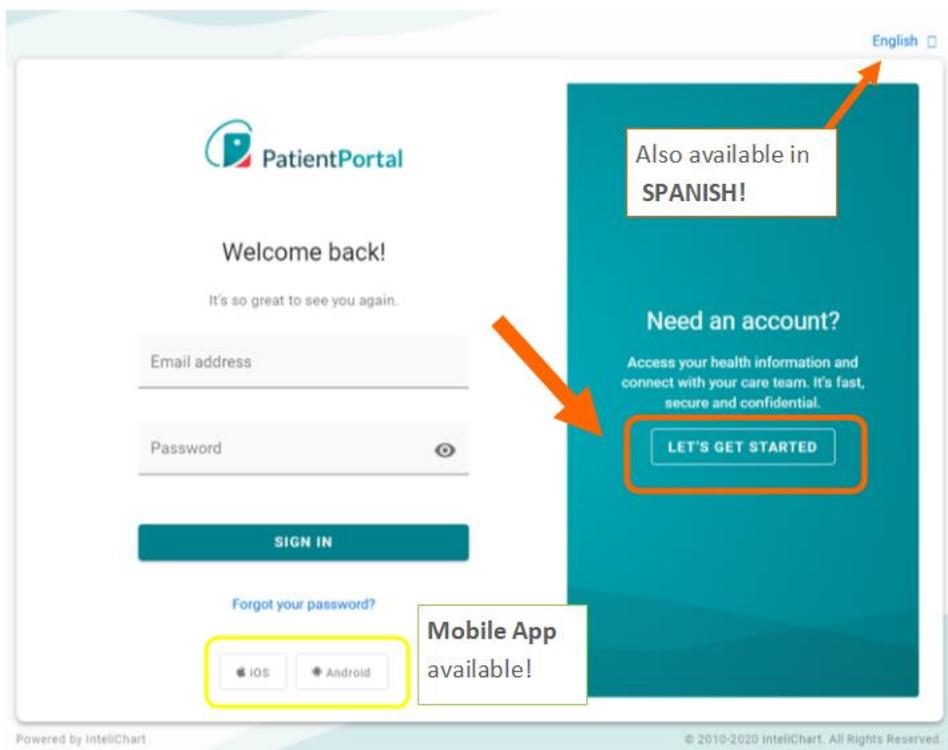
## Access your Patient Portal

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

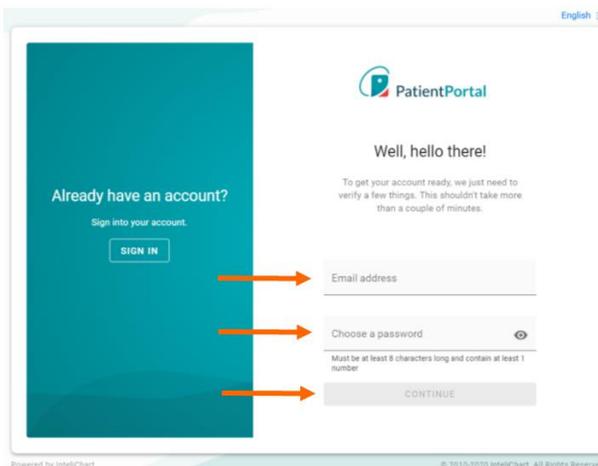
- ▶ Open Internet Browser (IE, Chrome) and enter this address:

<https://patientportal.intelichart.com>

- ▶ 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**



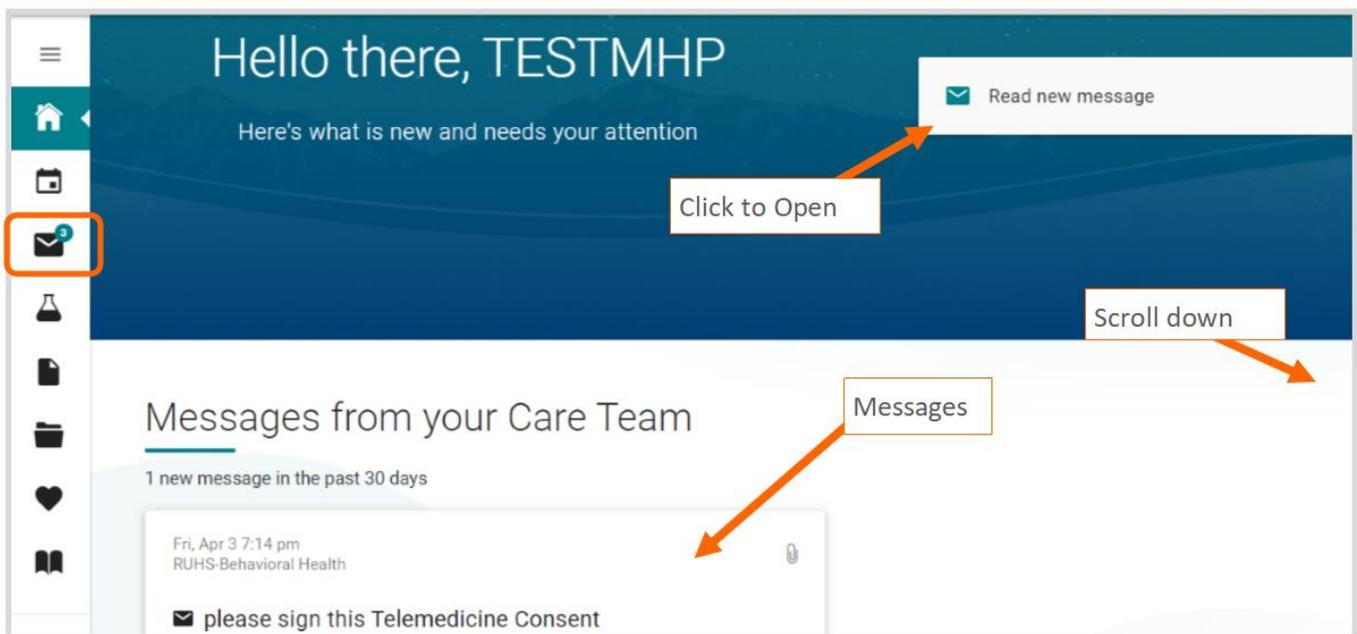
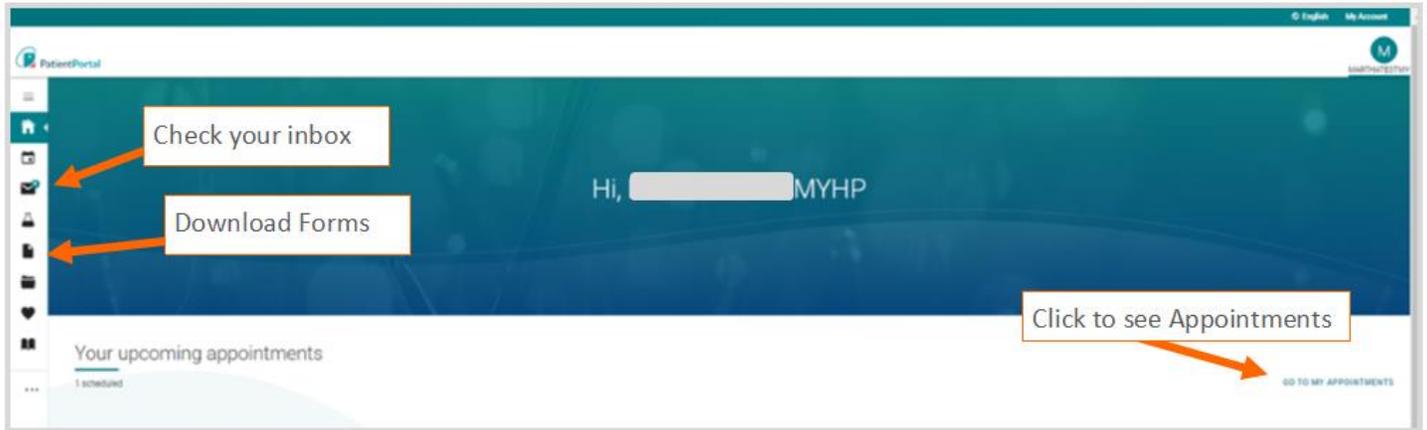
The screenshot shows the PatientPortal account creation form. At the top is the PatientPortal logo. The main heading is "Tell us a little bit about yourself". The form includes the following fields and options:

- Birthday:** A date input field with a calendar icon. A callout box says "Enter your Date of Birth".
- Security Question:** A dropdown menu with a callout box saying "Choose a security question".
- Security Answer:** A text input field with a callout box saying "Enter your security Answer".
- My practice gave me a PIN for:** Two radio button options: "Myself" (selected) and "A child". A callout box for "A child" says "If the PIN is for your CHILD, Select here." A callout box for "Myself" says "Select Myself".
- My Pin:** A text input field containing "OZSEZ-M...HW". A callout box says "Enter the PIN provided by RUHS-BH Staff".
- Terms & Conditions:** A checkbox with a blue checkmark and the text "I have read and agree to the Terms & Conditions." A callout box says "Check - that you agree to the Terms & Conditions".
- Buttons:** "BACK" and "CREATE MY ACCOUNT". A callout box for the "CREATE MY ACCOUNT" button says "Click on CREATE MY ACCOUNT".

- ▶ Enter your **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.

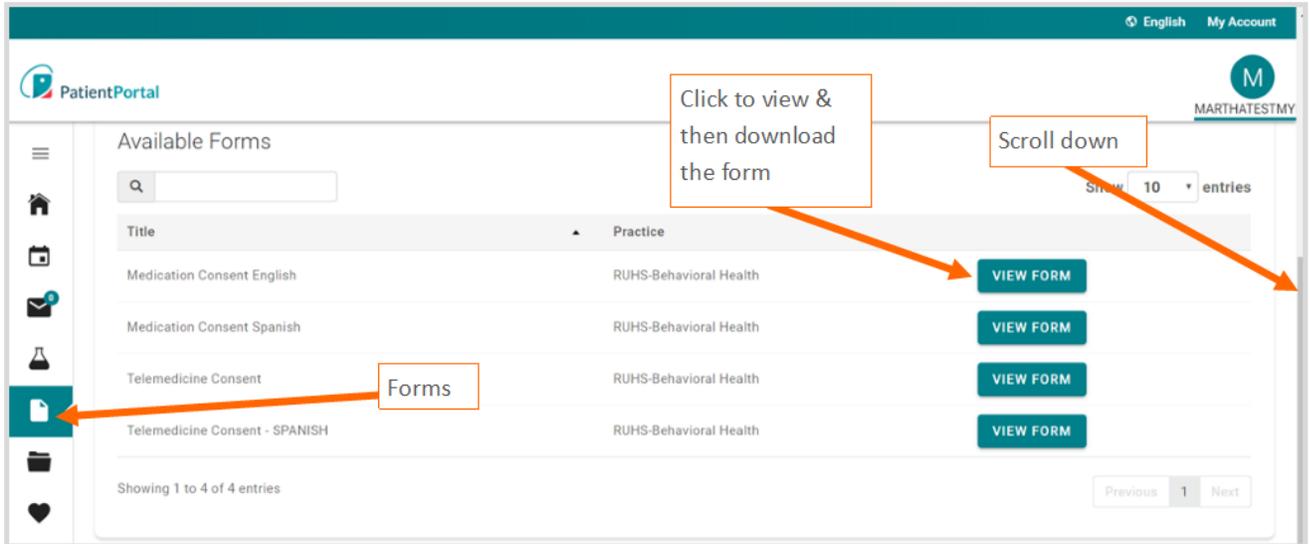
# Navigating your *PatientPortal*



## Available Forms

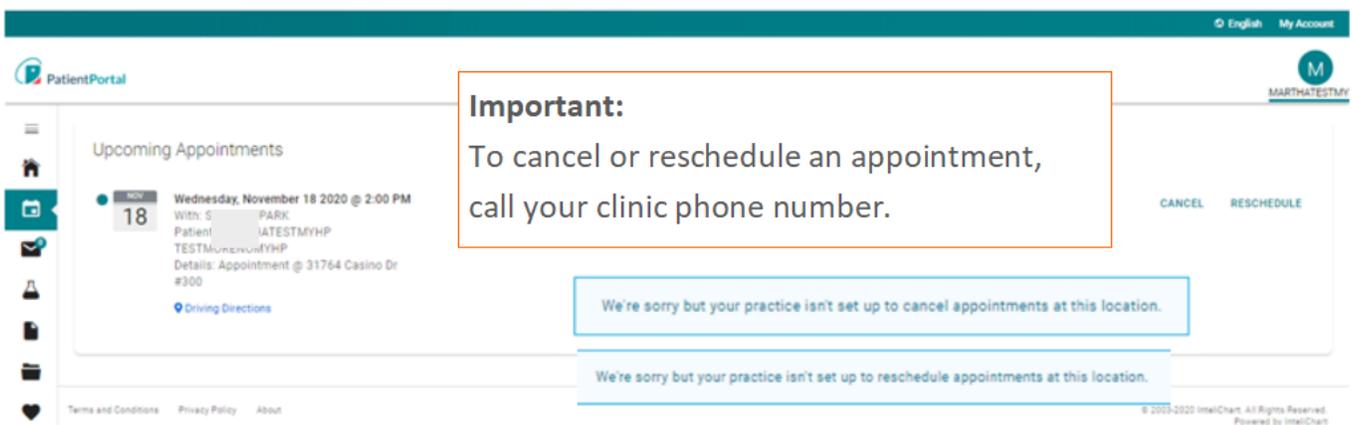
- ▶ If you need to download a form, click on the Paper icon (left side) and this will take you to RUHS-BH forms.
- ▶ Scroll down to see the Available Forms
- ▶ Identify the form you need, click on the **VIEW FORM** to view, download to your computer and to electronically sign forms, if necessary.

**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/>).



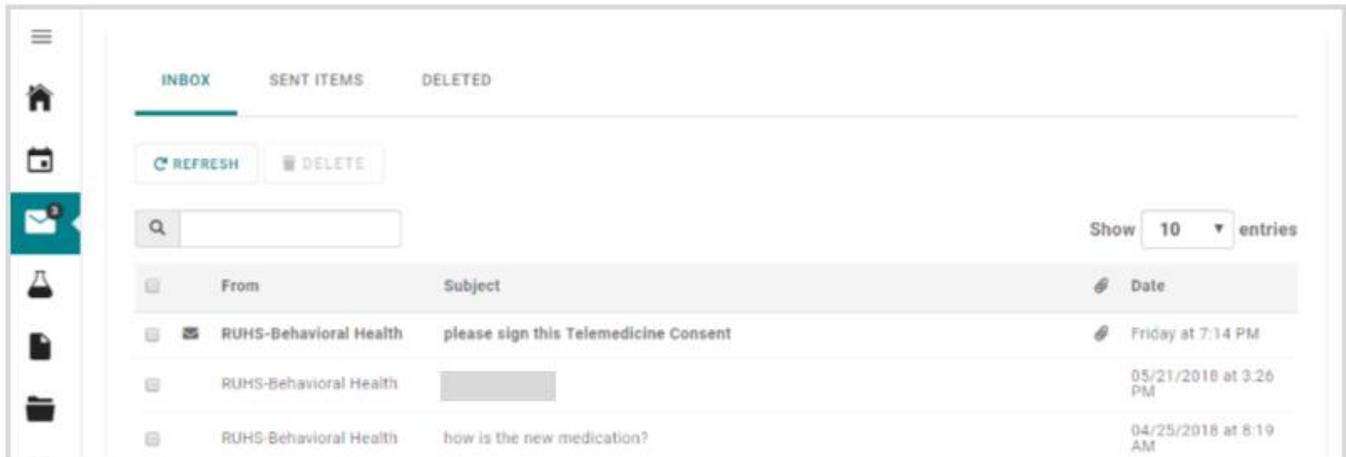
## Upcoming Appointments

- ▶ Click the Calendar icon, to see your upcoming appointments.



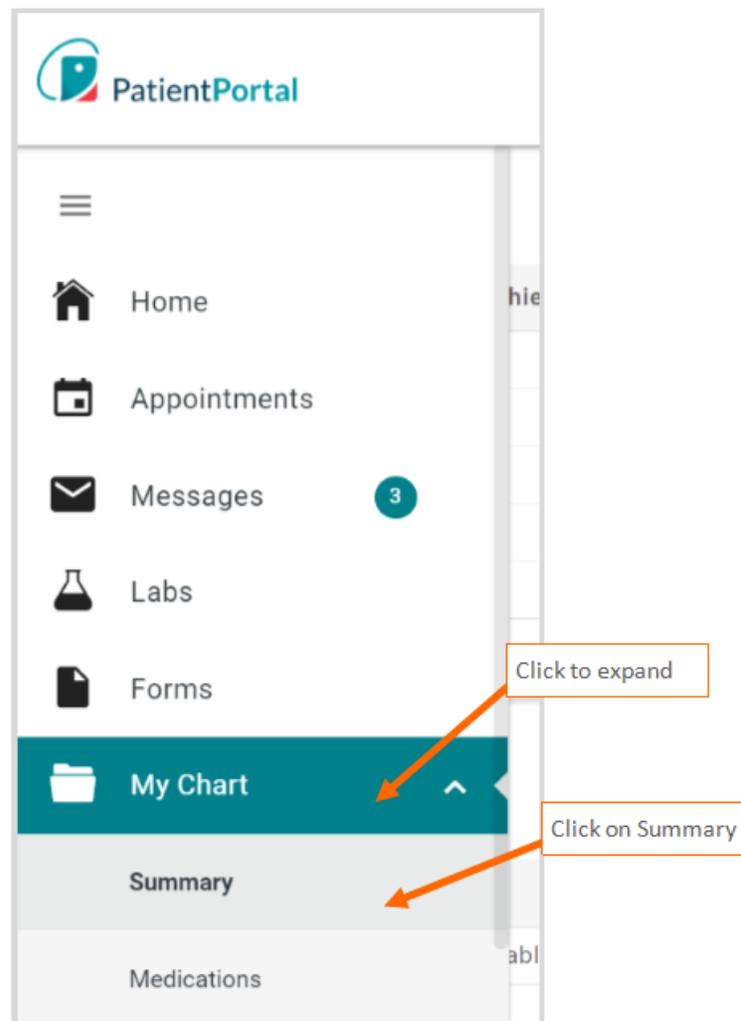
## Messages

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



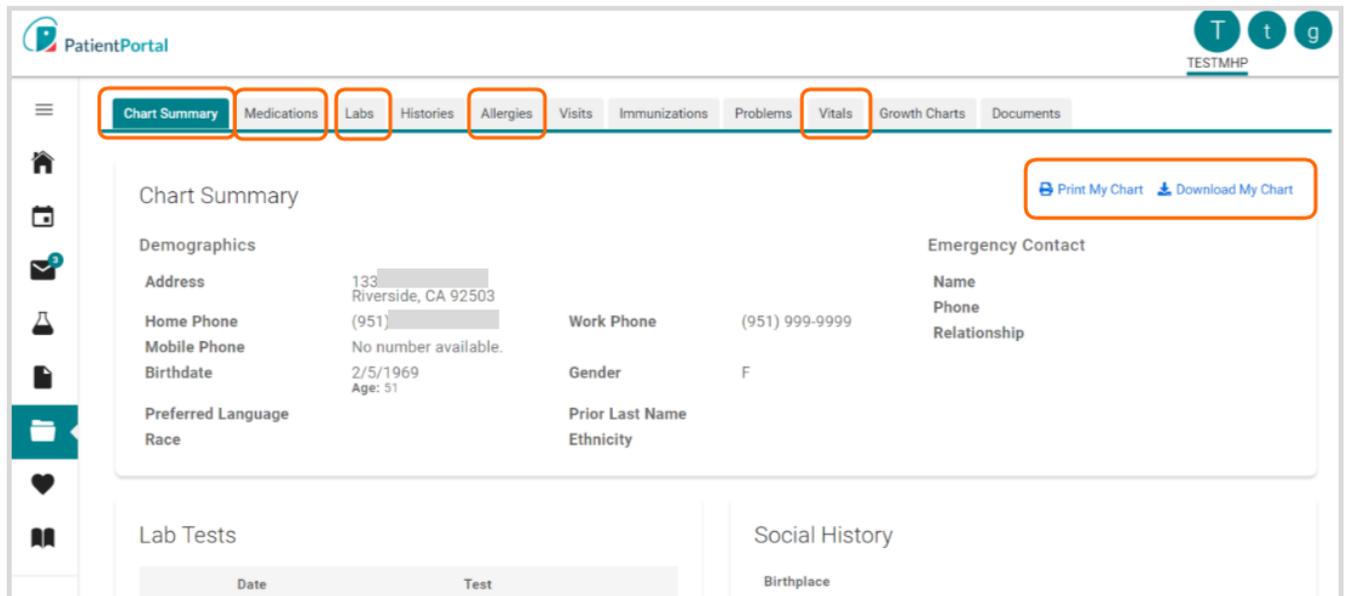
## My Chart

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



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.

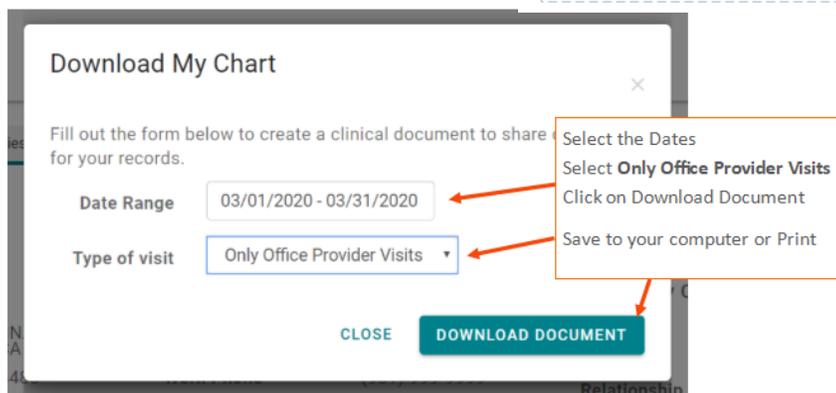


## Download My Chart

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

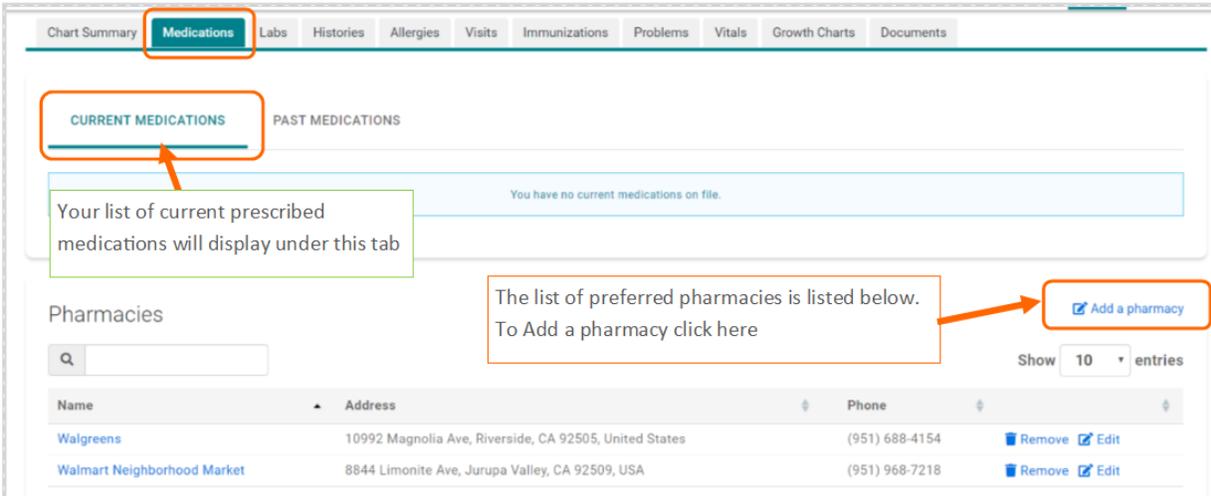
**Note:** Call your clinic for details on how to get a copy of your RUHS-BH Health Records.



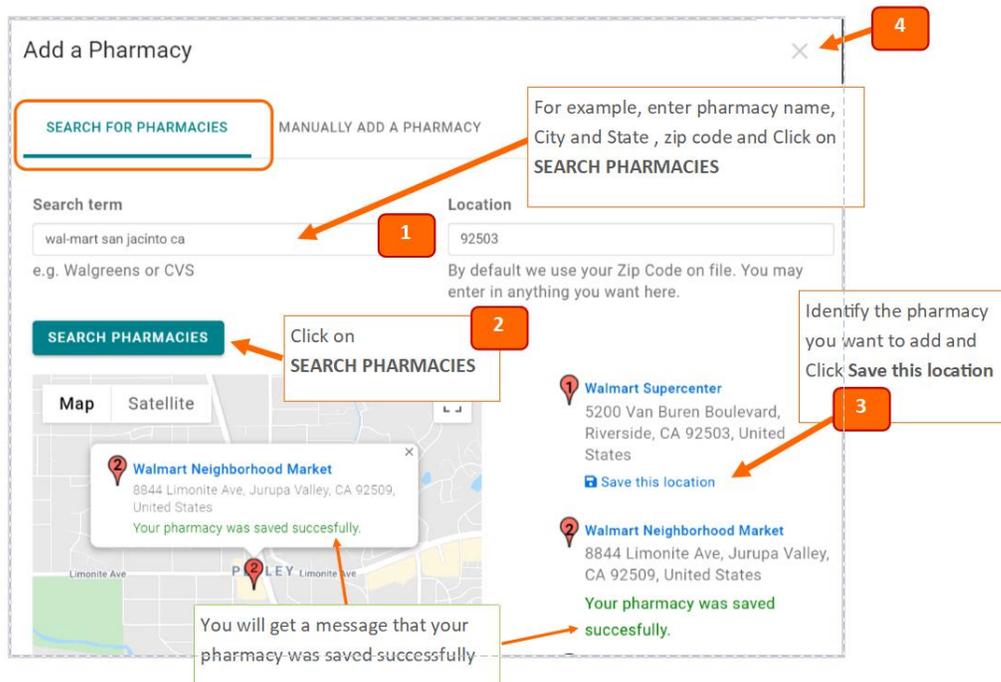
## Medications

- ▶ 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.

The screenshot shows the 'Medications' tab selected in a patient portal. The 'PAST MEDICATIONS' sub-tab is highlighted with an orange box. A callout box states: 'Your list of past prescribed medications will display under this tab'. Below this, a blue informational box reads: 'It is important to know that the medications listed here are your prescribed medications, which may or may not be the medication you are actually taking (for example generic medications). If there are any inaccuracies or if you are taking a different medication than what was prescribed, contact your practice.' Two medication entries are shown: 'Divalproex Sodium 1 Capsule' and 'Divalproex Sodium - 125 MG ORAL Cap'. Each entry includes 'Prescribed By' and 'Instructions' information, along with a 'Details' link. A 'Print' button is visible in the top right corner.

## 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.

The screenshot shows the 'Labs' tab selected in a patient portal. The 'Lab Tests' section is visible, with a sub-section for 'Most Recent Lab/Test Results'. A callout box points to the 'Display Only Abnormal Results' checkbox, stating: 'To display abnormal lab results, check off the box.' The current status of the checkbox is unchecked. Below the checkbox, it says 'No available labs to display' and 'Showing 0 to 0 of 0 entries'. A 'Print' button is located in the top right corner. The footer includes 'Terms and Conditions', 'Privacy Policy', 'About', and copyright information for IntelChart.

## 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.

The screenshot shows the 'Vitals' tab selected in the top navigation bar. Below the navigation bar, there is a 'Vitals' section with a search bar and a 'Display Only Abnormal Results' checkbox, which is checked. A callout box points to this checkbox with the text 'To display abnormal results, check off the box'. Below this is a table of vitals with columns for Observation Date, Blood Pressure, Weight (lbs), Height, BMI, and Heart Rate. The first entry is for 11/17/2017 with Blood Pressure 120/180, Weight 150, and Heart Rate 78. Below the table is a 'Showing 1 to 1 of 1 entries' message and navigation buttons for 'Previous', '1', and 'Next'. Below the table is a 'Vitals trend' section with a 'Graph:' dropdown menu set to 'Blood Pressure'. A callout box points to this dropdown menu, which is open, showing a list of options: Blood Pressure, Heart Rate, Respiration Rate, Height (in), BMI, Weight (lbs), and HeadCircumference.

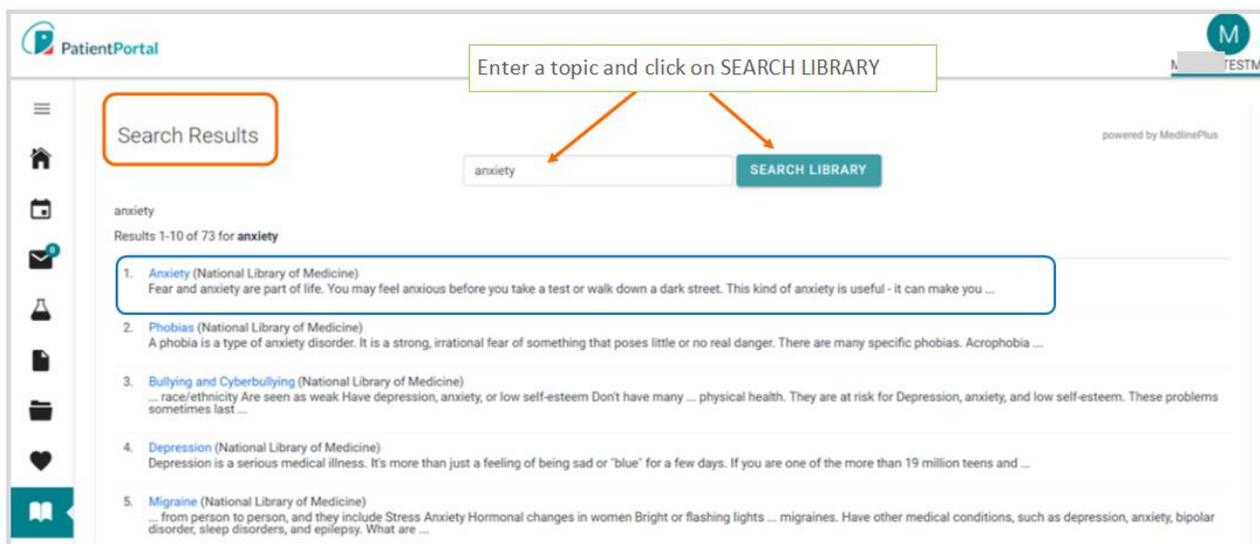
## Health Library

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.

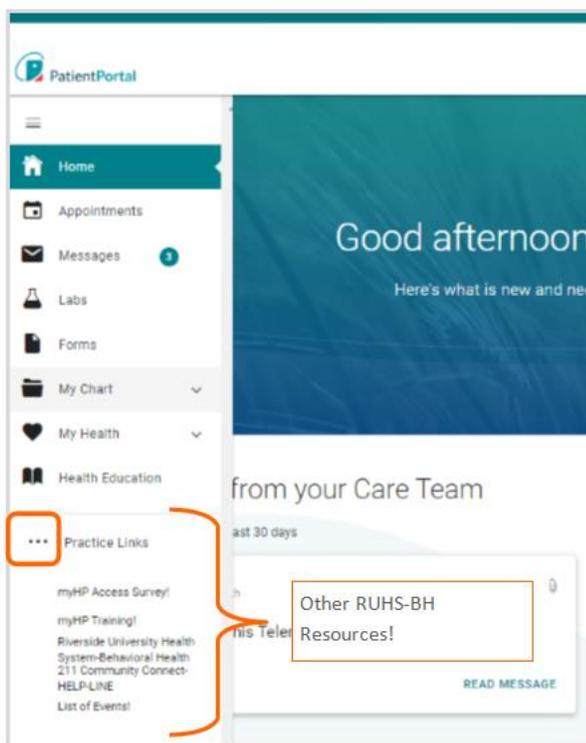
The screenshot shows the 'Health Library' page. The 'Health Library' link is highlighted in the left sidebar. A callout box points to the search bar with the text 'Pick a topic or search the library'. The search bar contains the text 'SEARCH LIBRARY'. Below the search bar is a 'Recent searches:' section with the text 'Bipolar Disorder, Autoimmune Diseases, Immune System and Disorders'. Below this is a grid of health topics including Body Location/Systems, Blood, Heart and Circulation, Bones, Joints and Muscles, Digestive System, Ear, Nose and Throat, Endocrine System, Immune System, Kidneys and Urinary System, Lungs and Breathing, Diagnosis and Therapy, Diagnostic Tests, Surgery and Rehabilitation, Symptoms, Demographic Groups, Children and Teenagers, Men, Seniors, Women, Disorders and Conditions, Cancers, Diabetes Mellitus, Infections, Mental Health and Behavior, Poisoning, Toxicology, Environmental Health, Health and Wellness, Fitness and Exercise, Food and Nutrition, Personal Health Issues, and Wellness and Lifestyle. A callout box points to the 'Book icon' in the left sidebar.

- ▶ 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.

English My Account

PatientPortal

TESTMHP

My Patient Portal Account

Email address mn [redacted] (Change) Last login 4/5/2020

Change password Account created on 11/18/2016

Change security question

Add PIN from another practice

Associated practices RUHS-Behavioral Health

## 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.*

Associated accounts

Click Add a proxy account to grant access to a caregiver, partner, parent, etc.

Add a proxy account

Name	Associations	Type	Actions
greg test	RUHS-Behavioral Health	Child/Dependent	Remove association Add PIN
PAUL TEST	RUHS-Behavioral Health	My Proxy	Remove as Add PIN
testchildmu testmmm	RUHS-Behavioral Health	Child/Dependent	Remove as Add PIN

Showing 1 to 3 of 3 entries

Previous 1 Next

## Proxy Authorization form

- ▶ Enter First and Last Name, Gender, Date of Birth, phone number, email address, relationship.
- ▶ Review Terms and Conditions and check off both boxes.
- ▶ Click on **Submit**.

Proxy Authorization Form

Proxy authorization allows you to grant permission to an individual who is 18 years of age or older to securely communicate on your behalf. In order for a proxy to obtain access, you must complete the Proxy Authorization Form.

You can terminate proxy access via written or online request, or you can revoke access within your online account. To only allow access for a specific time range, you may enter an effective date in the field provided below.

**Proxy Information**

First Name: [text input] Last Name: [text input]

Gender:  Male  Female

Date of Birth: [dropdown] / [dropdown] / 2000 [dropdown]

Cell Phone: (951) 5[text input] This number will be used for account security. Message and data rates may apply.

Email: [text input]

Relationship: [dropdown menu]

Proxy End Date: [text input] OPTIONAL

I have read and agreed to the Terms and Conditions of the following facility(s):  
RUHS-Behavioral Health: [Terms and Conditions](#)

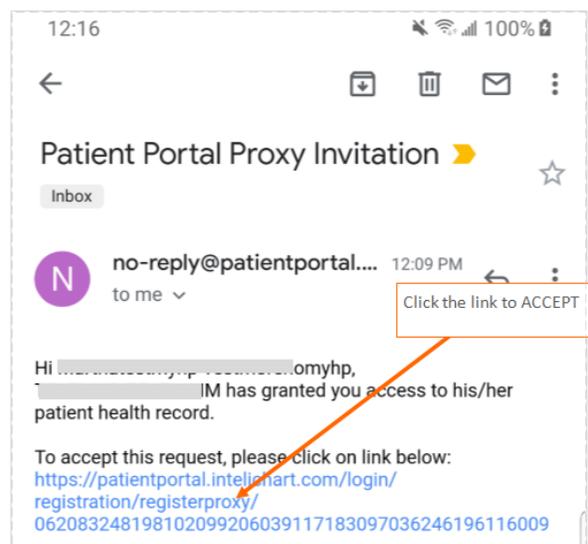
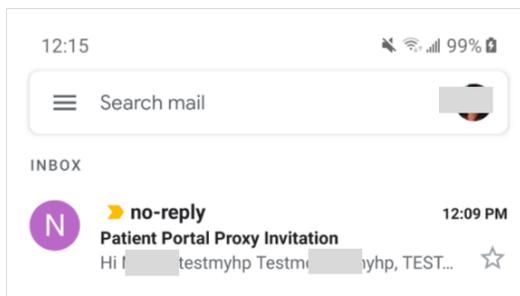
I have read and understood the Authorization Individual Acceptance [Terms and Conditions](#) for allowing access to my online account information and agree to abide by these requirements. I certify that all the information I have provided is correct. I hereby request access for my online account.

CANCEL SUBMIT

Enter the information of the person you want to securely communicate on your behalf and **SUBMIT**.

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

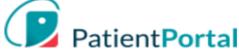
- ▶ Your proxy will get an proxy email invitation
- ▶ Open email and click the Accept link



- ▶ 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.

12:19 📶 100%

← **InteliChart PatientPORTAL** <https://patientportal.intelichart.com/login/reg...>



Login 📄 Create an Account

**Hi marthatestmyhp,**

You have been granted access to TESTMHP TESTMMM's patient health record.  
By completing the registration, you will have access to view the patient's portal account and clinical information.

Almost finished...

Do you already have a Patient Portal account?

Yes  No

Email

Password Hide  
  
Passwords must be at least 8 characters long.

DateOfBirth

Month ▼

Day ▼

Year ▼

Security Question  
 ▼  
For your protection, this will help us verify your identity in the future.

Security Answer

I have read and agree to the [Terms & Conditions](#).

12:21 📶 100%

← **InteliChart PatientPORTAL** <https://patientportal.intelichart.com/login/reg...>



Login 📄 Create an Account

**Hi marthatestmyhp,**

You have been granted access to TESTMHP TESTMMM's patient health record.  
By completing the registration, you will have access to view the patient's portal account and clinical information.

Almost finished...

Do you already have a Patient Portal account?

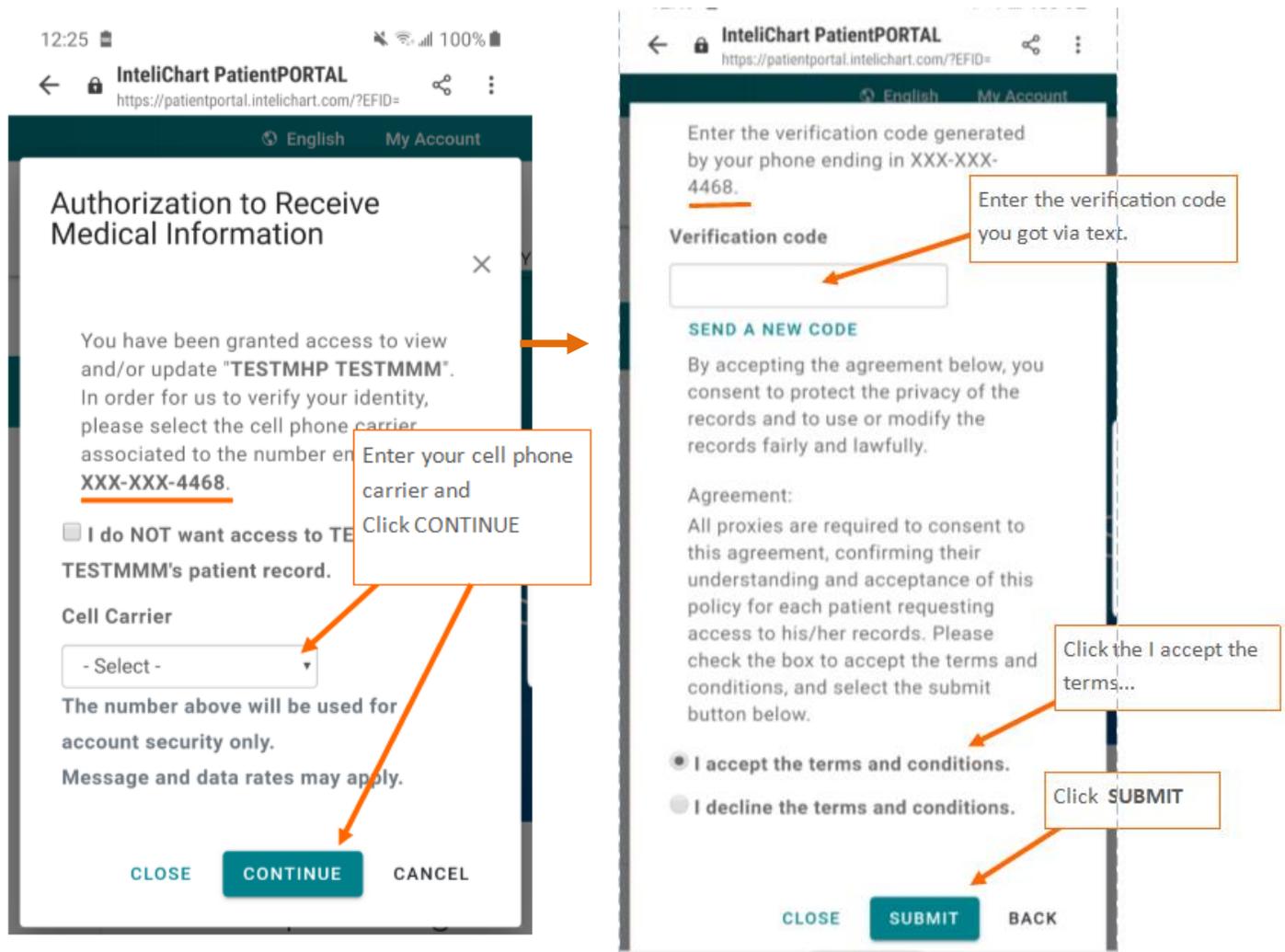
Yes  No

Email

Password  
  
Passwords must be at least 8 characters long.

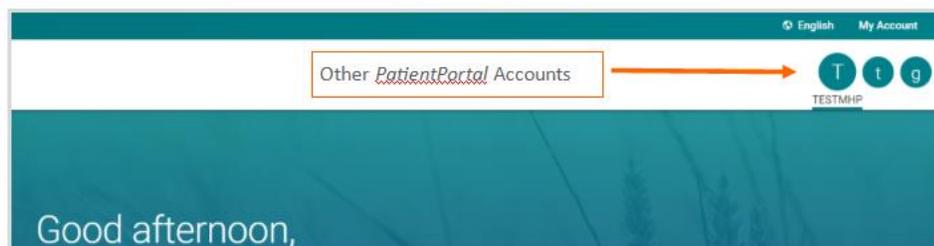
[Forgot your password?](#)

- ▶ 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.

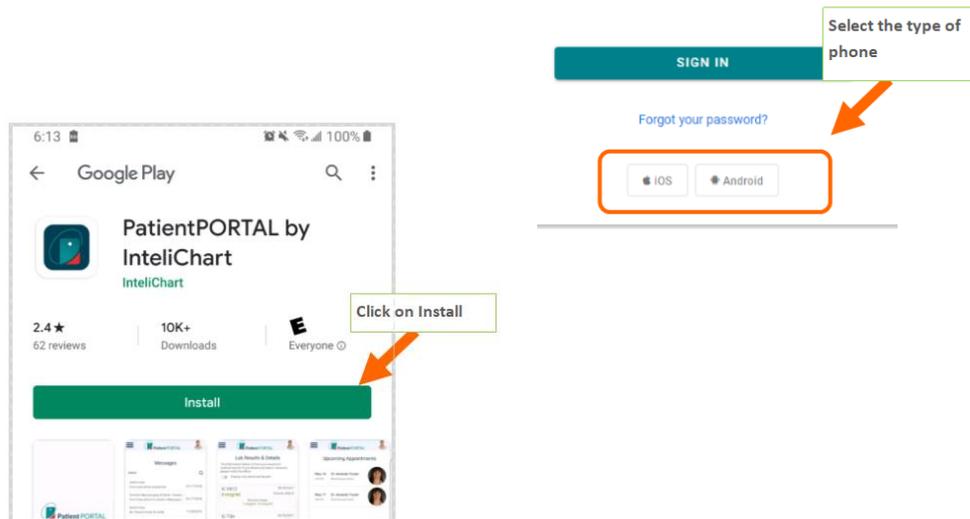
**NOTE:** You can remove this proxy at any time from your *PatientPortal* (from Account settings).



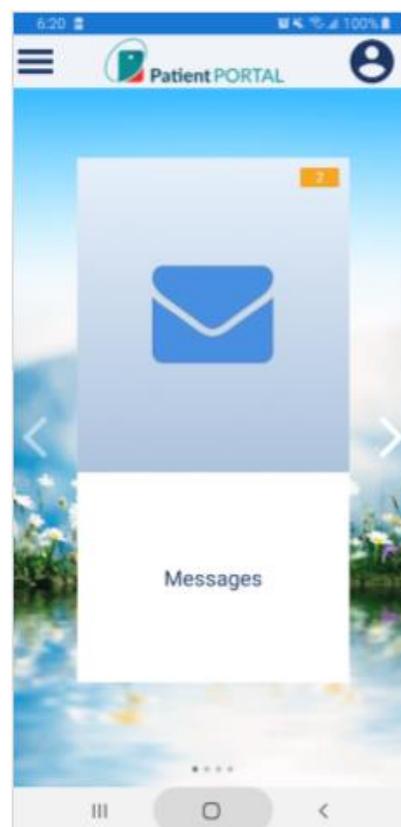
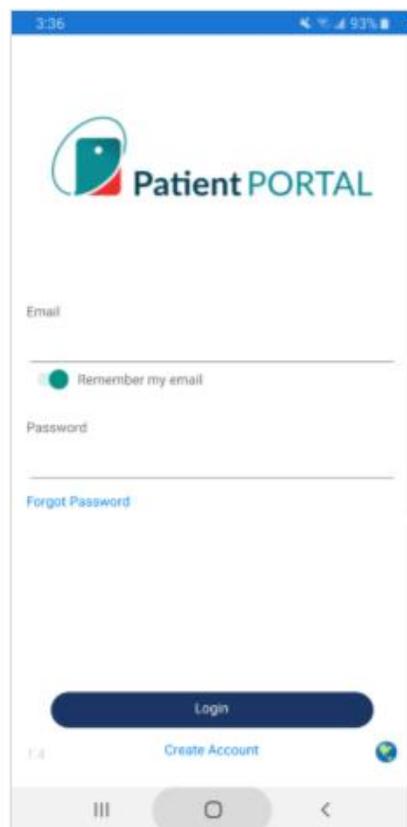
# Mobile App

- ▶ Go to this IntelliChart *PatientPORTAL* URL: <https://patientportal.intelichart.com/>

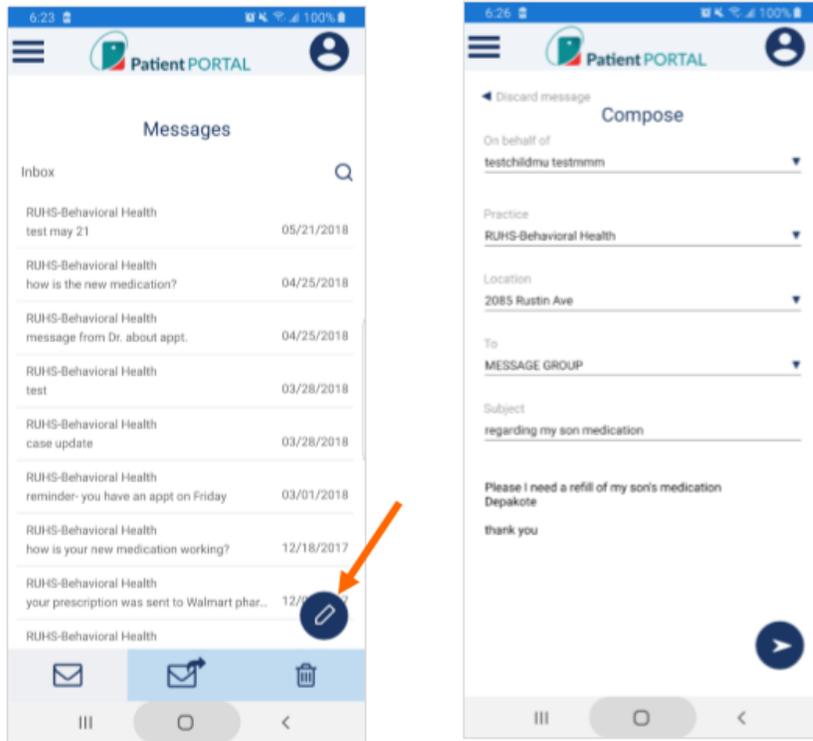
- ▶ Click **install**



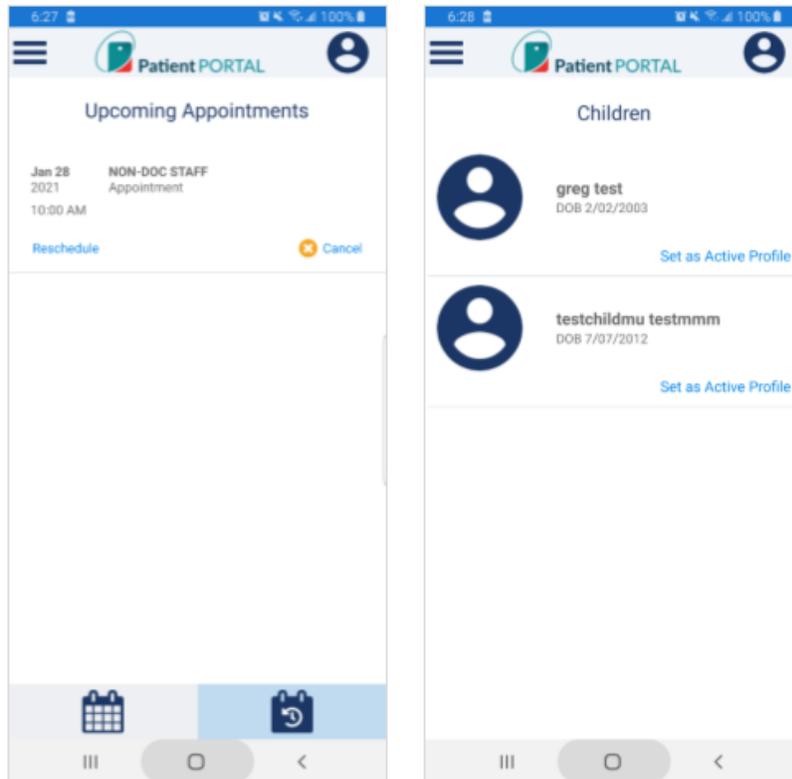
- ▶ Log on- enter your email and the password you created when you registered.
- ▶ If you have messages, click on the blue envelope icon.



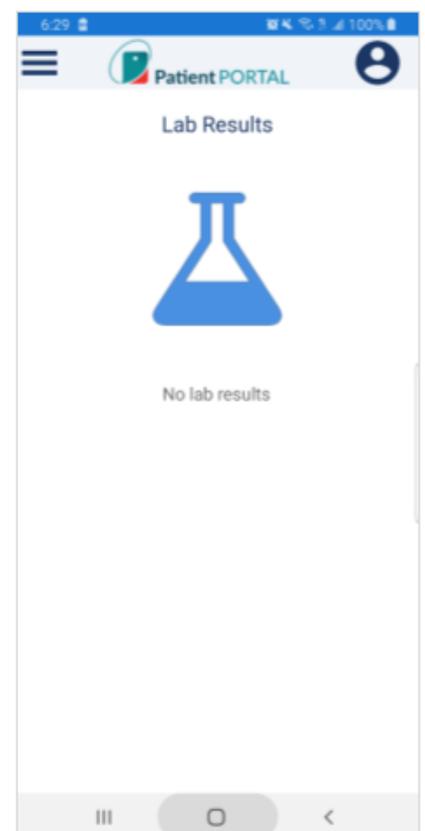
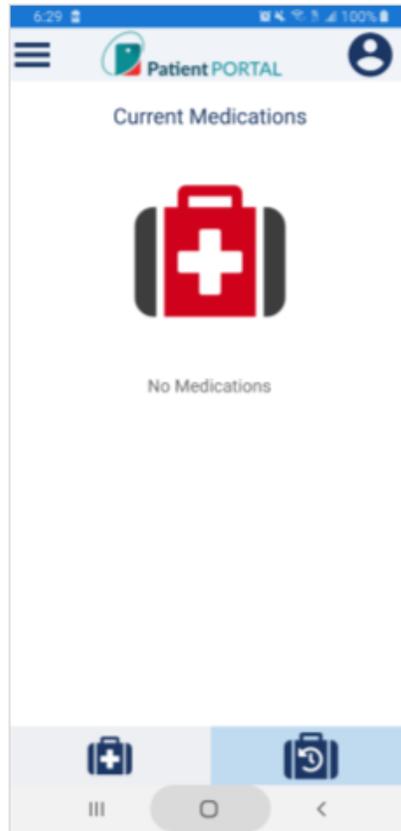
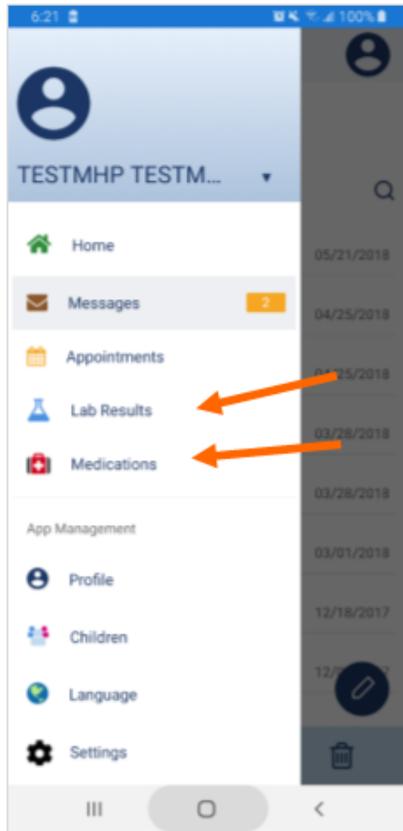
- ▶ Read your messages or compose a message



- ▶ 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.

