# Table of Contents

Instructions to Consumers - myHP PatientPortal ................................................................. 3  
Access your Patient Portal ........................................................................................................ 3  
RUHS-Behavioral Health staff provided you with a Patient Portal PIN. .................................. 3  
Navigating your PatientPortal .................................................................................................. 5  
Available Forms ......................................................................................................................... 6  
Upcoming Appointments ............................................................................................................. 6  
Messages .................................................................................................................................. 7  
My Chart .................................................................................................................................. 7  
Download My Chart .................................................................................................................. 8  
Medications ................................................................................................................................. 9  
Labs ........................................................................................................................................... 10  
Vitals ....................................................................................................................................... 11  
Health Library ............................................................................................................................ 11  
Other RUHS –Behavioral Health resources .............................................................................. 12  
My Account ................................................................................................................................. 13  
Set Up Proxy Account .................................................................................................................. 13  
Proxy Authorization form ............................................................................................................ 14  
Instructions for your Proxy (Caregiver, Parent, husband, wife, partner, Power of Attorney, etc.) .......................................................................................................................... 14  
Mobile App ................................................................................................................................. 17  
Spanish Navigation ..................................................................................................................... 19
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
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*

![PatientPortal interface](image)

- Check your inbox
- Download Forms
- Click to see Appointments

![Incoming message](image)

- Read new message
- Click to Open
- Scroll down
- Messages

*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/](https://patientportal.intelichart.com/)).

### Upcoming Appointments

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

**Important:**
To cancel or reschedule an appointment, call your clinic phone number.
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.

**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 both boxes.
- Click on Submit.

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

- Your proxy will get an email invitation
- Open email and click the Accept link
- If you don’t have a PatientPortal account, you will complete the screen to the left.

- Or

- 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.