# myHealthPointe

# Instructions to Consumers

## (v.2.1)

**May 2018**

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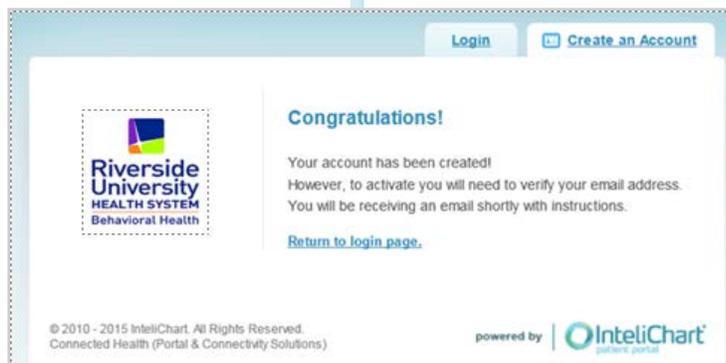
# Instructions to Consumers - myHP Patient Portal

## Creating and Activating a myHP Patient Account

The purpose of this section is to assist delegates in the process of helping consumers with creating and activating their myHP account . In addition, this section outlines the myHP Electronic Health Records content areas that the consumer will be able to see when accessing the chart.

Once a PIN was generated and provided to the consumer, the consumer can go on this website and create the myHP account.

- Open Internet Explorer and enter this address: https://patientportal.intelichart.com
- Click on **Create an Account** tab
- Enter your Email
- Create password (this is what you will use when logging into your Patient Portal)
- Click on Self
- Enter the PIN number provided to you by RUHS-BH staff
- Select the Month, Day and Year of your Date of Birth.
- Select a Security Question
- Enter an answer to the your security question
- Click **No**  (*If you want to see a dependent account, Click YES*)
- Click on the check box  'I have read and agree to the **Terms & Conditions**'
  **Note**:  *A copy of the Terms & Conditions were provided to you with your PIN.*
- Click on **COMPLETE** button
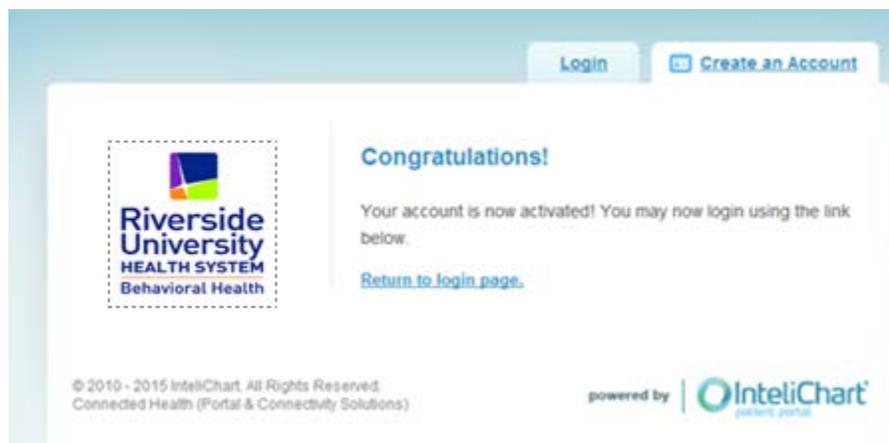- You will get a Congratulations message indicating to check your email and verify it.

## CHECK YOUR EMAIL

▶ CLICK on the link sent to your email to confirm your email.



▶ You will get a message congratulations your account is activated!!!
▶ Click on **Return to Log in Page**



▶ Enter your email and password you created.

# myHP Electronic Health Records Portal

## HOME

The home view will list your upcoming appointments, current prescribed medications, and lab results.



## MESSAGES

Click on **Messages** (top menu) to view any messages sent to you by RUHS-BH.  If you need to send a message to your doctor or if you need an appointment, please **call** your clinic.

## Medications

Click on the **Medications** to see your current prescribed medications. Click on the Past Medications tab to see previews prescriptions. In this page you can also click on add a pharmacy to search and add a preferred pharmacy. **Ensure you talk to your doctor or clinic about this change in preferred pharmacy, as this change will not be updated automatically.**



## FORMS

Click on **Forms** to see if your doctor has sent you a form for you to complete. Most necessary forms are completed at the clinic during your regular doctor visit.

# My Chart

Click on **My Chart** to view demographic information, emergency contact, lab results, a list of your clinic visits, current medications, medication history, and allergies on file.



If any of your information has changed, please **call** your clinic so they can make the corrections.

Notify your doctor if you have any allergies that are not listed here.

# My Health

Click on **My Health** to access Health topics.  This education source is powered by MedlinePlus.



# My Account

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

## Set Up Notification Settings

Click on notification settings and enter your email address, phone number and select your phone service carrier as illustrated below.



## Set Up Notification Events such as Appointment and messages.

To add notification events, you must complete notification settings above first. You can add and delete as many notification events as needed. Click on **Add a notification**.

► Select the notification Event
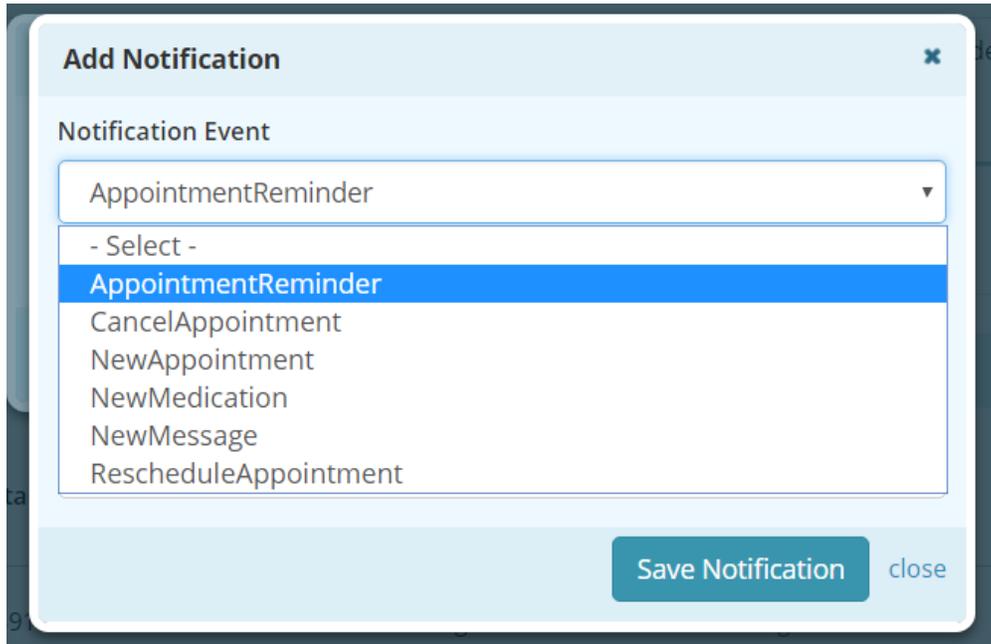
**Add Notification**                                            ✖

Notification Event

AppointmentReminder                                        ▼

- Select -
**AppointmentReminder**
CancelAppointment
NewAppointment
NewMedication
NewMessage
RescheduleAppointment

[ Save Notification ]    close

► Select the Remind me (for example: 1 Day Before,  2 Days Before, 4 hours before, etc.)
► Select the delivery Type: Email, Text or Both.
► Click on **Save Notification**
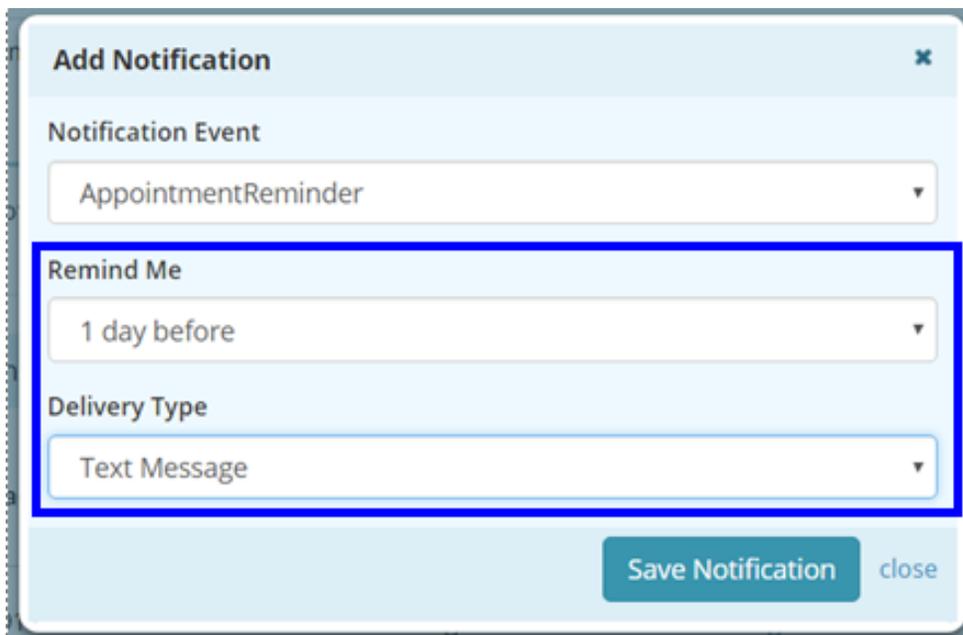
**Add Notification**                                            ✖

Notification Event

AppointmentReminder                                        ▼

Remind Me

1 day before                                               ▼

Delivery Type

Text Message                                               ▼

[ Save Notification ]    close

# Set Up Proxy Account

To add a an additional person (family member, caregiver, etc), click on **Add a proxy account**.  You can add and delete these acco



  ▶  Enter First and Last Name, Gender, Date of Birth, cell number, email address, relationship.
  ▶  Review Terms and Conditions and check off <u>both</u> boxes
  ▶  Click on **Submit** .

## Download myChart

If you need a copy of your electronic health record,

▶ Click on **Download myChart**



Click on **Download myChart** to download an electronic copy of your health records.
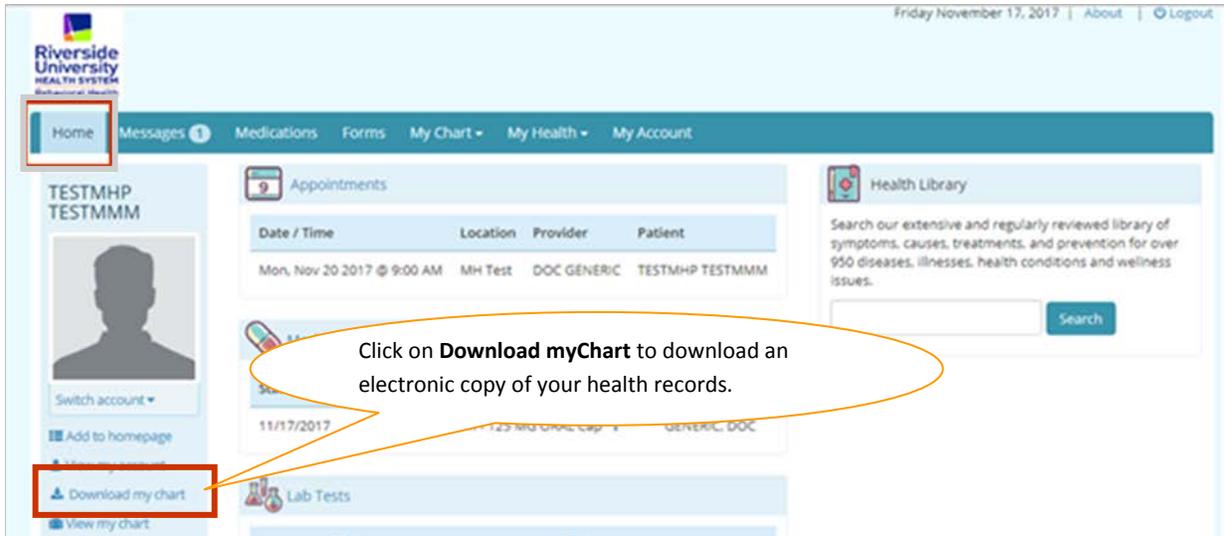
▶ Enter the dates of the period of time that you want to display in your chart.
▶ For type of visits, select 'Only Office Provider Visits'



▶ Click on **Download**



Your electronic health records displays