



**Riverside
University**
HEALTH SYSTEM
Behavioral Health

myHealthPointe

Instructions to Consumers

(v.2.1)

May 2018

Table of Contents

Instructions to Consumers - myHP Patient Portal	3
Creating and Activating a myHP Patient Account.....	3
CHECK YOUR EMAIL	4
myHP Electronic Health Records Portal.....	5
HOME	5
MESSAGES.....	5
Medications	6
FORMS.....	6
My Chart.....	7
My Health.....	8
My Account	8
Set Up Notification Settings	9
Set Up Notification Events such as Appointment and messages.....	9
Set Up Proxy Account.....	11
Download myChart	12

Instructions to Consumers - myHP Patient Portal

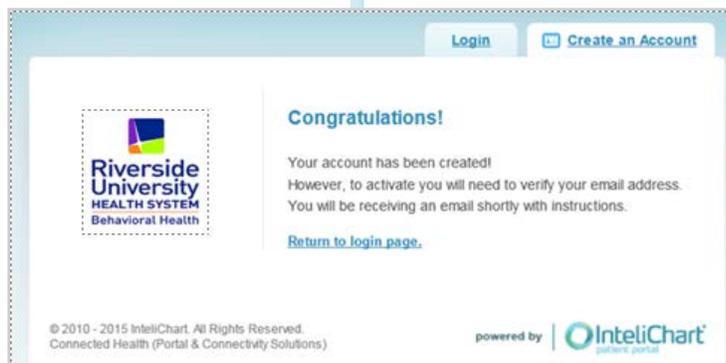
Creating and Activating a myHP Patient Account

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.

The screenshot shows the 'Welcome to the Patient Portal' registration page. It features a 'Create an Account' button in the top right. The main heading is 'Welcome to the Patient Portal' with a sub-heading 'Register using an existing account'. Below this are social media login options for Email Address, Facebook, Google, and Yahoo. The registration form includes fields for Email, Password (with a note 'Passwords must be at least 8 characters long'), Register (radio buttons for Self, Dependent(s), No PIN), PIN (with a note 'PIN is case sensitive'), Date of Birth (Month, Day, Year dropdowns), Security Question (dropdown), Security Answer, and Add Child/Dependent(s) (radio buttons for Yes, No). A checkbox for 'I have read and agree to the Terms & Conditions' is present. At the bottom are 'Cancel' and 'Complete' buttons. A yellow callout box points to the PIN field with the text 'Enter your PIN'.

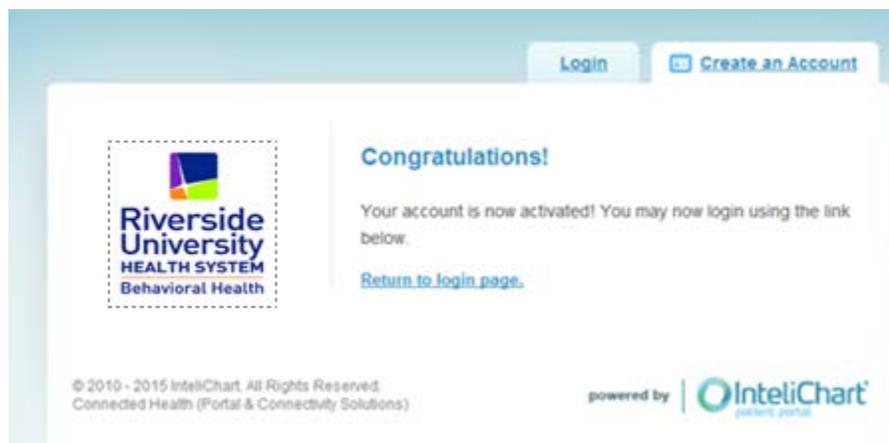


CHECK YOUR EMAIL

- ▶ 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.

The screenshot shows the Home page of the myHP Electronic Health Records Portal. The top navigation bar includes "Home", "Messages", "Medications", "Forms", "My Chart", "My Health", and "My Account". The "Home" link is highlighted with a red box. The main content area is divided into several sections: a user profile section for "TESTMHP TESTMMM" with a "Switch account" dropdown and links to "Add to homepage", "View my account", "Download my chart", "View my chart", and "Print my chart"; an "Appointments" section with a table showing one appointment on "Mon, Nov 20 2017 @ 9:00 AM" for "MH Test" by "DOC GENERIC" for patient "TESTMHP TESTMMM"; a "Medications" section with a table showing one medication: "Divalproex Sodium - 125 MG ORAL Cap" prescribed by "GENERIC, DOC" on "11/17/2017"; a "Lab Tests" section with a table showing "No data available in table"; and a "Pending Forms" section with a table showing "No data available in table". A "Health Library" section on the right offers a search function for symptoms, causes, treatments, and prevention for over 950 diseases. The footer includes copyright information "© 2003-2017 IntelChart. All Rights Reserved." and links for "Terms and Conditions", "Privacy Policy", and "About".

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.

The screenshot shows the Messages page of the myHP Electronic Health Records Portal. The top navigation bar includes "Home", "Messages", "Medications", "Forms", "My Chart", "My Health", and "My Account". The "Messages" link is highlighted with a red box. The main content area shows an email inbox with columns for "From", "Subject", and "Date". A message from "RUHS-Behavioral Health" with the subject "Happy Halloween from RUHS-BH" is dated "10/27/2017 at 2:46 PM". The page also includes a "Search messages" field, "Refresh" and "Delete" buttons, and "Previous" and "Next" navigation buttons. The footer includes copyright information "© 2003-2017 IntelChart. All Rights Reserved." and links for "Terms and Conditions", "Privacy Policy", and "About".

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.**

The screenshot shows the 'Medications' page in the patient portal. The 'Medications' tab in the top navigation bar is highlighted with a red box. Below the navigation, there are two tabs: 'Current Prescriptions' and 'Past Prescriptions', both highlighted with orange callouts. A third orange callout points to the 'Add a pharmacy' link in the 'Pharmacies' section. The 'Pharmacies' section contains a search bar and a table with one entry:

Name	Address	Phone	Remove	Edit
Walgreens	10992 Magnolia Ave, Riverside, CA 92505, United States	(951) 688-4154	Remove	Edit

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.

The screenshot shows the 'Forms' page in the patient portal. The 'Forms' tab in the top navigation bar is highlighted with a red box. The page is divided into three sections:

- Pending Forms:** A table with columns 'Date Received', 'Title', and 'Practice'. Below the table, it says 'No pending forms to display.'
- Completed Forms:** A table with columns 'Date Completed', 'Title', 'Practice', and 'Reviewed On'. Below the table, it says 'No completed forms to display.'
- Available Forms:** A table with columns 'Title' and 'Practice'. Below the table, it says 'No available forms to display.'

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.

The screenshot shows the 'My Chart' section of the patient portal. A red box highlights the 'My Chart' menu item in the top navigation bar. A callout bubble points to the 'Request Chart Update' button, stating: 'If any of your information has changed, please call your clinic so they can make the corrections.' Another callout bubble points to the 'Allergies' section, stating: 'Notify your doctor if you have any allergies that are not listed here.'

Demographics

Address	1333 KATRINA LN Riverside, CA 92503		
Home Phone	(951) 591-4488	Work Phone	(951) 999-9999
Mobile Phone	No number available.		
Birthdate	2/5/1969 Age: 48	Gender	F
Preferred Language	Spanish	Prior Last Name	
Race		Ethnicity	

Emergency Contact

Name	Rosa Lastnametest
Phone	(951) 999-9999
Relationship	mother

Lab Tests

Date	Test
No data available in table	

Visits

Date	Chief Complaint	Location
5/31/2017		2085 Rustin Ave-fr
11/18/2016		P.O. Box 7549
11/16/2016		MH Test
11/10/2016		2085 Rustin Ave
7/4/2016		MH Test

Social History

Birthplace	
Marital Status	
Children	Not Available
Activity Level	
Tobacco	Not on file
Alcohol	Not on file

Family History

Name	Relationship	Condition (Status)
No data available in table		

Medical History

Medications

Start Date	Name	Prescribed By
11/17/2017	Divalproex Sodium - 125 MG ORAL Cap	GENERIC, DOC

Problems

Reported Date	Description	Status
11/18/2016		Active
11/18/2016	Bipolar I disorder	Active

Vitals

Observation Date	Blood Pressure	Weight (lbs)	Height
11/17/2017	120/180	150	

Diagnosis Date

Diagnosis Date	Diagnosis/Disease
No data available in table	

Immunizations

Date	Vaccine
No data available in table	

Allergies

Onset Date	Description	Reaction
11/17/2017	PENICILLIN	Breathing painful

My Health

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

Friday November 17, 2017 | About | Logout

Riverside University HEALTH SYSTEM Behavioral Health

Home Messages Medications Forms My Chart **My Health** My Account

TESTMHP TESTMMM

Update photo
Switch account

View my account
Download my chart
View my chart
Print my chart

Quick Links
View messages
Change password

Health Library powered by MedlinePlus

Search library

Health topics

- 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
 - Wellness and Lifestyle

My Account

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

Friday November 17, 2017 | About | Logout

Riverside University HEALTH SYSTEM Behavioral Health

Home Messages Medications Forms My Chart My Health **My Account**

Quick Links
View messages
Change password

My Patient Portal Account

Email address m (Change) Last login 11/17/2017

Change password
Add PIN from another practice

Account created on 11/18/2016

Associated practices RUHS-Behavioral Health

Social media settings

Connect your various social network accounts to your Patient Portal.

Facebook OFF

Google+ OFF

Yahoo! OFF

Set Up Notification Settings

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

Edit notification settings

NOTE: This email address is only used for notifications and will not affect your login email.

Email:

Mobile:

Carrier:

[Save notification settings](#) [close](#)

591-4468 Email: mmmoreno@rcmhd.org [Edit notification settings](#)

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**.

Notifications for TES

Preferred Contact Method:

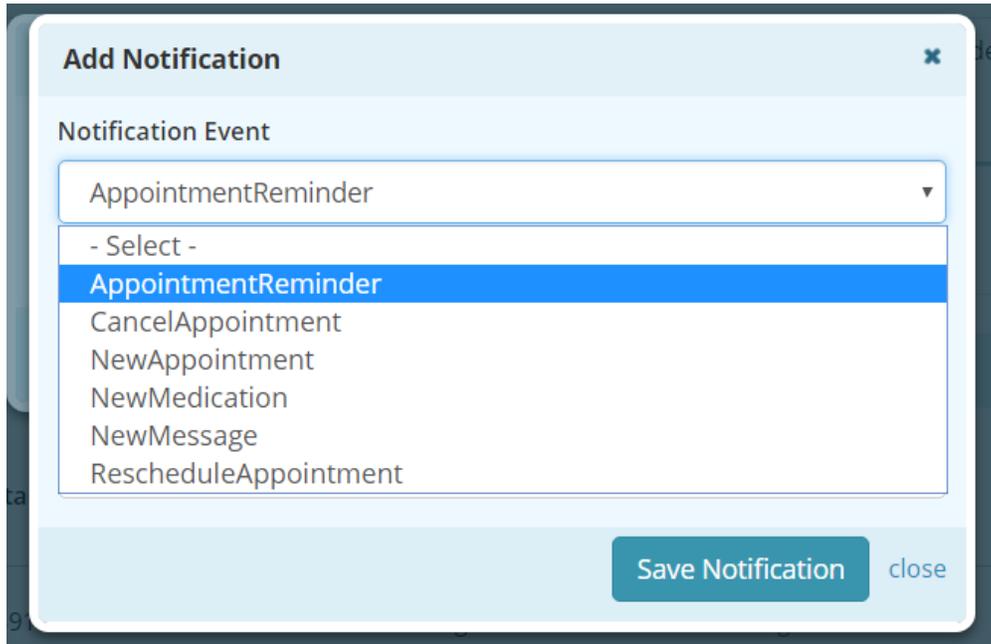
Mobile: (951) 999-9999 Email: mmmoreno@rcmhd.org [Edit notification settings](#) [Add a notification](#)

Notification Event	Delivery Method	Details	Actions
Appointment Reminder	Text Message	1 day before	Delete notification
Cancel Appointment	Email		Delete notification
Cancel Appointment	Text Message		Delete notification
New Appointment	Email		Delete notification
New Appointment	Text Message		Delete notification

Showing 1 to 5 of 5 entries

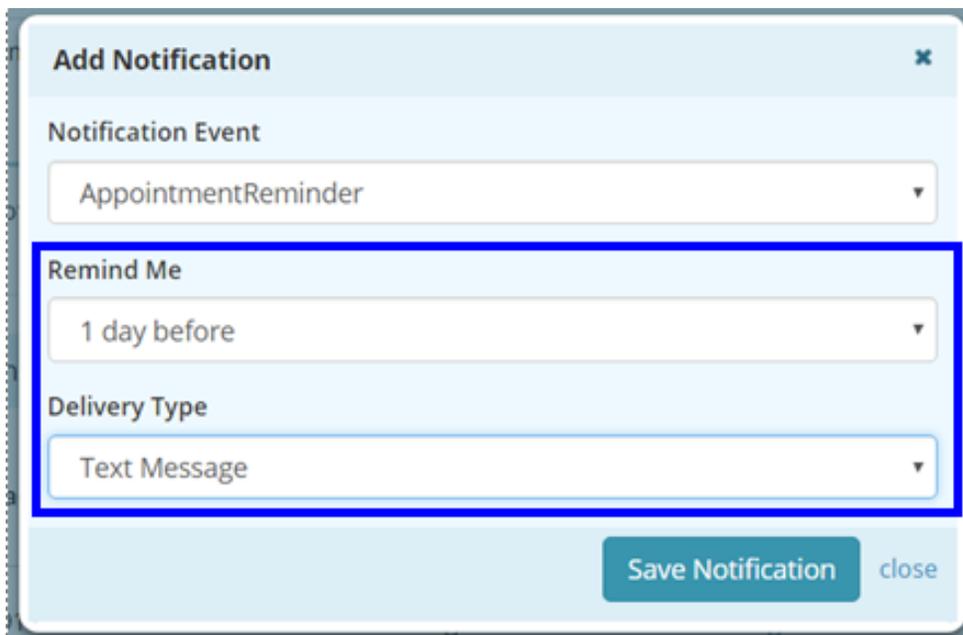
[Previous](#) **1** [Next](#)

- ▶ Select the notification Event



The screenshot shows a light blue dialog box titled "Add Notification" with a close button (x) in the top right corner. Below the title is the label "Notification Event" followed by a dropdown menu. The dropdown menu is open, showing a list of options: "AppointmentReminder" (which is highlighted in blue), "- Select -", "CancelAppointment", "NewAppointment", "NewMedication", "NewMessage", and "RescheduleAppointment". At the bottom right of the dialog box, there is a teal button labeled "Save Notification" and a link labeled "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**



This screenshot shows the same "Add Notification" dialog box as above, but with additional selections. The "Remind Me" dropdown menu is now open and shows "1 day before" selected. The "Delivery Type" dropdown menu is also open and shows "Text Message" selected. A blue rectangular box highlights the "Remind Me" and "Delivery Type" sections. The "Save Notification" button and "close" link remain at the bottom right.

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

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

Showing 1 to 3 of 3 entries

Previous 1 Next

- ▶ Enter First and Last Name, Gender, Date of Birth, cell 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: myfriendfirstname Last Name: myfriendlastname

Gender: Male Female

Date of Birth: 01 / 01 / 2000

Cell Phone: (951) 999-9999 This number will be used for account security. Message and data rates may apply.

Email: myfriendemail@gmail.com

Relationship: Other

End Date: [] OPTIONAL

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

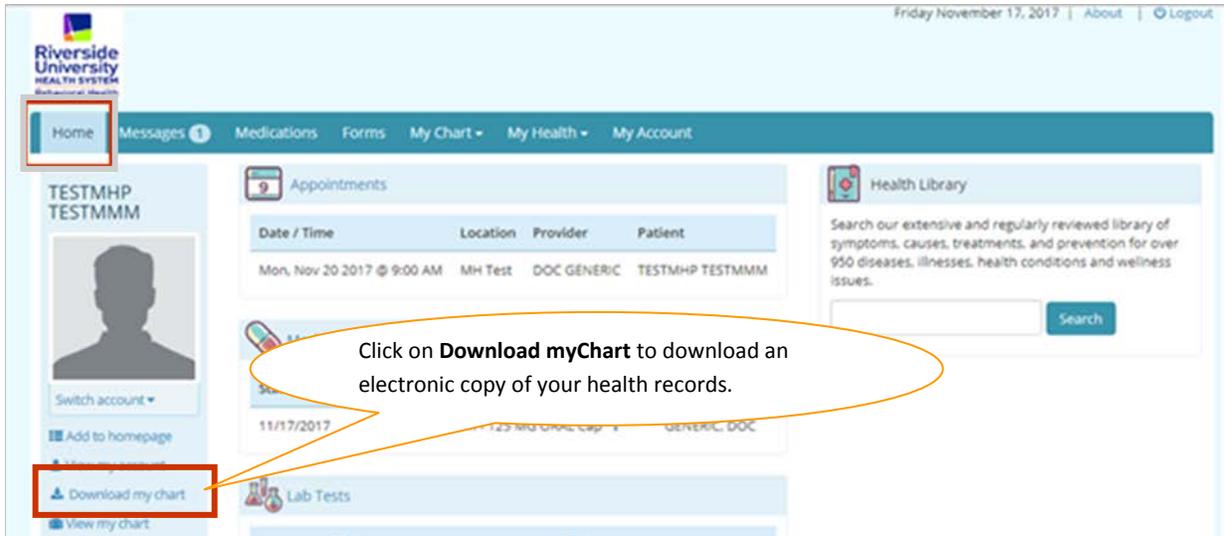
I have read and understood the Authorization Individual Acceptance
[Terms and Conditions](#) for allowing access to my online account information and agree to abide by these requirements. I certify that all the information I have provided is correct. I hereby request access for my online account.

Cancel **Submit**

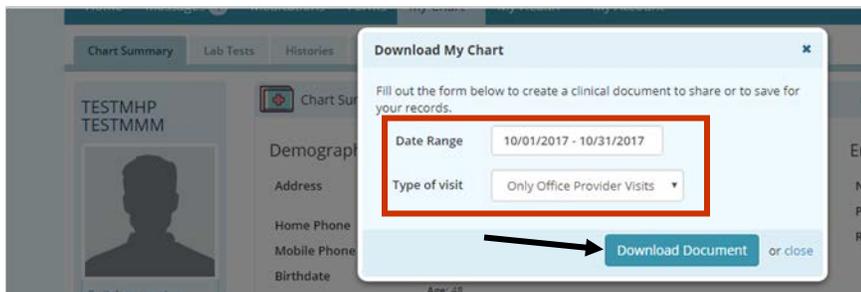
Download myChart

If you need a copy of your electronic health record,

- ▶ Click on **Download myChart**



- ▶ 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**

