

MyHealthRecord.com Patient Portal Frequently Asked Questions (FAQ's)

The following is a list of common questions about the MyHealthRecord.com patient portal.

General

How do I request an appointment?

Under My Appointments, select Request, and select New to request a new appointment.

How do I cancel, or reschedule an appointment?

Please contact the practice.

How do I fill out health history forms requested by the office?

Under My Health, select Health History Forms and select a form to fill out. (You can only see the online Health History Forms if your doctor's office offers them.) Do this for every form you're asked to complete. Remember, if you don't have time to finish a form, click Finish Later in the form. This saves your answers for later. Forms that haven't been finished are marked as being 'In Progress' in the Health History Forms list.

How do I request a medication prescription refill?

Under My Health, select Medications. There, you can select the Refill Medications button. Note that the Refill Medications button will only show up if your practice takes online refill requests at this time. If this button is not there, you will need to call the office directly.

How do I ask a question of my physician or the office?

Under My Messages, select New, and from the I would like to... list, choose the appropriate question.

Where do I see my lab results?

Lab results will display under My Health, in the Summary page, under the Tests and Results section. If you do not see your lab results, contact your care provider.

Two or more of my care providers use MyHealthRecord.com. Do I have to make a different login for each?

No. You can access both sets of records using one login to MyHealthRecord.com, and switch between them using the Welcome or Viewing menu in the Navigation bar ("Welcome, Jason" or "Viewing Jessica's Profile").

Why can't I see attachments on my messages?

Make sure that cookies are enabled on your browser.

How do I pay my bill?

There is a Pay My Bill option in the Navigation bar.

Medical and Health Records

How do I request my medical records?

Under My Messages, select New and from the I would like to... list, choose 'request a medical record'.

How can I see my medical summary? How do I send this to another medical practice?

You will see your medical Summary as soon as you log in to MyHealthRecord.com.

To send your medical information, use the Send button. Be sure to read the on-page instructions carefully. If you don't know the email address, you need to ask the physician you are trying to send your records to.

To download your medical record, use the Blue Button. You can save information to an SD card, or a thumb drive, and give it to the other practice by hand.

How can I see the records for a specific visit? How do I send this to another medical practice?

After logging into MyHealthRecord.com, select Visit from the menu and pick a visit from the list.

To send this visit's information, use the Send button. Be sure to read the on-page instructions carefully. If you don't know the email address, you need to ask the physician you are trying to send your records to.

To download this visit's information, use the Blue Button. You can save information to an SD card, or a thumb drive, and give it to the other practice by hand.

How do I download my health record?

Under My Health, in the Summary page, select the Blue Button to download your health record as shown. You can choose to download it as a PDF or XML file. Choose PDF to make it easy to print. Choose XML to make it easy for the physician's office to import your record into their system.

How do I see my child's health record?

Click on your name on the main menu. If you have access to your child's health record you will see their name in the list. If not, please contact the office.

I am a caregiver. How do I see my loved one's health record?

Click on your name on the main menu. If you have access to your loved one's health record you will see their name in the list. If not, please contact the office.

Updating My Information

How do I see and update my contact information?

Under My Profile, select My Information to see your contact information as recorded by the office. To make changes, scroll to the bottom and select the link to enable edit mode.

How do I see and update my insurance information?

Under My Profile, click My Insurance to see your insurance information as recorded by the office. To make changes, scroll to the bottom and select the link to enable edit mode.

How do I change my password?

Select the Welcome or Viewing menu in the Navigation bar ("Welcome, Jason" or "Viewing Jessica's Profile") and select My Account Settings. In the page that opens, select the Edit link next to Password.

What if I forget my user name or password?

On the MyHealthRecord.com login page, click Forgot Username or Forgot Password and follow the steps in the screens that follow.