

MyHealth Patient Portal



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General

What is MyHealth Portal?

MyHealth Portal offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyHealth Portal, you can use the Internet to:

- Request medical appointments.
- View your health summary from the MyHealth Portal electronic health record.
- View test results.
- View reports
- Review your medications
- Communicate electronically and securely with Henry Mayo Newhall Hospital.

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Is there a fee to use MyHealth Portal?

MyHealth Portal is a free service offered to Henry Mayo Newhall Hospital patients.

What do I need to use MyHealth Portal?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer or Mozilla Firefox). MyHealth Portal works best on Internet Explorer 7 or higher, Mozilla Firefox 3.0 or higher, Safari 5.0.2 or higher, and Google Chrome 7.0 or higher. These browsers can be downloaded for free. You can also access MyHealth Portal from your, iPhone, iPad or an Android cell phone.

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Who do I contact if I have further questions?

You may e-mail us at ContactUs@henrymayo.com, or you can call the MyHealth Support line at 661-200-CARE (2273).

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Enrollment

What do I do if I never got an email after enrolling?

Check your “junk mail” email folder to make sure that the message was not filtered out as spam. You can also contact Health Information Management 661-200-CARE (2273) for assistance.

How do I sign up?

You can complete an online self enrollment at <http://www.henrymayo.com/for-patients>



The screenshot shows a web browser window displaying the Henry Mayo Hospital MyHealth Portal. The browser's address bar shows the URL <http://www.henrymayo.com/for-patients>. The website features a navigation menu with links for 'For Patients', 'For Employees', 'For Physicians', 'eNews', 'Careers', 'Education', and 'Giving'. The main content area includes the Henry Mayo Newhall Hospital logo, social media icons for Twitter, Facebook, Google+, and Instagram, and a list of links: 'Our Doctors', 'Our Services', 'Your Visit', 'About Us', 'News & Events', and 'Contact Us'. A large heading reads 'Welcome to Henry Mayo's MyHealth Portal'. Below this, a paragraph states: 'This portal is accessible to you if you have ever used the hospital's inpatient and outpatient services in the past. Now you and your assigned representative can have secure access to your health information online - **anytime and from almost anywhere.**' A section titled 'You can securely access the following:' lists several services: 'View and request appointments', 'See your visit history', 'Review your test and lab results', 'Access your discharge summary', and 'Update your personal information'. Two prominent orange buttons are labeled 'SIGN IN NOW' and 'BEGIN ENROLLMENT'. At the bottom, contact information is provided: 'For assistance please call: 661-200-CARE; Hours 8am - 7pm Monday - Friday.' and a link: 'To download additional Patient Portal information and FAQs, click here.'

Or

You can visit the HIM Department to have the hospital enroll you. After enrollment, you will receive a temporary username and password via email. This will enable you to login and create your own username and password.

Can emancipated minors have access to their MyHealth Portal account?

Yes, emancipated minors may have access to their own MyHealth Portal account. In order to have access granted, the patient will need to provide a copy of the court order emancipating the minor. Please contact the Health Information Management department at ContactUs@henrymayo.com or 661-200-CARE (2273) Mon-Fri from 7:00am-7:00pm

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Can a minor have access to their MyHealth Portal account?

No, at this time minors cannot have access to their own MyHealth Portal account.

How can I view my child's medical record?

You must be a child's parent or legal guardian to access the child's medical record through MyHealth Portal. Because of our policy and the State of California's minor consent and confidentiality laws, there are limitations based on a patient's age restricting what you can view in the MyHealth Portal account for your child/ward.

I tried to enroll and got an error message that I have already enrolled.

You can only self enroll with a unique email address. Your email address may only be used for one patient enrollment. Each individual patient will need their own, unique, email account. If you need to register as a proxy, the enrollment must be done by the HIM Department. You may contact the Health Information Management department at ContactUs@henrymayo.com or 661-200-CARE (2273) Mon-Fri from 7:00am-7:00pm for assistance.

Proxy Information

What is proxy access?

Proxy access allows an authorized individual to view a patient's account. Patients must provide written authorization in person to provide someone with proxy access. Please visit the Health Information Management department to complete this process.

What is the procedure for getting proxy access?

In order to gain proxy access, the consenting parties must fill out the necessary forms at the hospital in the Health Information Management Department. Proxy access cannot be granted online, it must be completed in-person.

How do I get access to my child's information?

You must be a child's parent or legal guardian to access the child's medical record through MyHealth Portal. Because of our policy and the State of California's minor consent and confidentiality laws, there are limitations based on a patient's age restricting what you can view in the MyHealth Portal account for your child/ward. The limitations are as follows:

- **Age 0–11:** You have full access to the amount of your child/ward.
- **Age 12–17:** Once your child/ward turns 12, your access is automatically revoked.
- **Age 18 or older:** Your child/ward can sign up for his or her own MYHealth Portal account and provide consent for proxy access to another adult if he or she chooses.

These age range limitations do not affect any legal rights you may have to access your minor child/ward's medical records by other means. To request a copy of the medical records for your minor child/ward through other means, contact for the Health Information Management department.

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How do I revoke proxy access?

You must submit a written request in person in the Health Information Management Department.

What is the difference between the Profile and Preference proxy access defined within the Portal?

Proxy access viewed in preferences represents the signed-on user's proxy access to other accounts; the proxy access viewed in the profile illustrates who has proxy access to the signed-on account.

MyHealth Portal for My Family

Can I view a family member's health record in MyHealth Portal?

Yes you can. This is called Proxy access and allows designated individual (such as a spouse, family member, or friend) to log into their personal MyHealth Portal account, and then connect to information regarding the patient. Additional information may be required in certain circumstances to demonstrate legal authority to access another's portal.

Can my partner and I share one MyHealth Portal account?

No, due to the sensitive nature of medical information, each adult must establish their own MyHealth Portal account and then each submit a request for proxy access to the other person.

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Profile

What is the purpose of the Profile button in the Patient and Consumer Health Portal?

The profile area of the MyHealth Portal provides a way for the patient to view and request updates regarding demographic data such as emergency contacts.

Is there a guest option for users to access the portal?

There is no guest option for the portal. Any user that has access to a patient's record would need to have access as a user.

Is the patient required to accept a user agreement?

Yes, the user must accept the agreement before they are activated for the portal.

Can additional security questions be defined in the event that a patient forgets their password?

If a patient does not remember their password, there is a 'Forgot Password' link on the logon screen. Once 'Forgot Password' is selected the patient will be prompted to answer security questions they have previously answered. The security questions are available within the Portal Customer Parameters, within the Enrollment tab.

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Preferences

Can a patient change their email address linked to their user name once the account has been created?

Yes. By clicking on the Preferences button at the bottom of the Patient and Consumer Health Portal Homepage, users will be brought into a section where they can make these changes. Once in Preferences, by clicking 'Update User Preferences', the user will have access to edit the email address linked to their account.

Where can a user see which additional patients they have proxy access to?

By expanding Preferences, at the bottom of the screen there will be a list of patients that the current signed in user will have access to.

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How can a user change their password?

Within preferences, if a user clicks on the 'Change Password' button to the right; they will be able to walk through the steps of entering old and new password information.

If one of those checks fails, the user is taken back to the Change Password screen, with all fields blanked out. If all checks are passed, they are taken to the Confirmation screen

Incorrect Information Entered

The following feedback is provided to the user if incorrect information is entered:

- Problem with Old Password:
- Incorrect Old Password

Problem with New Password (one of the following):

- Password Format:
 - Maximum of 12 characters
 - Minimum of 8 characters
 - Must contain at least 1 number and 1 letter
- New Password has too few characters.
- New Password entered has too many characters.
- New Password entered does not have enough numeric characters.
- New Password entered does not have enough characters and does not have enough numeric characters.
- New Password entered has too many characters and does not have enough numeric characters.

Problem with Confirm New Password:

- New Password and Confirm Password do not match
- And if a combination of the three exists, show all applicable. For instance, if they entered the wrong Old Password and their Confirm New Password doesn't match their New Password, show them:
- Incorrect Old Password
- New Password and Confirm Password do not match

Successful New Password Entered

- Thank you. Your new password has been filed. Please click the Log Off button and sign back in to continue.

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Messages

Do patients get an email reminder of any upcoming appointments they have scheduled?

Patients are sent an email indicating that they have new activity in the portal once the appointment is booked. However, this email will not contain appointment specific information.

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Health Record

When can I see my Diagnostic Imaging and Physician reports in MyHealth Portal?

Your diagnostic imaging reports are released to your MyHealth Portal account usually within 72 hours of the report being signed by the physician. Physician reports will display only after they have been signed by the physician. Some reports will not be displayed at all, i.e., (mental health evaluations, cardiology reports, pathology reports).

If some of my health information on MyHealth Portal is not correct, what should I do?

You may call our Health Information Management (HIM) department at 661-200-CARE (2273) Mon-Fri from 7:00am-7:00pm for assistance. The HIM department will work with you and your physician to ensure your medical record is accurate.

What should I do if I don't understand my health information?

You can discuss any questions with your physician at your next office visit.

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Why can't I see my test results in MyHealth Portal?

If your test results were ordered by a non-HMNMH physician, they will not appear in MyHealth Portal. If your test were done at a non-HMNMH lab, they will not appear in MyHealth Portal. Also, certain "sensitive" and other test results may not display in the portal. If your tests were done in the Emergency Room or as part of a hospital admission, most will appear in MyHealth Portal within 1 hour of the test being resultated. If you have questions, you may contact the Health Information Management department at 661-200-CARE (2273) Mon-Fri from 7:00am-7:00pm for assistance.

Why is some of my information missing from my health record?

Sensitive subject matter (HIV, mental health, STDs, pathology, cardiology, etc.) is not displayed on the portal. The MyHealth Portal does not contain your complete medical record but does contain portions of it. For a copy of your complete medical record, please contact Health Information Management at 661-200-CARE (2273) Mon-Fri from 7:00am-7:00pm.

Why can't I extract the compressed (zipped) file after downloading the Health Summary?

You will need to utilize an extraction tool to "unzip" the compressed files. WinZip or 7-Zip will work for this purpose however; the Microsoft extraction tool commonly included in Windows software packages will not be effective. These application tools can be downloaded from the internet.

What Format will the downloaded file be in?

The downloaded file will be in the form of an HTML page in order to preserve the original data that was generated.

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Medications

What does the Medication section of portal provide the patient access to?

The Medication area of the portal provides the patient with a way to view a list of medications that was current as of discharge from your last inpatient or emergency room visit. Clicking on the individual medication will allow you to view more specific detail about the med, including side effects. Medications may also be accessed from the Health Record page.

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Why is new activity generated for some medications, but not others?

There are two types of medications that are displayed within the Medications page of the portal; RX type and Reported. RX type medications generate the 'What's New' activity with a red dot on the Medications button, as well as the medication being displayed in bold within the medications list of Medications.

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Appointments

Can I schedule an appointment?

You cannot directly schedule an appointment, but you can make an appointment request.

Can I schedule an appointment for someone other than myself?

You cannot directly schedule an appointment for someone else, but you can make an appointment request if you are a proxy to their account. To request an appointment, follow the same steps as if you were scheduling an appointment for yourself.

Can I cancel an appointment in MyHealth Portal?

Appointments can be directly canceled in MyHealth Portal. To cancel an appointment, click on "Appointments" and choose "Cancel Appts." If the appointment is to take place in less than 72 hours, you will not be able to cancel the appointment via MyHealth Portal and must call the facility directly.

What information will show within 'Upcoming Appointments'? Does this include 'Pending' appointments?

All appointments that have been successfully booked will appear within the "Upcoming Appointments" list on a patient's portal. For all 'pending' appointments, the patient will see these displayed within the 'Appointments' section of their portal until these are booked. Upon booking, the patient will receive an email alerting them to new portal activity, and these appointments will display within the 'Upcoming Appointments' section of the portal.

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When a patient requests an appointment, the appointment shows as pending. Will the portal update after the request has been scheduled by the hospital?

Yes. Once the appointment has been scheduled, when entering the portal, the patient will see new activity on the appointment button as well as new activity in the 'what's new' section on the homepage. The patient will also review an email notification to let them know that their appointment request has been scheduled.

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Support

I forgot my password. What should I do?

Click on the "Forgot Password" link on the sign-in page to reset your password. You will be prompted to answer your security question that you set up when you signed up for your account. If you need further assistance, you may contact the HIM Department at ContactUs@henrymayo.com or you can call 661-200-CARE (2273) Monday-Friday 7:00 am - 7:00 pm to request a new, secure password.

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Can you send me new activation information as I have lost it, let it expire or did not receive it?

You may contact the Health Information Management department at ContactUs@henrymayo.com or you can call 661-200-CARE (2273) Monday-Friday 7:00 am - 7:00 pm. After we verify your information, a new username and password will be e-mailed to you.

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How do I choose a MyHealth Portal username and password?

Choose a MyHealth Portal username and password that is easy for you to remember, but hard for others to guess. Your MyHealth Portal username must be between six and fifty characters, but cannot include symbols. You may use your email address if you desire. Your MyHealth Portal password must be a minimum of eight characters and a maximum of twelve characters. It must contain at least one number and one letter. Your password cannot include symbols.

Please keep in mind that only you will know your MyHealth Portal password. Henry Mayo Newhall Hospital will not have access to this information. If you have lost or forgotten your password, click on the appropriate link on the login page and you will be send new logon information via email. If you have forgotten your username, please contact the HIM department at ContactUs@henrymayo.com or 661-200-CARE (2273) Monday-Friday 7:00 am - 7:00 pm for additional assistance.

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How does the password reset question and answer work?

When you signed up for MyHealth Portal, you were asked to select a password reset question. This will allow you to reset your password if you forget it or want to change it for security reasons. Common password reset questions are: "What is your mother's maiden name?" or "What is your favorite color?" Enter the answer to your password reset question. For example, if your password reset question was "What is your favorite color?" your password reset answer is the name of your favorite color. Please keep in mind that your password reset answer cannot be the same as your MyHealth Portal password.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into MyHealth Portal and on the bottom menu, select Preferences and select the Update User Preferences button on the right menu options. To change your password click on the Change Password button on the right menu.

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Can I update my personal information online?

To request to have your personal information updated click on the Profile button on the Home page. Then click on the Update Profile button on the right menu. You may enter the information that you wish to update. Click on the continue button at the bottom of the window to display your contact information. Review the updated information and click on "Submit" button at the bottom of the window. HIM Staff will review and update the information in your medical record.

To change your email address, click the “Preferences” link at the bottom of the Home page. Click “Submit” button at the bottom of the window and the email address automatically updates.

My activation username or password does not work what should I do?

For your security, your activation username and password expires after 30 days if you don't activate your account. Also, once you do activate your account, the activation information will no longer work. An activation username and password cannot be reused. If you need a new activation username and password, email us at ContactUs@henrymayo.com or you can call our Health Information Management Department at 661-200-CARE (2273).

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Is my activation username my permanent username?

No, your activation username is not your MyHealth Portal username. You will use this activation username only once to log into MyHealth Portal for the first time. (The activation username will expire after you have used it or after 30 days). When you log into MyHealth Portal the first time, you will then be asked to create your own unique MyHealth Portal username.

Technical Questions

How is MyHealth Portal secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal ID's, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyHealth Portal uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with MyHealth Portal. Unlike conventional e-mail, all MyHealth Portal messaging is done while you are securely logged on to our website.

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What is your Privacy Policy?

MyHealth Portal is owned and operated by Henry Mayo Newhall Hospital and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records and will never be sold or leased by Henry Mayo Newhall Hospital.

I was logged out of MyHealth Portal, what happened?

We aim to protect your privacy and security of your information. While logged into MyHealth Portal, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of MyHealth Portal. We recommend that you log out of your MyHealth Portal session if you need to leave your computer for even a short period of time.

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Why am I not receiving e-mails alerting me when there is new information in MyHealth Portal?

MyHealth Portal will automatically send you an e-mail when you have new information in your MyHealth Portal account. If you are not receiving e-mails please review your e-mail notification settings in the Preferences section of the portal. You may also want to verify that we have your current e-mail address on file. To verify your e-mail, address click on the "Preferences" link on the Home page to review.

Can I view my portal on my Android, iPhone or iPad?

Yes, you can view your portal account on an Android phone, iPhone and an iPad.

Is the portal browser neutral?

The portal is compatible with most web browsers. The portal has been tested with Safari, Chrome, Internet Explorer, and Firefox.

Is there an Internet Explorer version minimum requirement needed for the Health Portal?

Internet Explorer 7 and above with web version 8 is needed to use with the Health Portal.

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What do I need to use MyHealth Portal?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer or Mozilla Firefox). MyHealth Portal works best on Internet Explorer 7 or higher, Mozilla Firefox 3.0 or higher, Safari 5.0.2 or higher, and Google Chrome 7.0 or higher. These browsers can be downloaded for free. You can also access MyHealth Portal from your, iPhone, iPad or an Android cell phone.