

# myHealthPointe

## Frequently Asked Questions

If you have any more questions please contact  
802-442-5491

### **What is myHealthPointe (mHP)?**

MyHealthPointe is a personal healthcare website that provides clients with secure access to select portions of their personal health record. It is the portal to view, download and transmit information regarding your personal care

### **What services can I access with the myHealthPointe Portal?**

You can request appointments, request medication refills, request medical records, view scheduled appointments, and more.

### **How secure is myHealthPointe?**

Netsmart Technologies states MyHealthPointe Portal supports consumer-driven care by connecting individuals to their treatment through a user-friendly secure solution. myHealthpointe is a secure website that can only be accessed by you and anyone for whom you provide access.

### **Will the portal be available 24/7?**

Yes, however, the system may be unavailable due to maintenance. If MyHealthPointe is not accessible, please try again later. The portal is not monitored 24/7 by agency staff and requests may take up to 3 business day to be addressed. If the issue is urgent or emergent call the agency directly.

### **Can I use the patient portal to seek services if it is urgent?**

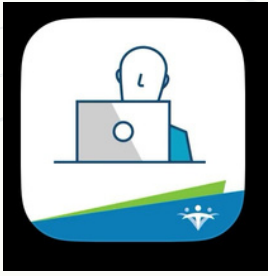
No. You would need to call the agency directly for urgent or emergency services.

### **Do I need to have an email account to use myHealthPointe?**

Yes, you will need a personal email account in order to register and setup access to the myHealthPointe Portal. If you do not have a personal email you can search the Internet for “free” email accounts you can set up. The free email sources include simple instructions for setting up an account.

### **How do I set up an account?**

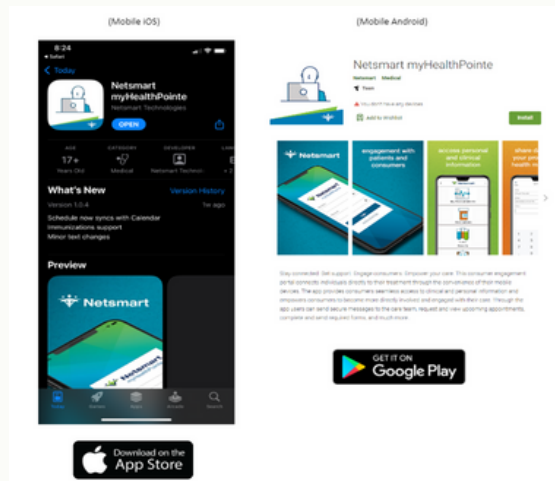
Reach out to your agency providers and let them know you are interested in accessing your client portal. Arrangements will be made to set up your account and email you your account credentials.



# myHealthPointe Frequently Asked Questions

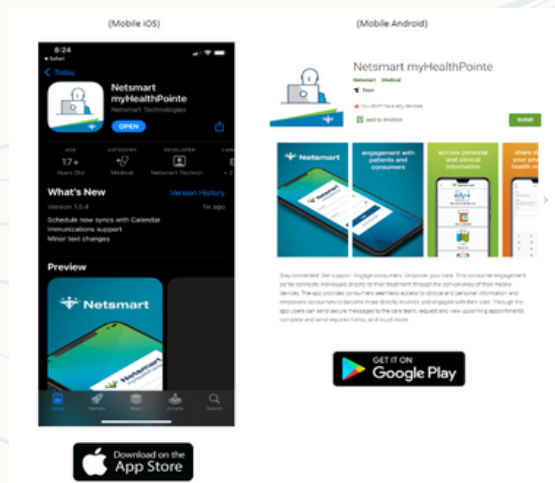
## How do I access myHealthPointe?

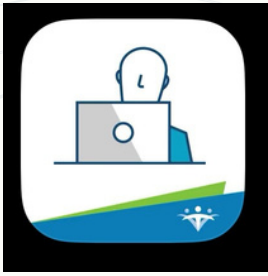
myHealthpointe works on any computer or device that has internet access. There is a free app available on Google Play and the Apple App Store. A link to myHealthpointe will be available on the agency website as well. Always remember that computers that are shared with many people are not secure or private. Please do not store any of your personal information on a public computer.



## Is there a myHealthPointe App that I can download for my phone or tablet?

myHealthpointe works on any computer or device that has internet access. There is a free app available on Google Play and the Apple App Store.





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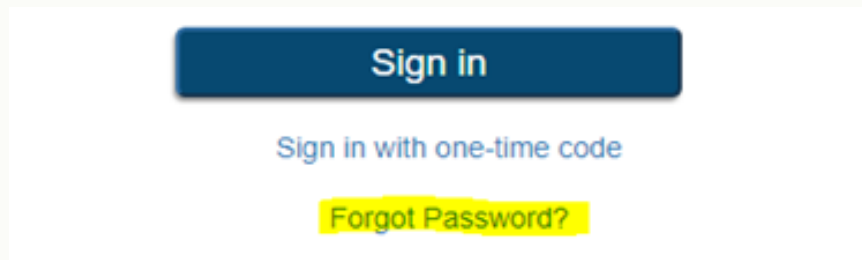
## Frequently Asked Questions

### **How do I get more information on how to use myHealthPointe?**

Reach out to agency providers for assistance.

### **How can I reset my account password?**

On the log in screen you have the ability to reset your own password by clicking on the “Forgot Password” link if you want to make a change or have forgotten your password.



### **I didn't receive the activation code/ verification code/ password reset code I requested, what can I do?**

Reach out to your agency providers for assistance.

### **I am having technical issues, what can I do?**

Reach out to your agency providers for assistance.

### **How can I cancel my myHealthPointe account?**

Reach out to your agency providers and let them know you are interested in deactivating your client portal.

### **Who do I contact if I have questions about myHealthPointe?**

Many of your questions can be answered using this FAQ and other client information can be answered by agency providers.

### **How can I update my personal contact information in myHealthPointe?**

Reach out to your agency providers with the updated information.

### **Will clients be able to see all their progress notes in myHealthPointe?**

Clients will be able to have access to their record through the portal and agencies will use this feature to upload records that are requested. At this time, progress notes will not automatically go to myHealthPointe.



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### How do I request a specific clinical record or document to be available to me in myHealthPointe?

Medical records requests can be started by clicking the tile below and someone from the agency will be in touch with you regarding the request.



Medical Record Request

### How can I request a medication refill through myHealthPointe?

Medication refill requests can be started by clicking the tile below and someone from the agency will be in touch with you regarding the request.



Medications

### How can I schedule or reschedule an appointment in myHealthPointe?

Appointments can be scheduled and rescheduled by clicking the tile below and someone from the agency will be in touch with you regarding the request.



Appointment Requests

