



myHealthPointe

Easy & Secure Access
to your Online Mental Health Record

CLICK HERE TO
LOGIN

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View Upcoming Appointments



Online convenience to view your appointments

View Medications



Review your current & past medications

Check Lab Results and Vitals



Easy and quick access to your lab results and vitals

Receive Appointment Reminders



Set up email or text message reminders to help you keep your appointments

View Demographics



Make sure your demographic info is accurate and contact your clinic with updated info

Send an Electronic Copy of Your Record to a 3rd Party



Send a secure email with part of your record to your primary care doctor

Send a Secure Message



Send and receive secure messages with your DMH treatment team

Frequently Asked Questions (FAQs)

- **What is myHealthPointe?**

- It's a secure website that gives you access to part of your or your child's mental health record
- If you want to obtain a copy of your or your child's complete mental health record, please access LACDMH Policy 501.01 Clients Rights to Access Protected Health Information ([link](#))

- **Is it safe and secure?**

- myHealthPointe (mHP) has privacy and security safeguards in place to protect your information.
- Although mHP uses safeguards, there are other safety tips you should follow when accessing mHP. Always remember to protect your username and password and do not save your password on any computer/mobile device to protect yourself from potential unauthorized access to your mental health information on mHP.
- Terms & Conditions ([link](#))
- Privacy and Security Policy ([link](#))

- **What do I need to get started?**

- PIN (provided by your clinic)
- Active email address
- Access to a computer with internet access

- **What if I don't have an email address?**

- This brief video will show you how to create a free email account ([video link](#))

- **What if I don't have access to a computer with internet access?**
 - Your clinic may have client-accessible computers with internet access – check with your clinic's front desk staff
 - There are also computers with internet access at the Los Angeles County Free Libraries ([link](#))
- **After I have my PIN, email address and computer with internet access, then what?**
 - Then you can sign up in a few easy steps – this brief video will show you how ([video link](#))
- **How do I get access to my child's mental health record?**
 - If a child is **11 years old or younger**, his/her portal account must be linked to a parent/guardian account. The parent/guardian should request a PIN for their child from the clinic.
 - A parent/guardian who has a portal account (i.e. parent/guardian is also a client) will simply link the child to their portal account by selecting 'Add a Child or Dependent Account' on the My Account page. ([video link](#))
 - A parent/guardian who does not have their own portal account (i.e. parent/guardian is not a client), will need to create a Patient Portal Account and link the child to their account using the child's PIN ([video link](#))
 - If a child is **12 years or older**, he/she can either have a portal account that is linked to the parent/guardian account (as described above) or register for the portal account without the account being linked to the parent/guardian ([video link](#))
- **How do I set up appointment reminders?**
 - This brief video will show you how to set up appointment notifications via email, text, or both ([video link](#))

How To Videos

How To:
**Sign Up for
myHealthPointe**



How To:
**Log In to an Existing
Account**



How To:
Set Up an Email Account



How To:
Set Up Notifications



How To:
Send a Secure Message



How To:
**Set Up a Child/Dependent
Account**

