MyHealthPointe

Frequently Asked Questions

By proceeding further I consent and agree to agree to all the policies, Terms and Conditions

Here are answers to the most frequently asked questions from our clients regarding MyHealthPointe.

What is MyHealthPointe (mHP)?

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

Can I use the Patient Portal to seek psychiatric or medical treatment?

No. The portal is not a substitute for professional medical care and advice.

How do I access MyHealthPointe?

You can access the website through the Los Angeles County (L.A.) Department of Mental Health website. The
link is there to sign up and log into the portal website to view your personal health record.

Do I need to have an email account to use MyHealthPointe

Yes, you will need a personal email account in order to register and set up access Yes, you will need a personal email account in order to register and setup access to the MyHealthPointe Portal. Search the Internet for "free" email accounts you can set up. The free email sources include simple instructions for setting up an account.

What can I do today in MyHealthPointe?

Today, there is a selective amount of information from your clinical summary that can be viewed, downloaded or transmitted in myHealthPointe. Other features will be introduced over , e.g., requesting appointments.

How do I get more information on how to use MyHealthPointe?

There is an online Client User Guide and video that you can view or download on the L.A. Department of Mental Health website where you first accessed the client portal. Ask during your next clinic visit who can provide you with more information on how to use the portal.

How secure is MyHealthPointe is a secure website that
can only be accessed by you and anyone for whom you provide access.

Who can request access to myHealthPointe's personal health record?

The MyHealthPointe is for the clients of the L.A. Department of Mental Health. However, there are circumstances where a responsible adult for a minor or for conservatorship who is not a client can get access to MyHealthPointe on behalf of a client. Any other viewing of the information contained in MyHealthPointe is with permission from the client only. Current DMH Consent for Services policies apply to all access to client information, even in the case of guardianship of minors or those who reach 12 years of age.

Can I share my personal health record information with other individuals or agencies?

Yes, you can choose to share information with other agencies. You have the ability to print much of the information in MyHealthPointe to share with other care providers. Also, you can transmit information from the portal to other healthcare agencies or providers as long as they have a secure, encrypted email account. This is a precaution to protect your personal health record.

How do I correct information in my personal health record?

Since the information in MyHealthPointe is from the system that collects care information at the clinics, please talk to your care provider at the L.A. Department of Mental Health clinic you visit to update your information. Corrections at the clinic will flow to your personal health record.

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 answered by clinic staff .

Where can I connect to MyHealthPointe?

You can connect to the portal from your personal PC, personal device with iOS11 or higher/ Android 5 and above, as long as you have internet access. Check the DMH internet link to PHR for links to clinics that have computers for client use. Also, many of the Los Angeles libraries have personal computers that are available to Los Angeles residents. 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.

LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH
hope. recovery. wellbeing.

MyHealthPointe
Frequently Asked Questions, Page 2

How do I reset my Password?

If you forget your password, the portal log in screen has a link to assist you with your password reset.

My access is locked and I cannot reset my password.

Please speak to someone in person at your clinic to see about assistance in resetting your password.

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.

Why is the Patient Portal only in English?

The Patient Portal, MyHealthPointe, is a vendor product that was created in English but other languages are available please inquire with clinic staff.

What do I do when my screen does not display correctly?

You can select the Function Key, F5, on your key board to refresh the screen.

Why do I need to know who my cell phone carrier is for MyHealthPointe?

A goal of MyHealthPointe and ongoing access to health information is timely access to information. If MyHealthPointe supports your phone carrier, DMH can send text messages and alerts through myHealthPointe directly to your cell phone messaging system .

Note: Your phone carrier is the company that bills you for your cell phone service.