A Client's Guide to myHealthPoint Portal

January 2016

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Introduction to myHealthPointe

What is myHealthPointe?

myHealthPointe is a personal healthcare website site that provides Department of Mental Health (DMH) clients with access to their Integrated Behavioral Health Information System (IBHIS). Clients can view their personal healthcare information records (PHR) through a secure internet site by using their email address to register.

What are the Benefits of myHealthPointe?

Once you are registered to use the Patient Portal, myHealthPointe, you will be able to manage your DMH personal health record by:

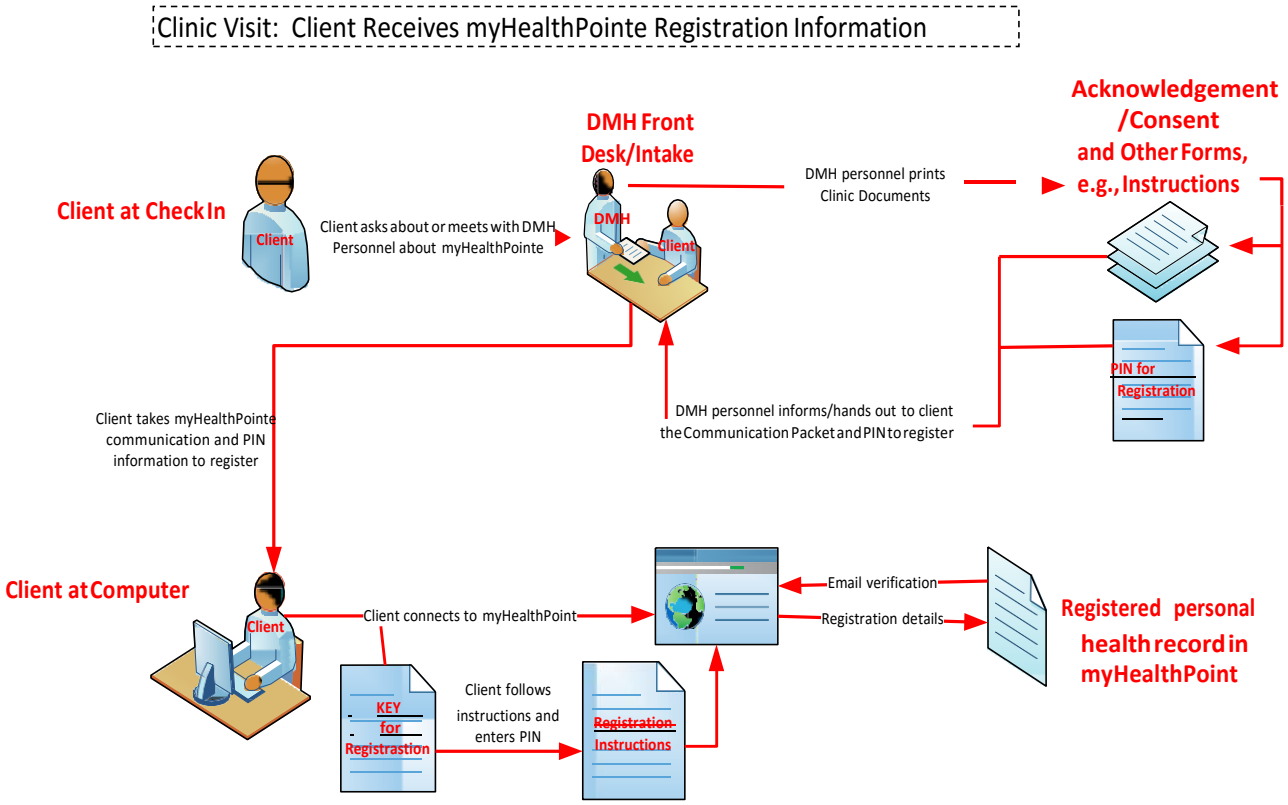
- Viewing mental health information
- Downloading health information to your computer
- Transmitting your information to another, through email, if the receiver has a secure, encrypted email address.

Guidelines

When creating a myHealthPointe account, please keep these guidelines in mind:

- Your PIN and Last name must be unique.
- At the time of account registration you must provide a valid e-mail address from which you currently send and receive mails.
- The password should be 8 to 30 characters long, must contain at least one number, and cannot start with a special character. Do not use a commonly used word. Select a unique combination of letters and numbers.
- Email verification is an important step to complete the registration.
- Once you have set up your registration, do not share your myHealthPointe access information with anyone you do not wish to view, download or transmit your personal health record.

Getting Started



Steps to follow:

To get started, follow these steps:

① At your next visit to the Department of Mental Health (DMH) clinic, ask about myHealthPointe. Let the clinic staff know that you would like to register for access to the Patient Portal.

② Receive the PHR Information Packet and an access PIN to register.

③ Go online through the Internet and connect to the myHealthPointe website. Set up your account using the instructions and PIN that the clinic gave you.

④ You will receive confirmation that you are connected through your email account.

⑤ Begin using myHealthPointe to stay informed regarding your DMH personal health record.

Quick Start

Welcome to the Los Angeles County Department of Mental Health (DMH) Patient Portal, myHealthPointe. Access to this online website provides you with a summary of your personal mental health care information. Your access PIN is printed below in the step-by-step instructions. Be sure to read the guidelines carefully and follow the instructions to set up your account.

Guidelines

1. Select an email address and password that is unique to you.
2. Do not share your portal email password with anyone you do not wish to view, download or transmit your personal mental health care information.
3. Do not save your password or other sensitive information on a public computer.
4. If you lose your PIN information, please report the loss to a DMH clinic staff member and receive a new PIN.

Steps to Create a Portal Account

1. Go to http://dmh.lacounty.gov/wps/portal/dmh. Click on the myHealthPointe "Getting Started" link. Follow the prompts until you get to the registration page.
2. Click on the "**Create an Account"** tab.
3. Click "**Yes**" to the question, "Do you have a registration **PIN**"
4. Enter the PIN given to you in your Personal Health Record handouts.

5. Enter your preferred or current email address and new portal password.
6. Select your "secret" security question-answers.
7. Click **Register** to complete the process.
8. Go to your email account and click on the registration link from the DMH portal to activate your portal account.
9. Log in to myHealthPointe with your confirmed email and secure password.

Register an Account with a PIN

Steps to follow:

To connect to the Patient Portal Account in myHealthPointe, visit the Los Angeles Department of Mental Health website: http://dmh.lacounty.gov/wps/portal/dmh.

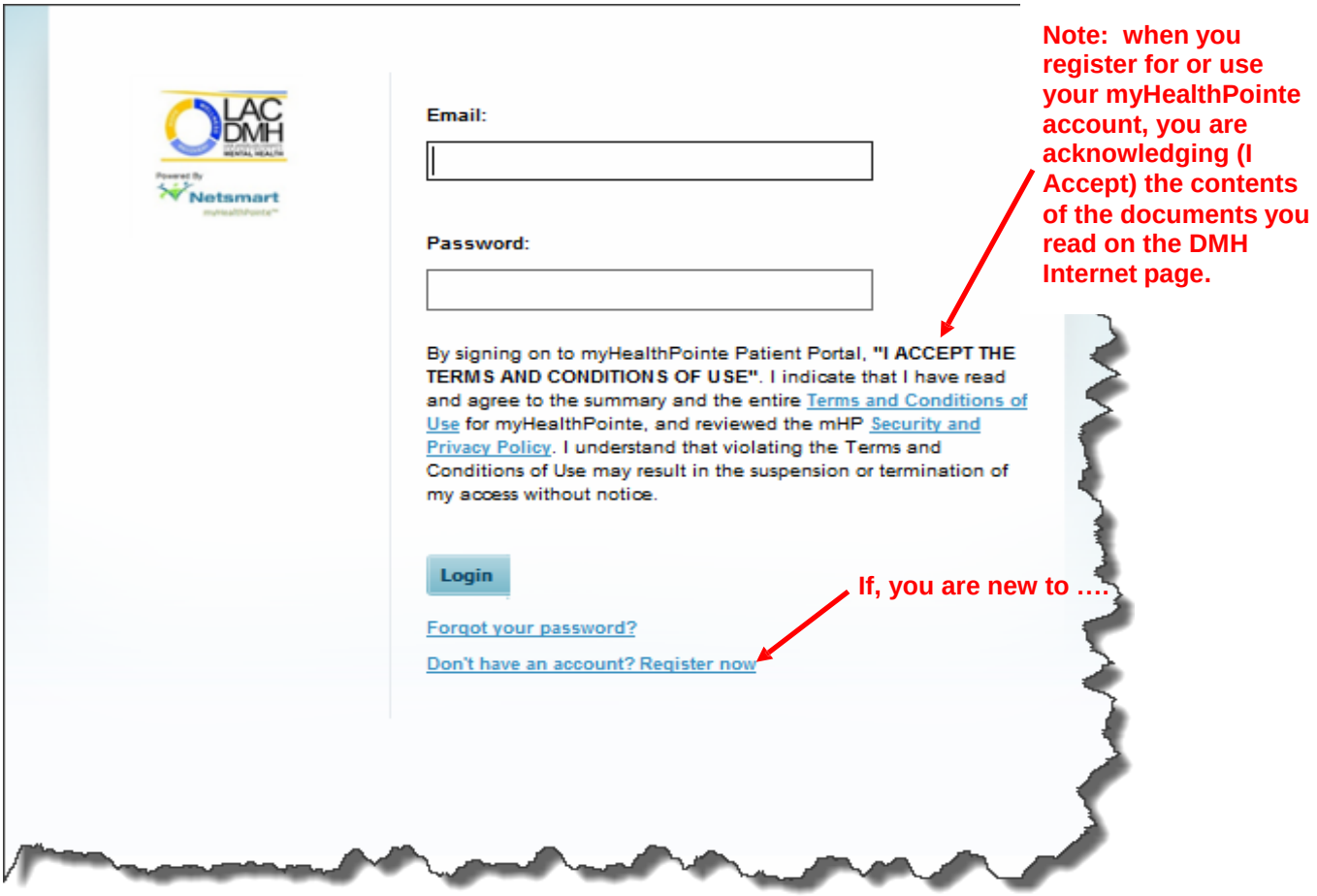
1. Follow the prompts until you get to the myHealthPointe registration page.

2. Scroll down the page on this screen until you get to the “I Agree” button.
3. Click **I Agree**.

Create an Account - Part 1

At the first screen you see, do the following:

If…	Then…
a. You are new to myHealthPointe and need to register…	1. Click on the **Don't have an account? Register now**.
b. You are a returning myHealthPointe client….	2. Enter your email and password to connect to myHealthPointe Patient Portal account.
c. You forgot your password…	3. Click on the **Forgot your password?** Link.



Create an Account - Part 2

1. Click the **Create an Account** tab if the screen is not displayed already.
2. Click **Yes** that you have a Registration PIN from your clinic office.

The next screen appears so you can enter the 10-character PIN you received from your clinic office.

Create an Account - Part 3

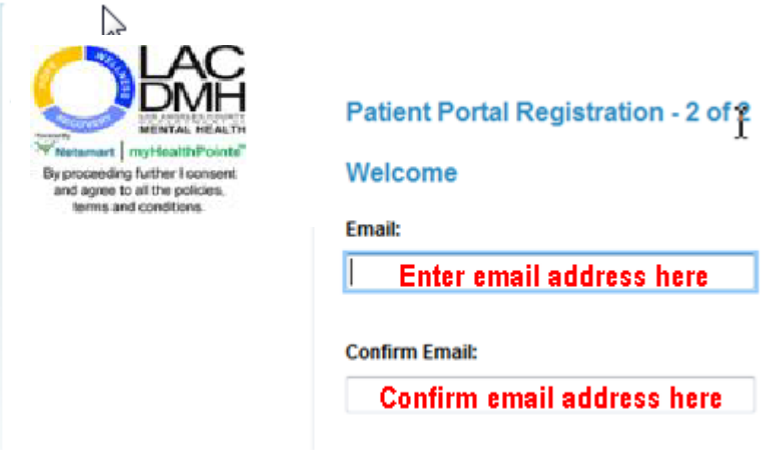
1. Enter the ten-character **PIN** provided by the Provider. The ten-character PIN is shown as three characters, separated by a dash, followed by seven characters.

The ten digit characters will be encrypted for security purposes. Do not include the dash when entering the PIN.

2. Then, enter your **Last Name**.
3. Click **Continue** to launch the second page of the Patient Portal Registration.

Create an Account - Part 3

1. Enter a valid **Email**. The email address entered will be used as the name (ID) to log into Patient Portal from this point forward.



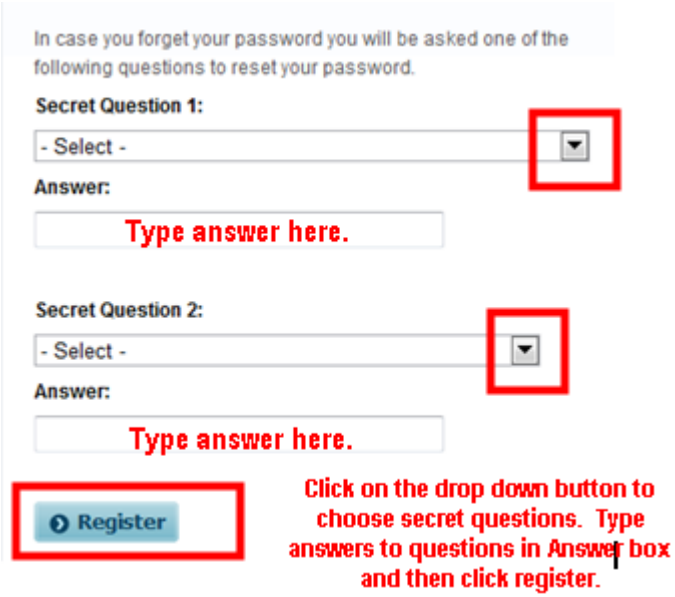
2. Enter a new **Password** when prompted.

Passwords are case-sensitive. They must be a minimum of eight characters and must contain at least one number. Do not start the password with a special character.

3. To confirm this new password, re-enter the password. If the passwords are not consistent, an error will appear, prompting you to re-enter the password and confirm it.

4. **Security Questions are required fields.** You must choose two different questions and supply the appropriate answer. These questions and answers will become part of your unique profile and will ensure the security that you are the person accessing Patient Portal. Security questions also help with re-setting your password if you forget how to log in.

   Click on the **dropdown arrow** to access different questions.



5. Once you have finished registering, you will receive a verification email. Click the link in that email to complete the registration process. You now are connected to the Patient Portal account.

Create an Account as a Self-Registered Patient (Access to a Minor's Account)

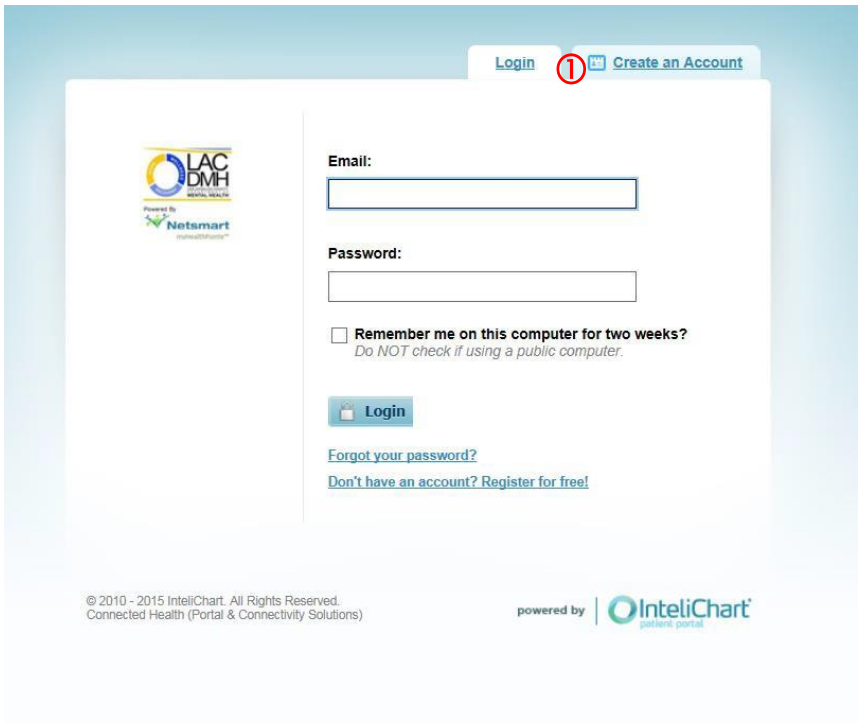
Website

To create a Patient Portal Account in order to access a minor's account, visit the Los Angeles Department of Mental Health website at: http://dmh.lacounty.gov/wps/portal/dmh and connect to the Patient Portal to register.

NOTE: The only time you will self-register is if you are not a DMH client but you are a Responsible Adult for a minor, i.e., a child under the age of twelve years, and need access to the minor's personal health information.

Steps to Create an Account without a PIN:

1. Click on the **Create an Account** tab.



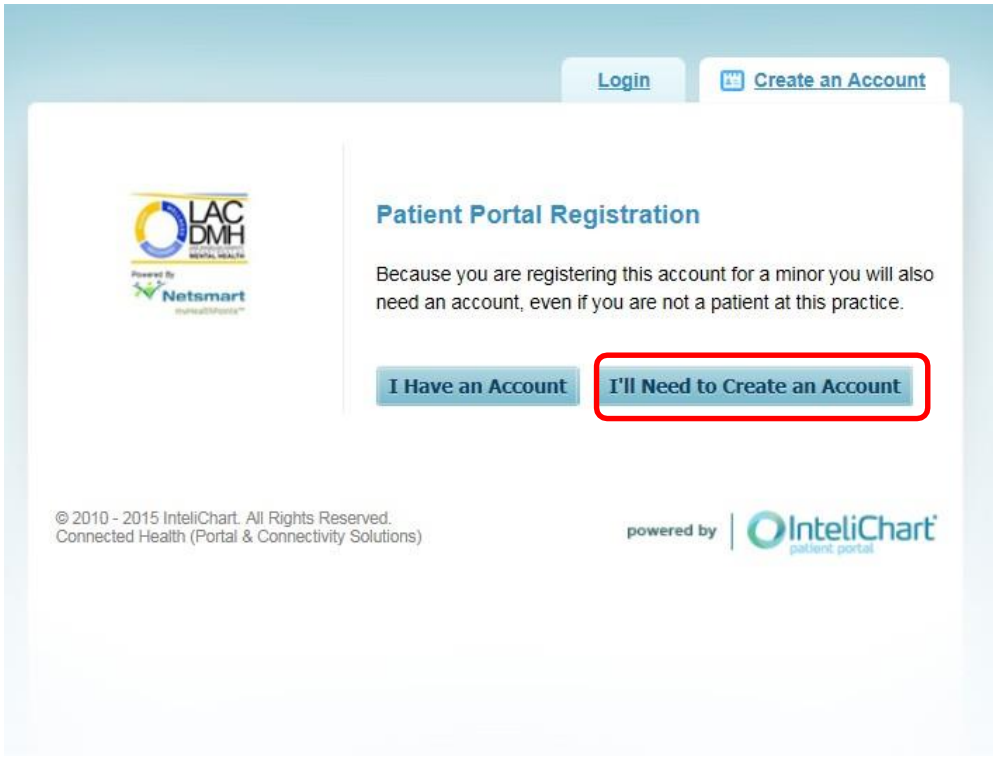
The next screen appears.

2. Click **No** that you do not have a Registration PIN from your clinic office (for you as if you were the client). The PIN you have is for the minor.

Lo
1
Create an Account
LAC DMH
LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
HOPE
WELLNESS
RECOVERY
Patient Portal Registration
Do you have a Registration PIN from your doctor's office?
Yes
No
2
Note: To register with the Patient Portal you do not need a PIN from your practice. However you will only be able to request appointments until your account is given full access rights by your doctor's office.
© 2010 InteliChart. All Rights Reserved.
Questions, comments, suggestions?
powered by
InteliChart
patient portal

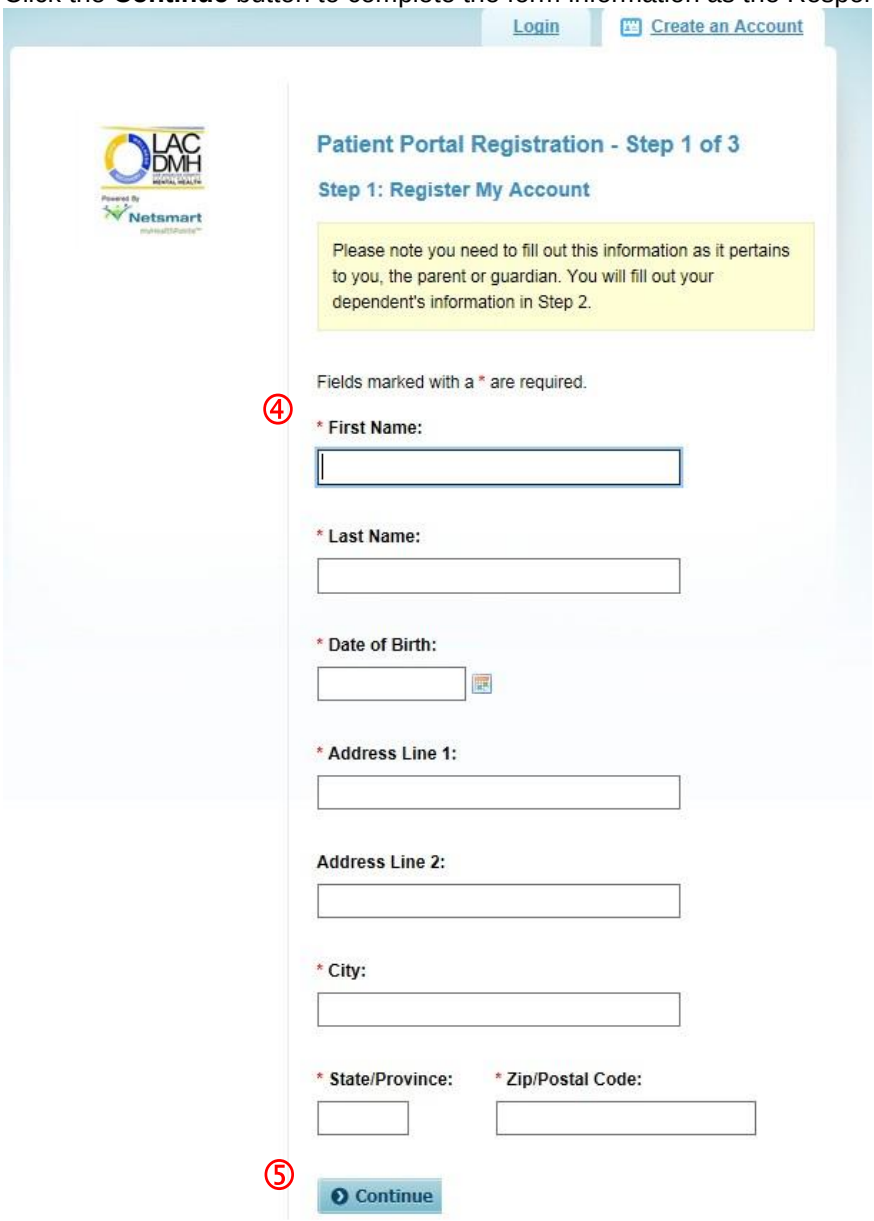
The next screen appears.

3. Choose the **I'll need to Create an Account** link.



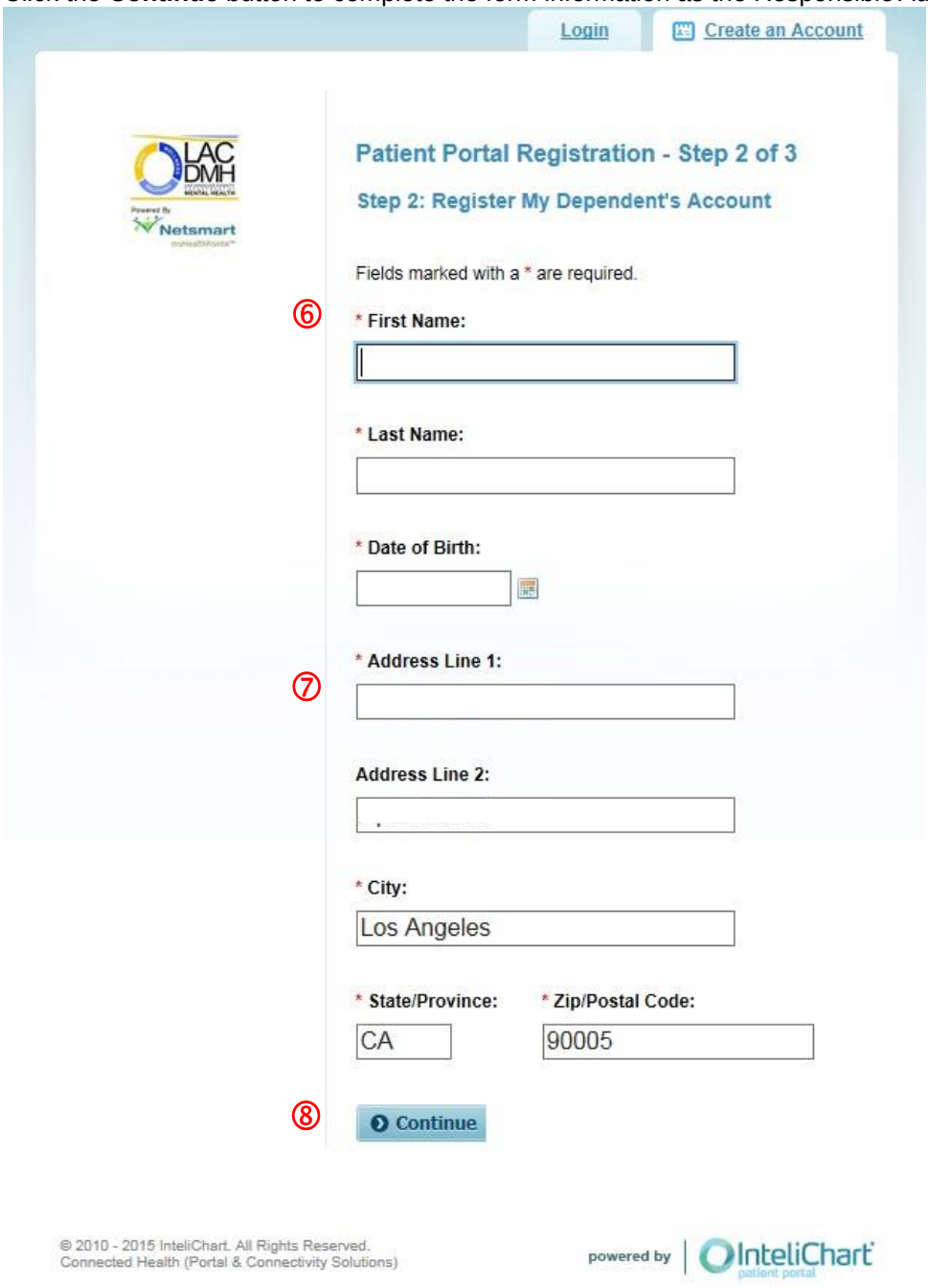
The next screen appears.

4. Complete the form, entering your personal information – **not the minor's information.** As noted on the form, you will enter the minor's information on the next screen.
5. Click the **Continue** button to complete the form information as the Responsible Adult.



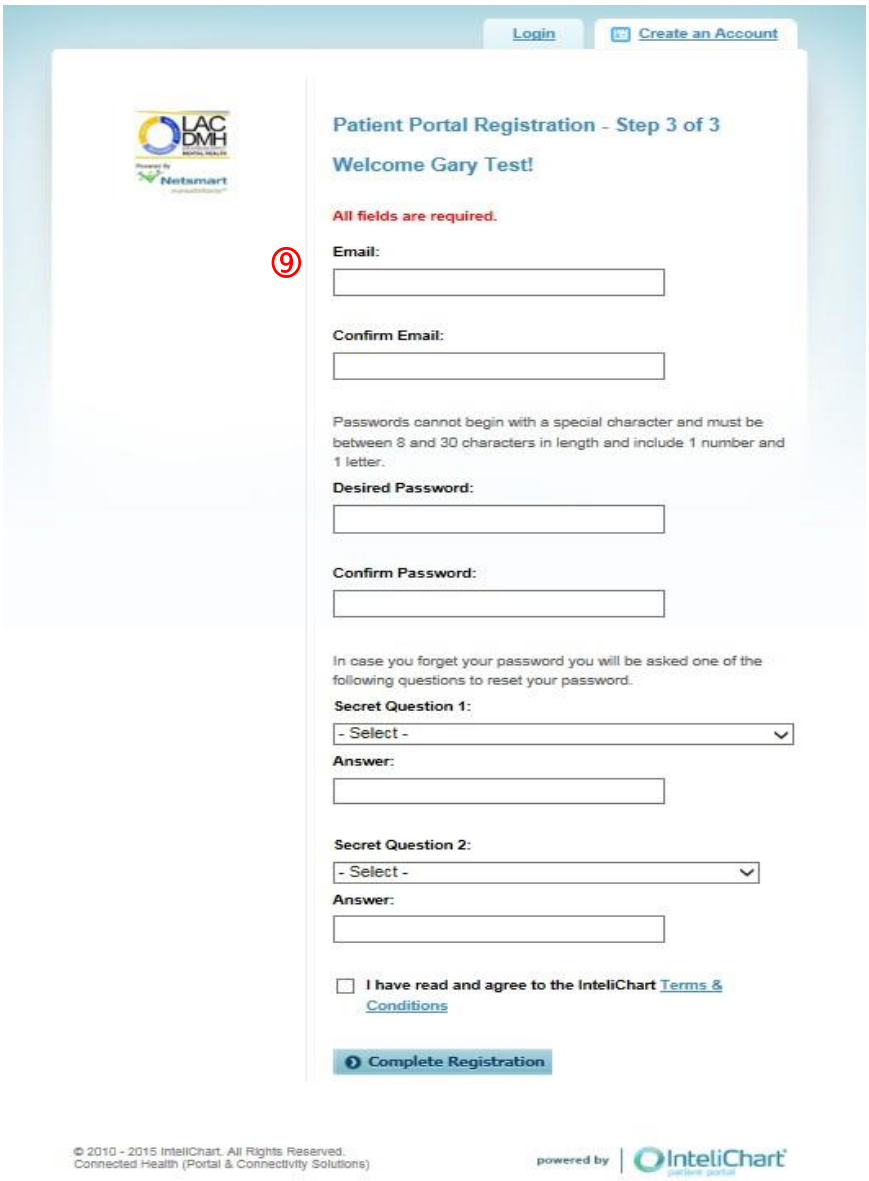
The next screen appears.

6. Complete the form with the minor's information.
7. Correct address information if it is not correct.
8. Click the **Continue** button to complete the form information as the Responsible Adult.



The next screen appears.

9. Complete the rest of the form with the email address, unique password and the security questions you will be using to access the minor's information through the Patient Portal.

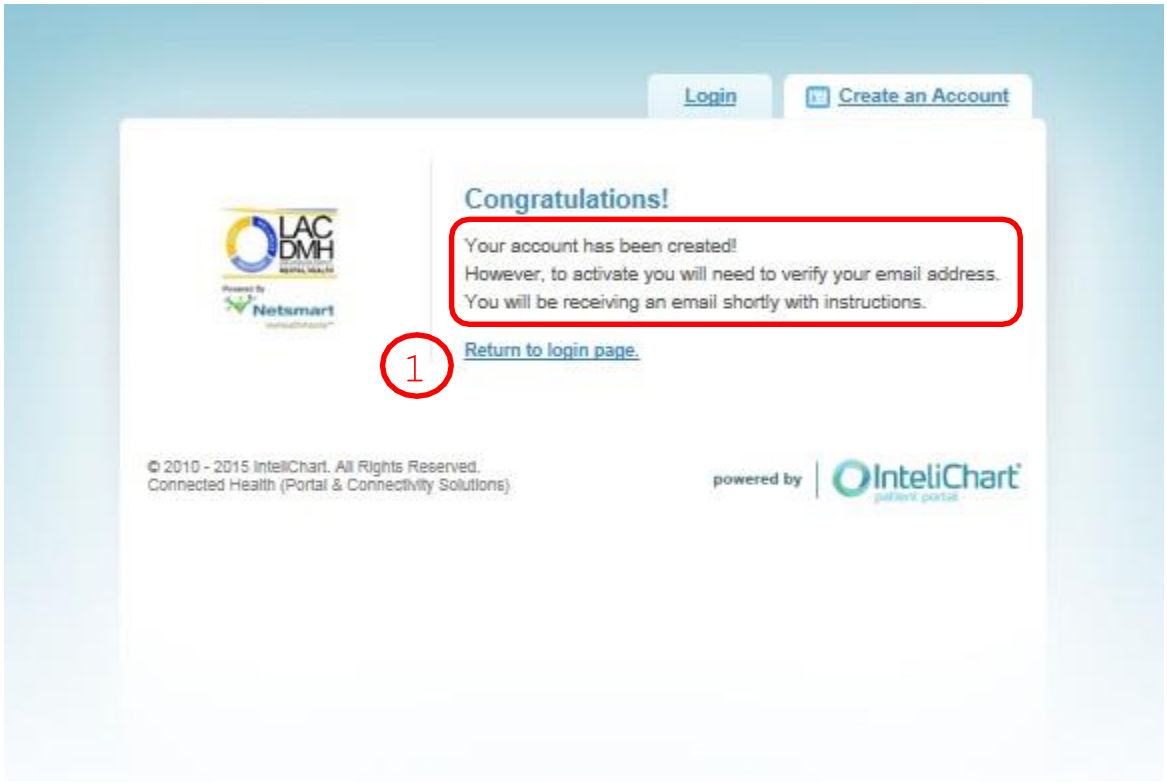


10. The last actions to complete the registration are to click on the following:

The next screen will appear.

11. Click on the **Return to login** page link.

Before you can login into the Patient Portal, be sure to go to your email inbox and click on the link to confirm your registration to the Portal.



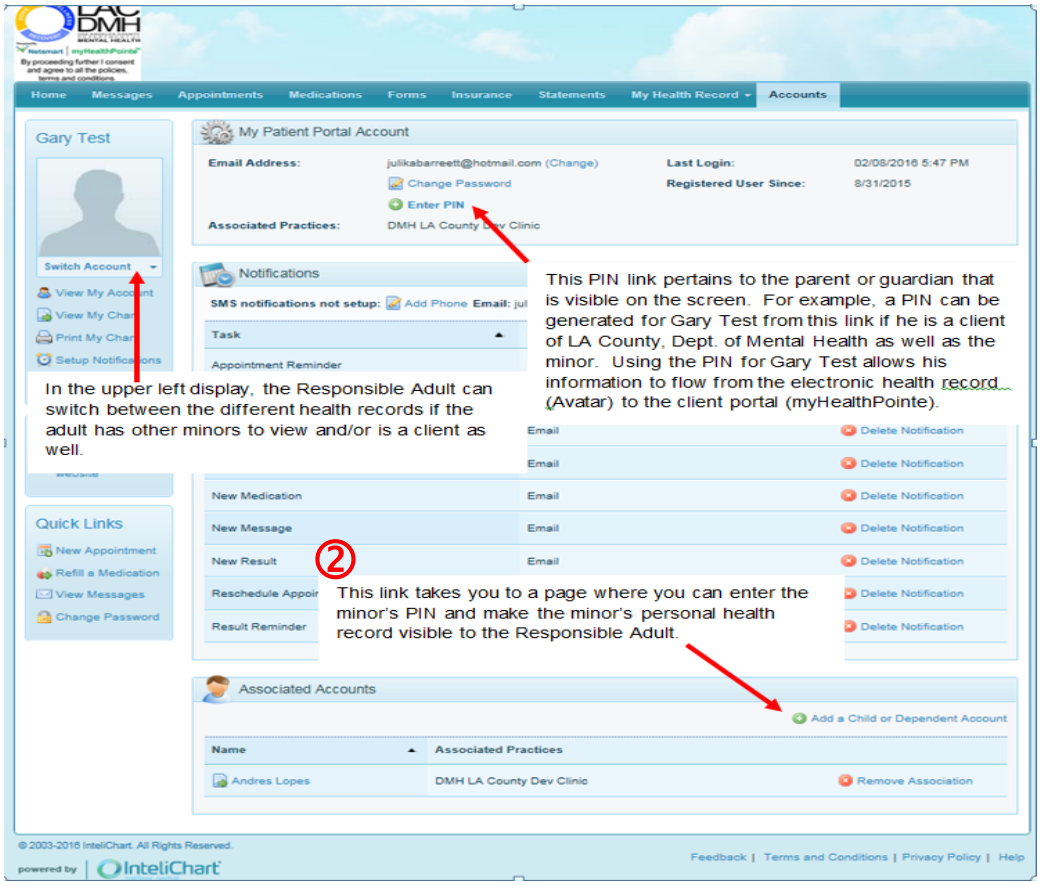
Log into the Practice Portal with your email and password to be connected to the minor's account.

Connecting to the Minor's Account

Steps to follow:

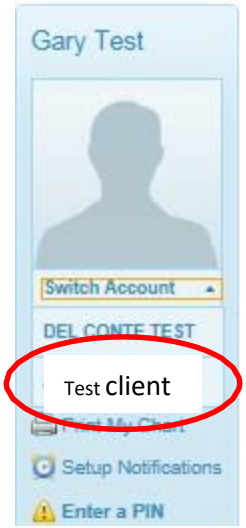
1. Once you complete the registration and verify your email address, you can log into the account as the Responsible Adult for the minor.
2. Enter the minor's PIN (you receive the PIN from the clinic/provider providing care to the minor). The PIN connects your registration with the minor's personal health record.

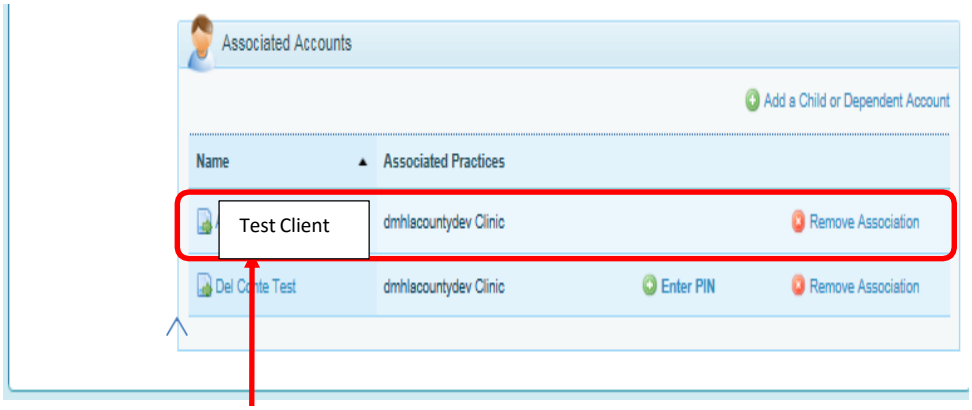
②



Note: The parent/guardian can toggle between all linked accounts by either clicking **Switch Account** under the profile picture, or by choosing a linked account on the **Accounts** page.

Once you enter the PIN, the account details for the minor become visible.





Once you entered the minor's PIN, the full details of the minor's personal healthcare are visible. Also, note that the link to **Enter PIN** is no longer visible since it was used to connect the accounts.

Whichever account displays in the upper left section, the details in the Patient Portal apply to that individual.

Getting Started

Overview

The first screen that you see when you log into the Patient Portal is the **Home Screen**. The **Home screen** is the first of the main tabs at the top of the screen. From the **Home Screen** you can connect to any of the health record information sites within the Patient Portal. These sections will be covered next in the View, Download and Transfer section of this document.

There are five sections in the **Home Screen** view:

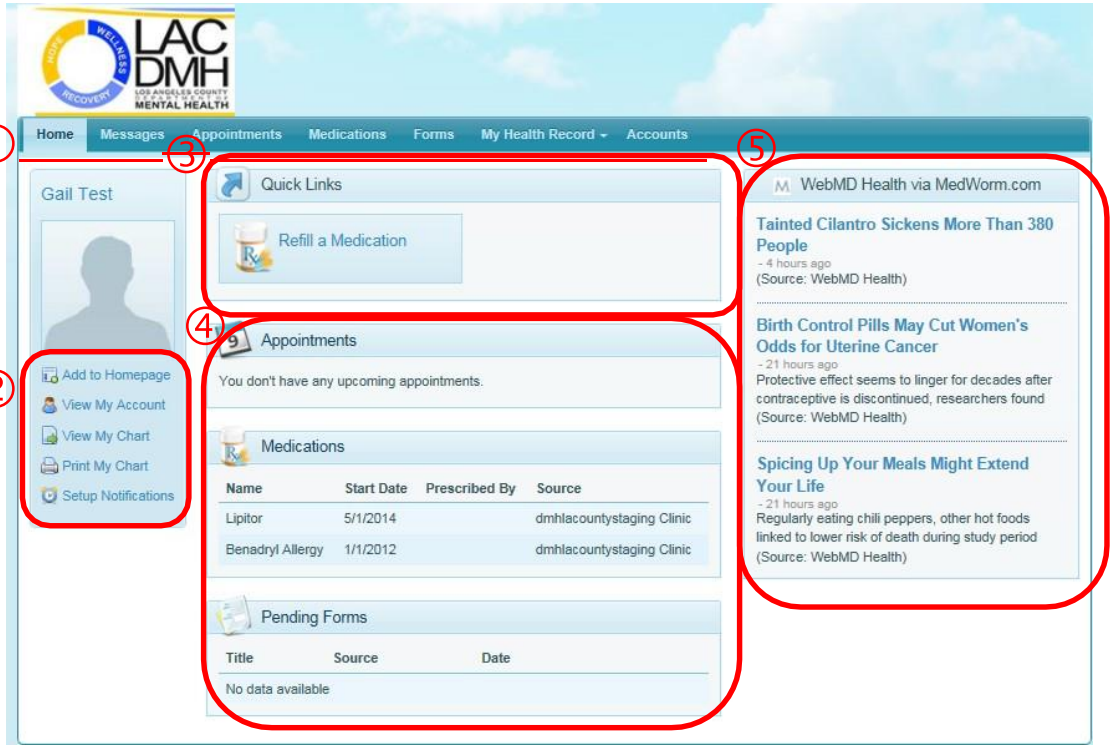
① The main tabs – Click on these to view information, e.g., incoming messages, upcoming appointments, my Health Record tabs with history and health information.

② The shortcut links – Click on any of these links to go directly to a section of the Patient Portal.

③ The Quick Links – Quick Links appear on the Home Page to connect you directly to specific Actions you wish to perform.

④ View a summary of some of the information contained within the main tabs.

⑤ WebMd Health – Click on these links to read up on medical information and news.



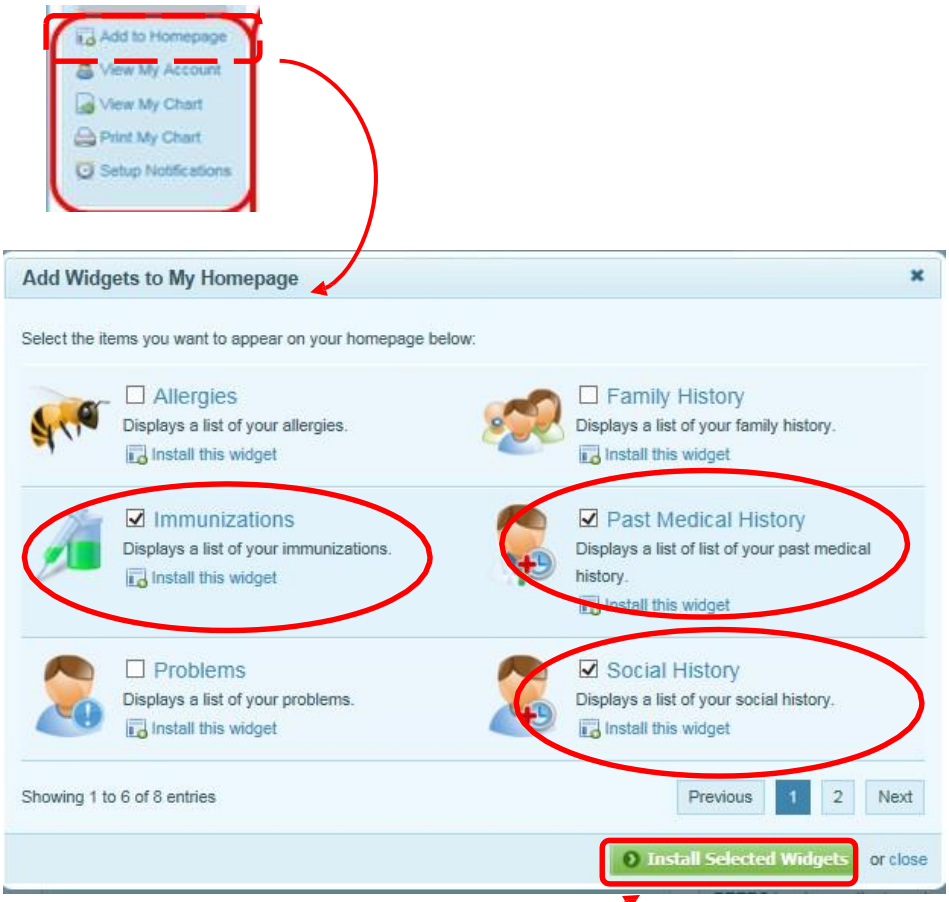
Add to Home Page Setup

Overview

On the **Home Page**, the link, **Add to Homepage**, allows you to customize your Home Screen's appearance.

Steps to follow to Add to the Homepage

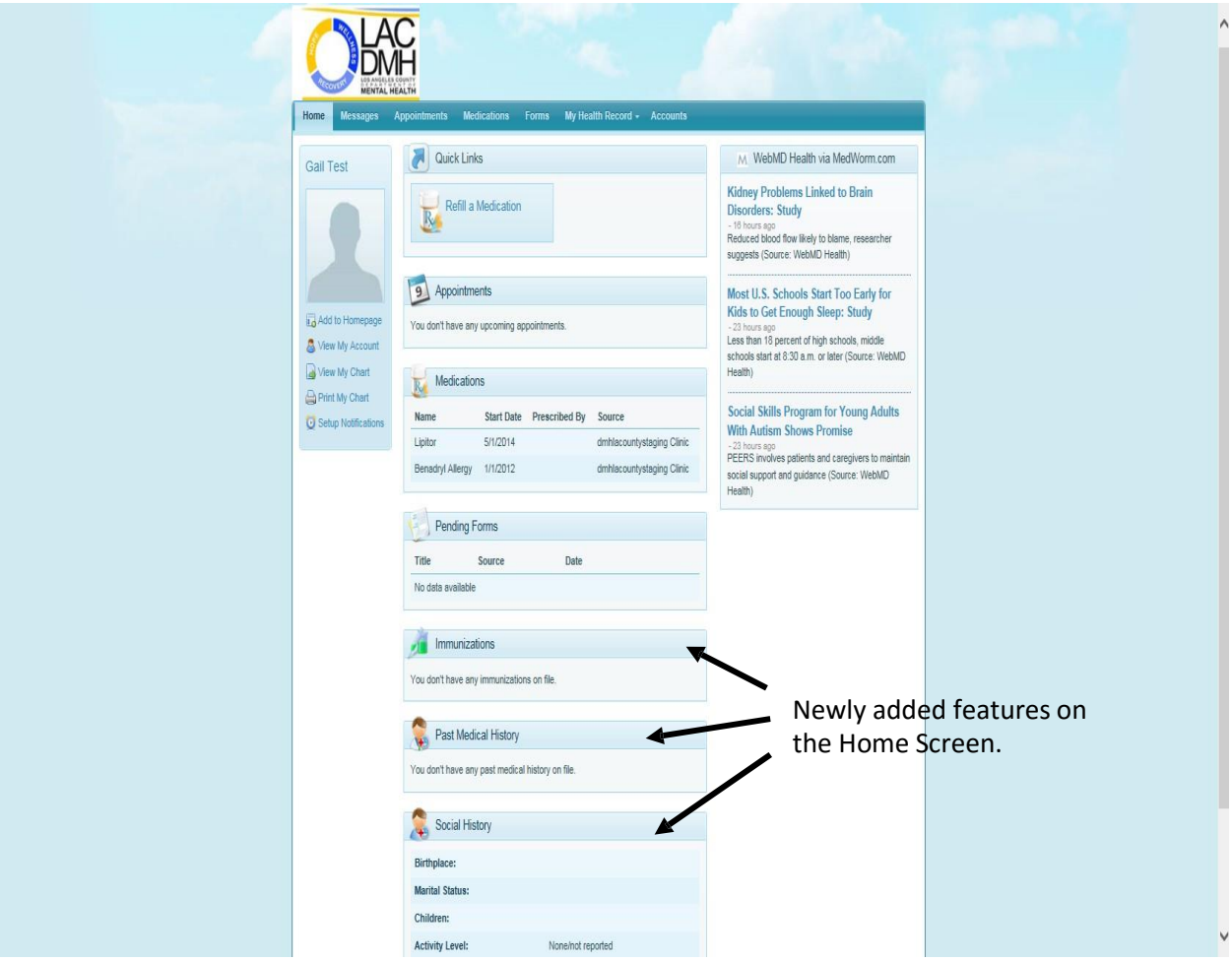
1. Click on the **Add to Homepage** link to bring up the **Add Widgets to My Homepage** screen and select which sections of information you wish to display.
2. Click on the information sections you wish to display on the Home Screen.



3. Click on **Install Selected Widgets** button.

Note: The "Please wait…" notice will appear on your screen until the Home Screen refreshes.

The Refreshed Home Screen

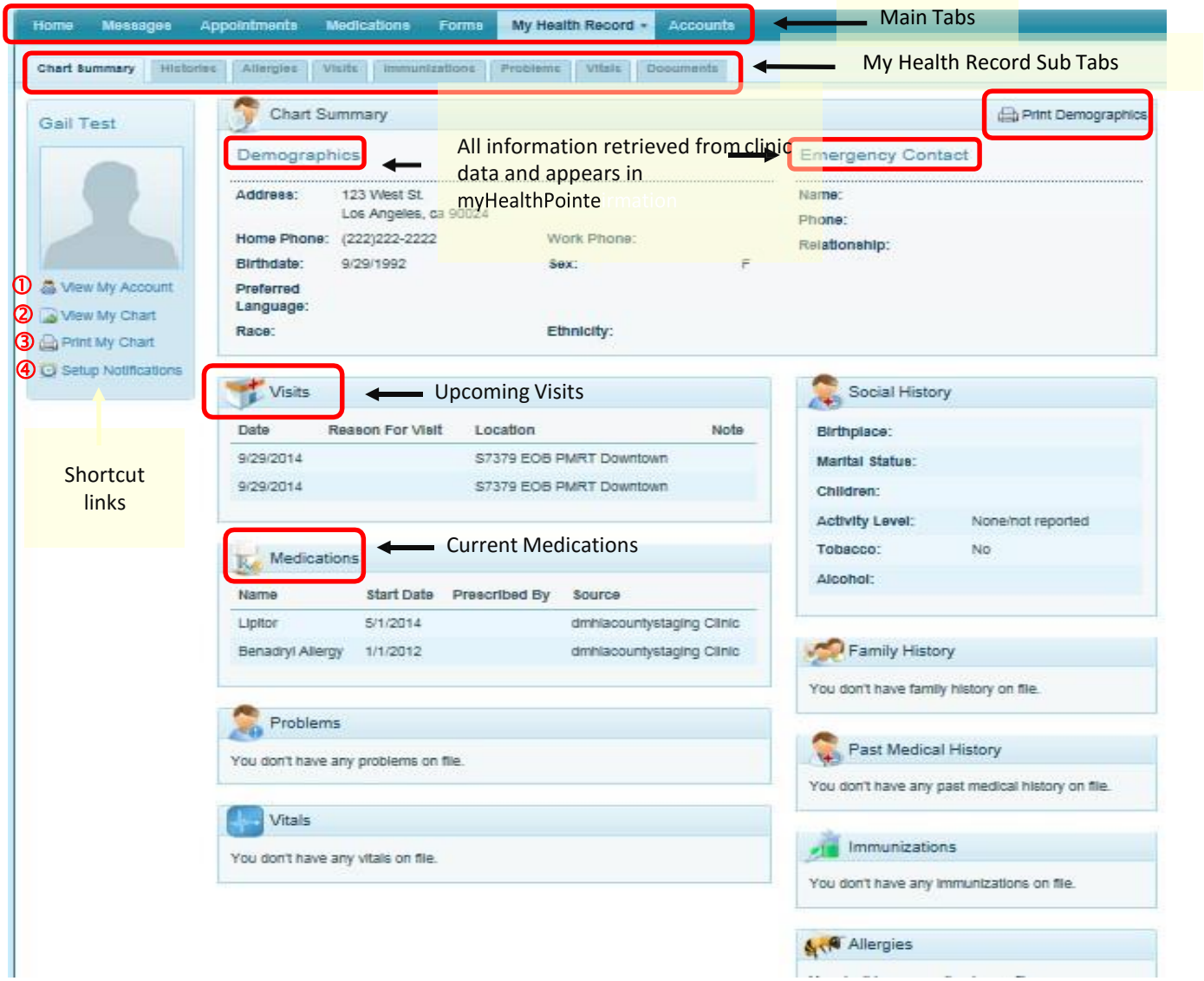


View Personal Health Record Information

Overview

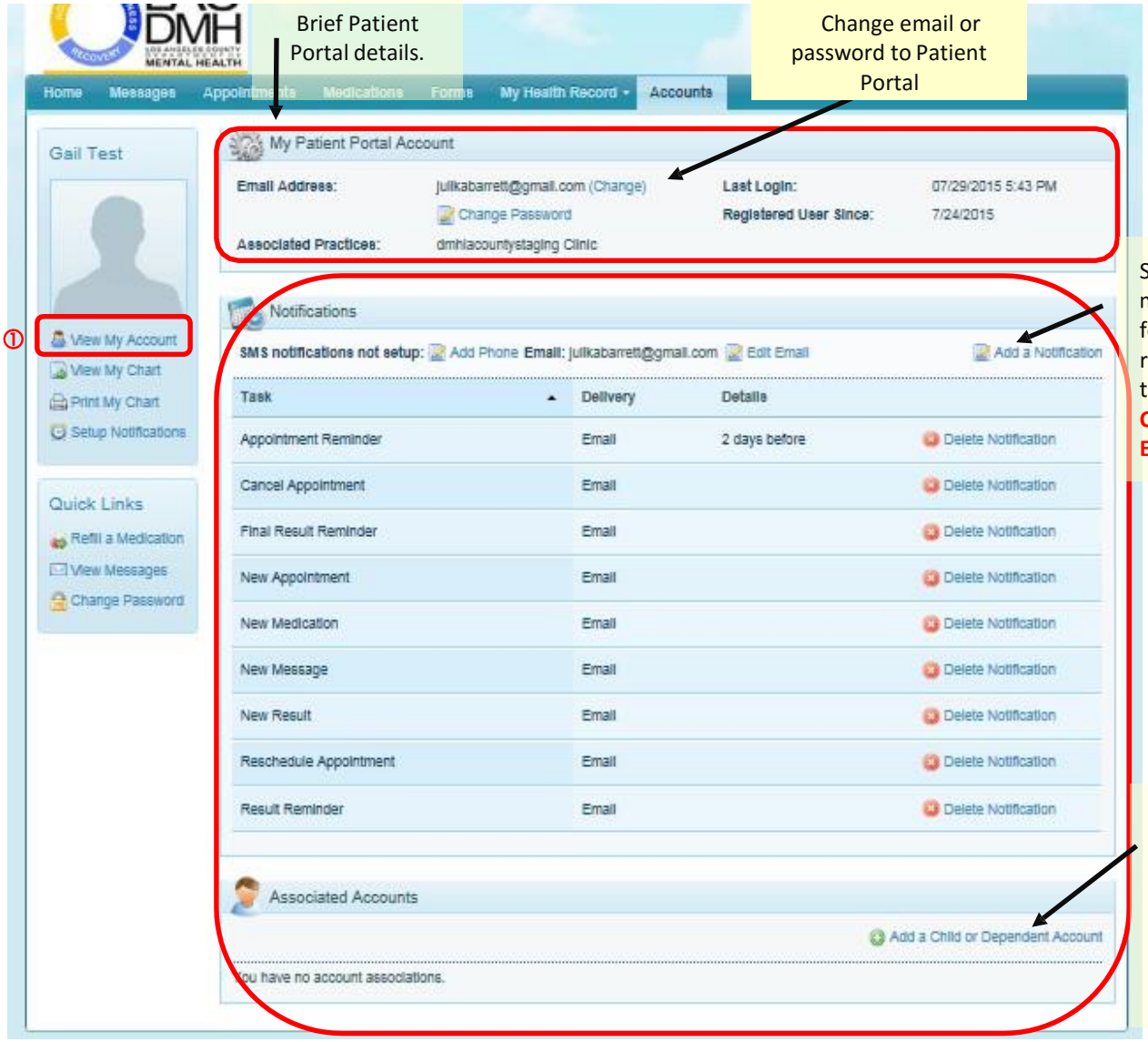
The following sections show how to view DMH personal health record information and document.

My Health Record: Chart Summary

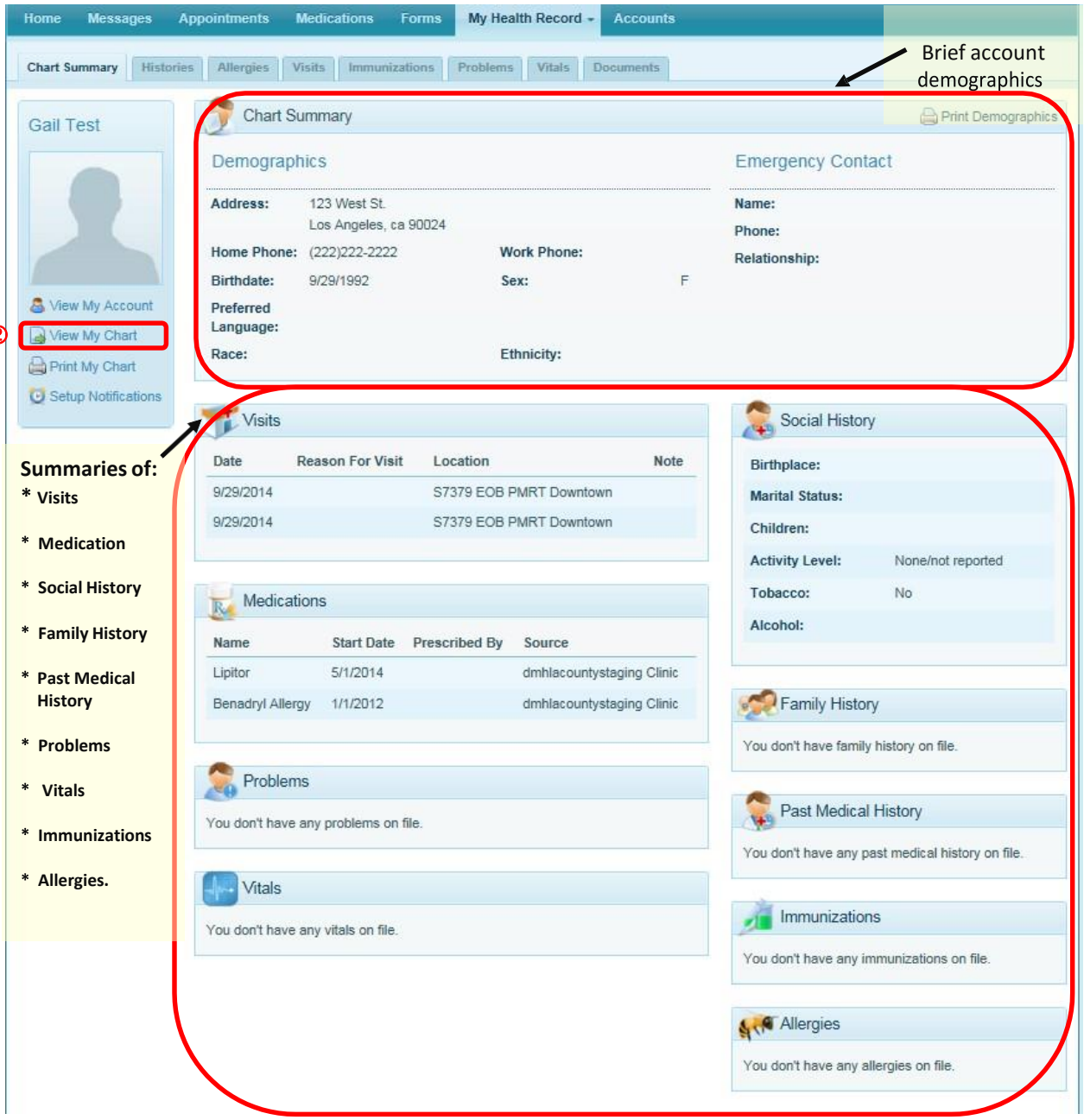


Short Cut Links:

① View My Account (Summary)



② View My Chart (Summary)



☞ **Review this information for accuracy and communicate with your care provider to update, add to or edit information in your official electronic health record**

③ Print My Chart

Click on the **Print My Chart** to get a summary of the Patient Portal Personal Health Record Chart based on information in your electronic health record.

Generated by InteliChart Patient Portal on Wednesday, August 05, 2015 at 2:31 PM

Print This Page

NOTE: THIS IS NOT AN OFFICIAL DOCUMENT

Patient:	Gail Test	**Emergency Contact:**	
DOB:	9/29/1992	**Relationship:**	
Address:	123 West St. Los Angeles, ca 90024	**Phone:**	

VISITS

Date	Reason For Visit	Location	Note
9/29/2014		S7379 EOB PMRT Downtown	
9/29/2014		S7379 EOB PMRT Downtown	

MEDICATIONS

Name	Start Date	Prescribed By	Source
Lipitor	5/1/2014		dmhlacountystaging Clinic
Benadryl Allergy	1/1/2012		dmhlacountystaging Clinic

PROBLEMS

You don't have any problems on file.

VITALS

You don't have any vitals on file.

SOCIAL HISTORY

Birthplace:	
Marital Status:	
Children:	
Activity Level:	None/not reported
Tobacco:	No
Alcohol:	

FAMILY HISTORY

You don't have family history on file.

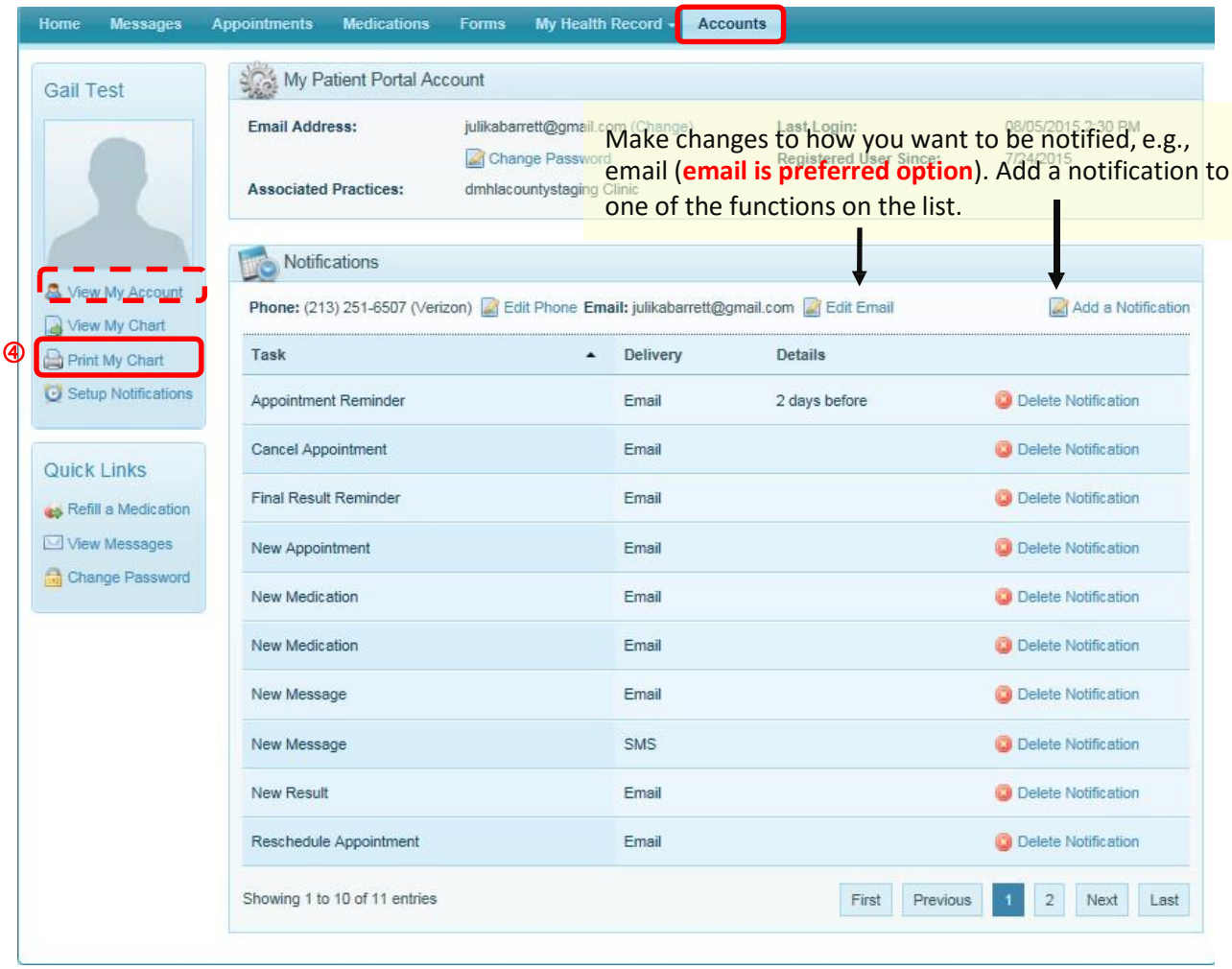
PAST MEDICAL HISTORY

You don't have any past medical history on file.

IMMUNIZATIONS

④ Set Up Notifications

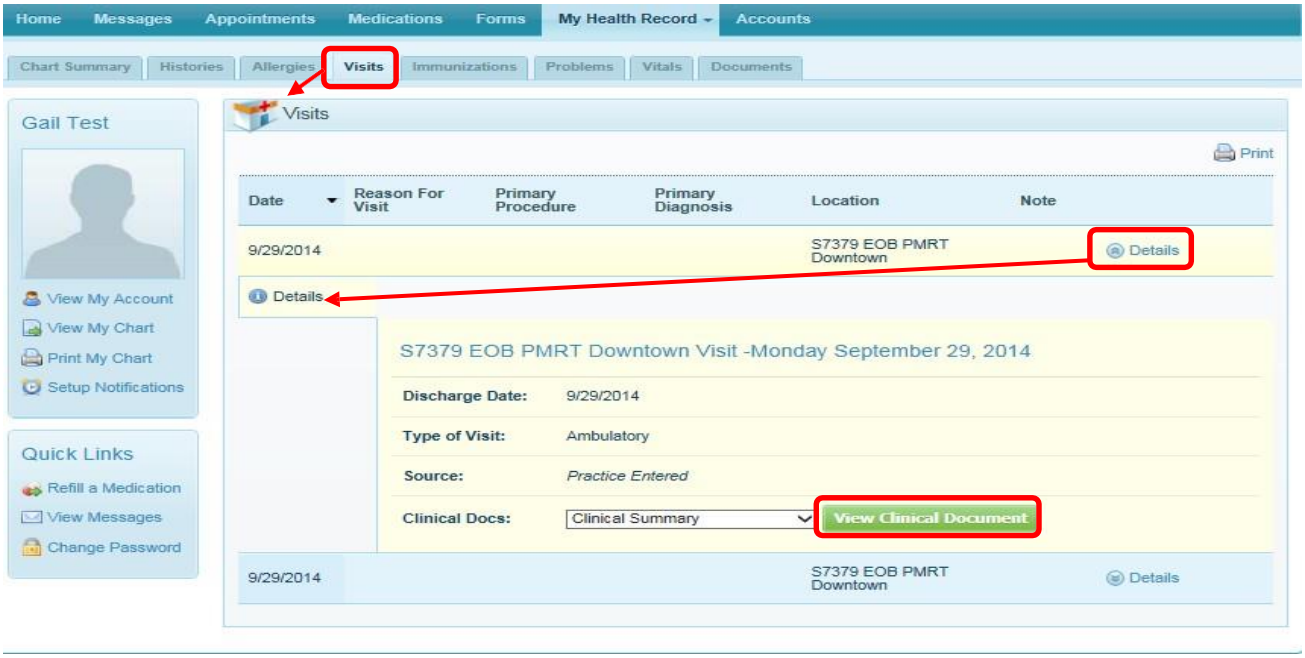
Note that this (**Setup Notifications**) is the same view as seen in the **View My Account**



Download Personal Health Record Information

Overview

There are locations in the Patient Portal where you have access to clinical documentation about your mental health care. Notice in the screen shot of the **My Health Record** tab, **Visits**, there is documentation associated with the visit. The **Details** tab provides information on each visit listed that can be viewed, printed, downloaded or transmitted to another individual. **Note:** The individual or entity receiving the email must have a secure, encrypted email/website to receive your transmission.

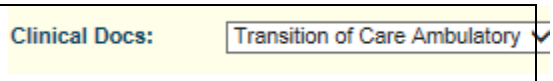
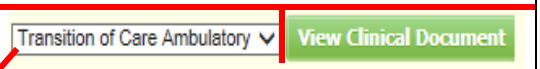


Steps to follow to download Visits information:

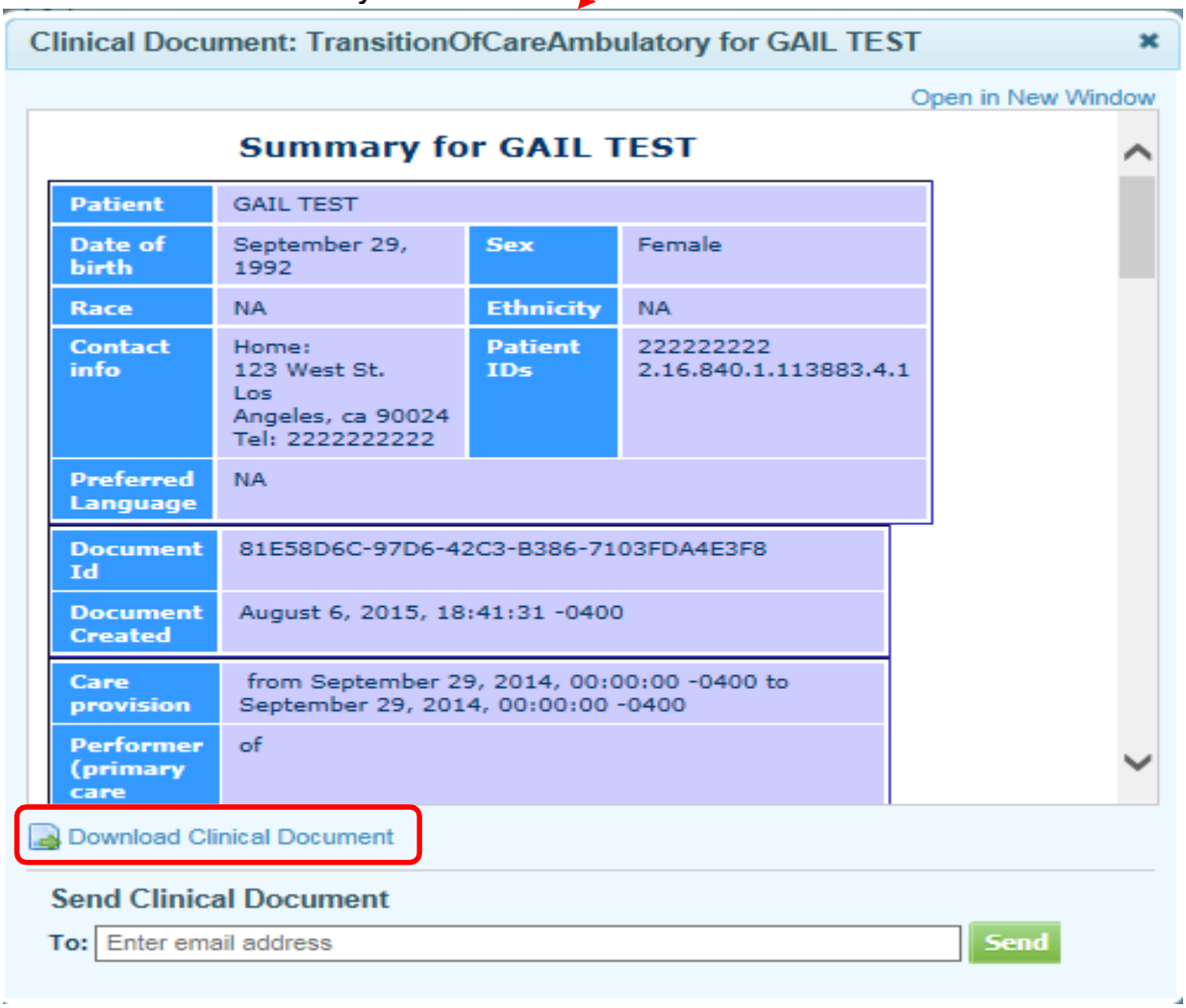
No.	Action	Comment
1	Click on the section of the Patient Portal with documents you wish to download.	Examples of subtabs with downloadable documents are: • **Visits** • **Documents**

2	Click on the **Details** button link to display.	The **Details** window opens and displays the drop down menu with the document options.

(Continue steps)

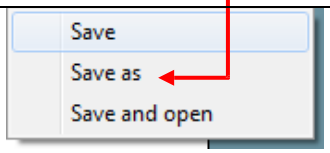
3	Click on the **Clinical Docs:** dropdown menu to select which document you wish to download	
4	Click on the **View Clinical Document** link for the selected document.	

Transition of Care Ambulatory Form



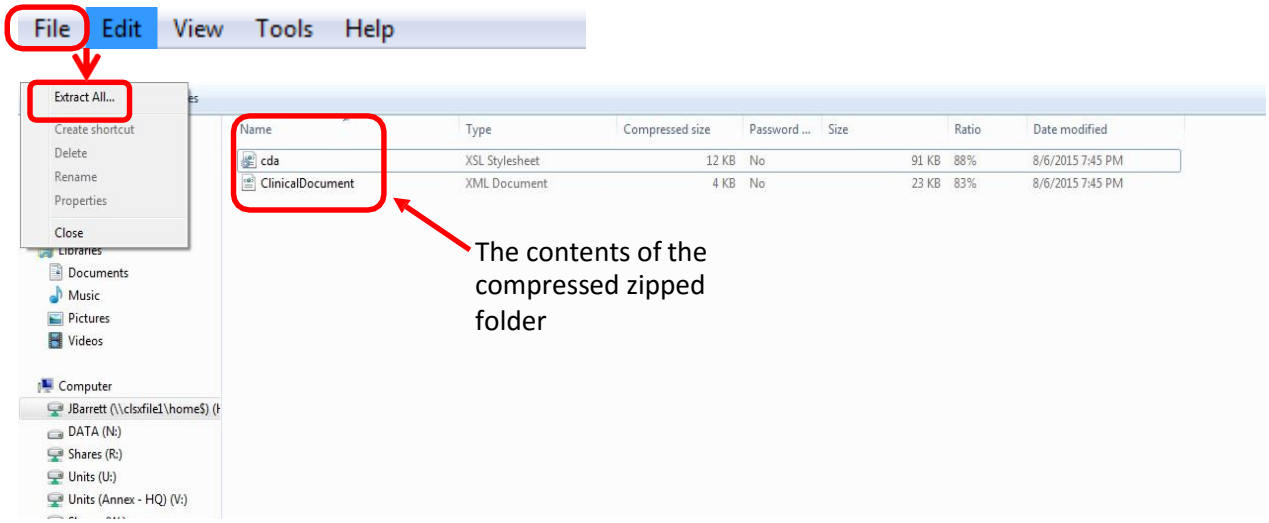
(Continue steps)

5	Select the **Download Clinical Document** link.	The option to open, save or cancel the ClinicalDocument.zip file will appear at the bottom of your screen (see below).

6	Click the down arrow on **Save** and click on **Save as.**	
7	Save to a file location and rename the document, if you desire. **Do not save any personal information on a public computer.**	Note that the document will be saved as a compressed (zipped) folder.

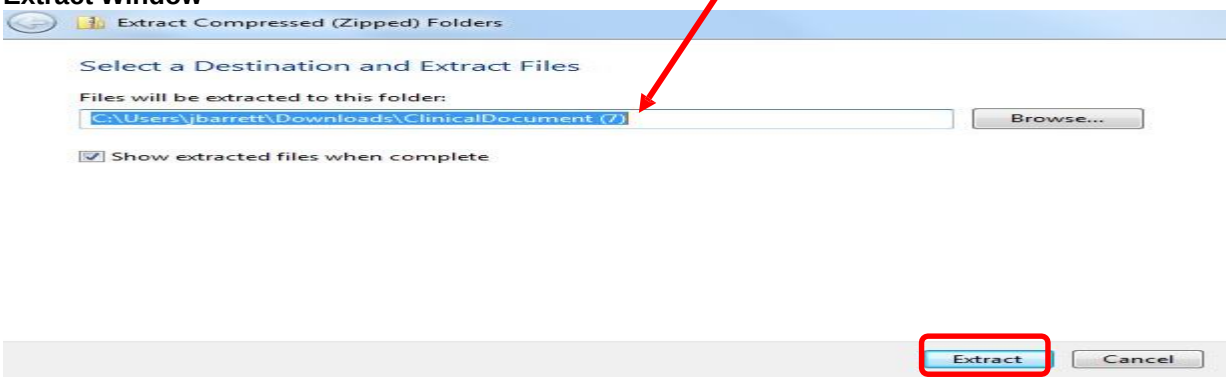
The compressed zipped file now resides on your computer to extract and view, print or share.

Steps to follow to extract clinical document information:



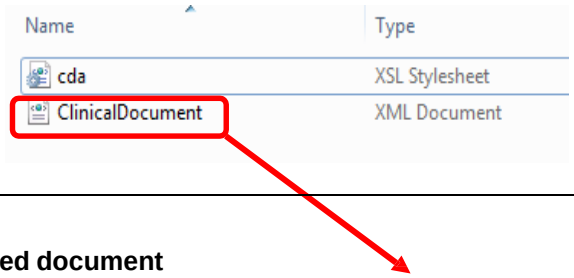
1	Open the saved, compressed file folder and click on the main menu option, **File**, and click on **Extract All**...	The Extract Compressed (Zipped) Folders window appears. **Note:** The file location is in the same place where you saved the Compressed zipped folder.

Extract Window

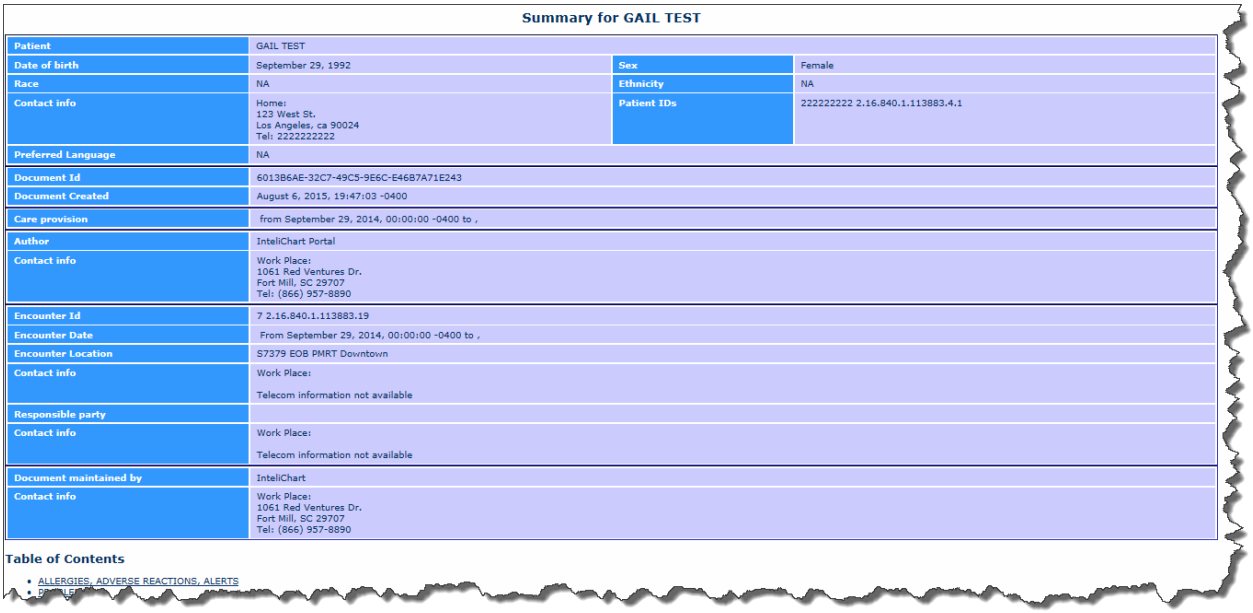


2	Click **Extract**.	The two documents appear in the file location.

(Continue steps)

3	Double click on the **ClinicalDocument.**  	The two documents appear in the file location; however, the clinical document is now extracted, formatted, and ready to display.

Formatted document



Summary for GAIL TEST

Patient	GAIL TEST		
Date of birth	September 29, 1992	**Sex**	Female
Race	NA	**Ethnicity**	NA
Contact info	Home: 123 West St. Los Angeles, ca 90024 Tel: 2222222222	**Patient IDs**	222222222 2.16.840.1.113883.4.1
Preferred Language	NA		
Document Id	6013B6AE-32C7-49C5-9E6C-E46B7A71E243		
Document Created	August 6, 2015, 19:47:03 -0400		
Care provision	from September 29, 2014, 00:00:00 -0400 to ,		
Author	InteliChart Portal		
Contact info	Work Place: 1061 Red Ventures Dr. Fort Mill, SC 29707 Tel: (866) 957-8890		
Encounter Id	7 2.16.840.1.113883.19		
Encounter Date	From September 29, 2014, 00:00:00 -0400 to ,		
Encounter Location	S7379 EOB PMRT Downtown		
Contact info	Work Place: Telecom information not available		
Responsible party			
Contact info	Work Place: Telecom information not available		
Document maintained by	InteliChart		
Contact info	Work Place: 1061 Red Ventures Dr. Fort Mill, SC 29707 Tel: (866) 957-8890		

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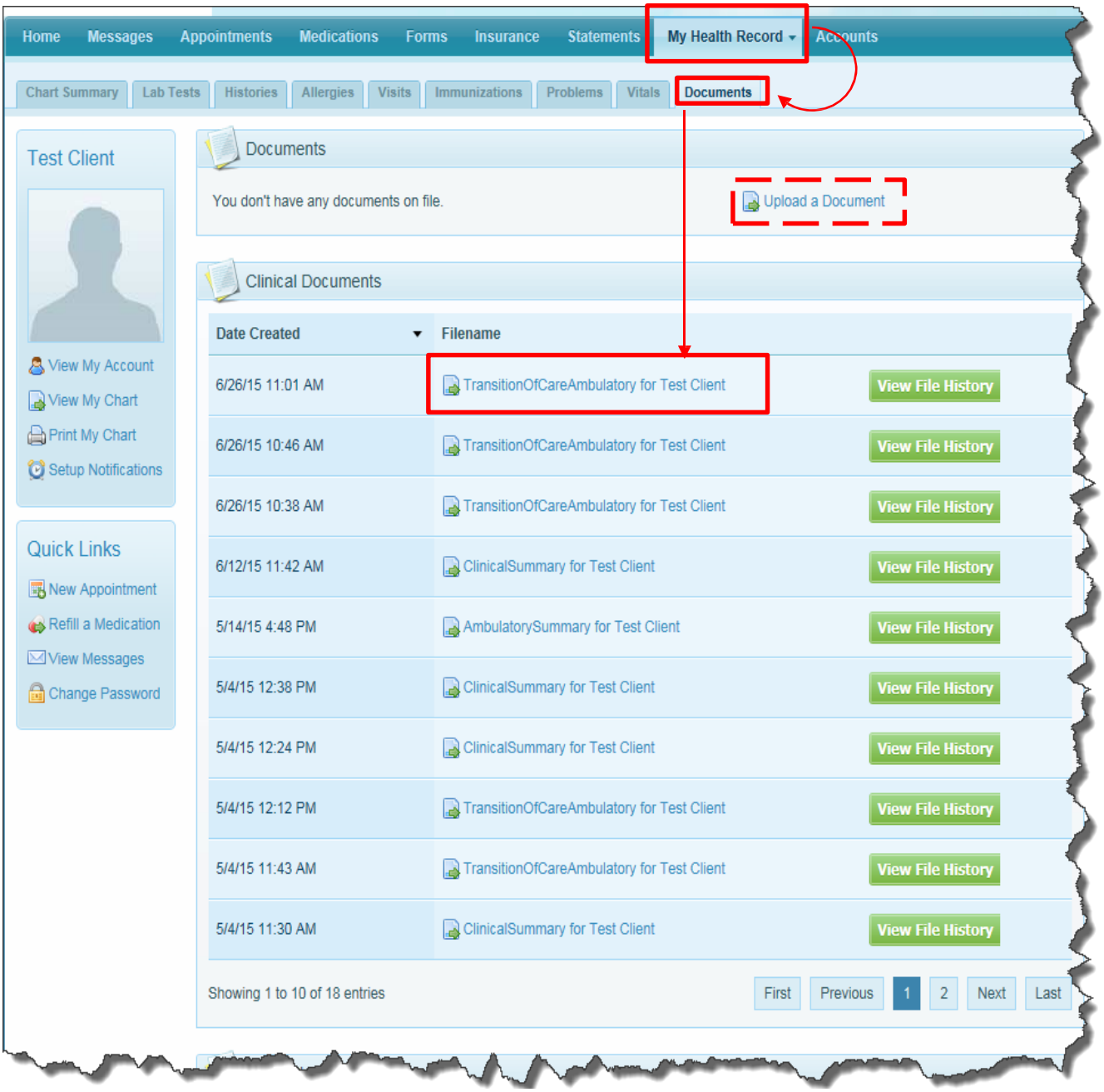
Note: If you click on the ClinicalDocument document and it does not open in a formatted view, repeat the steps of **File, Extract All.., Save, and Open.**

See **Appendix A** for a complete example of the formatted **Summary Clinical Document**.

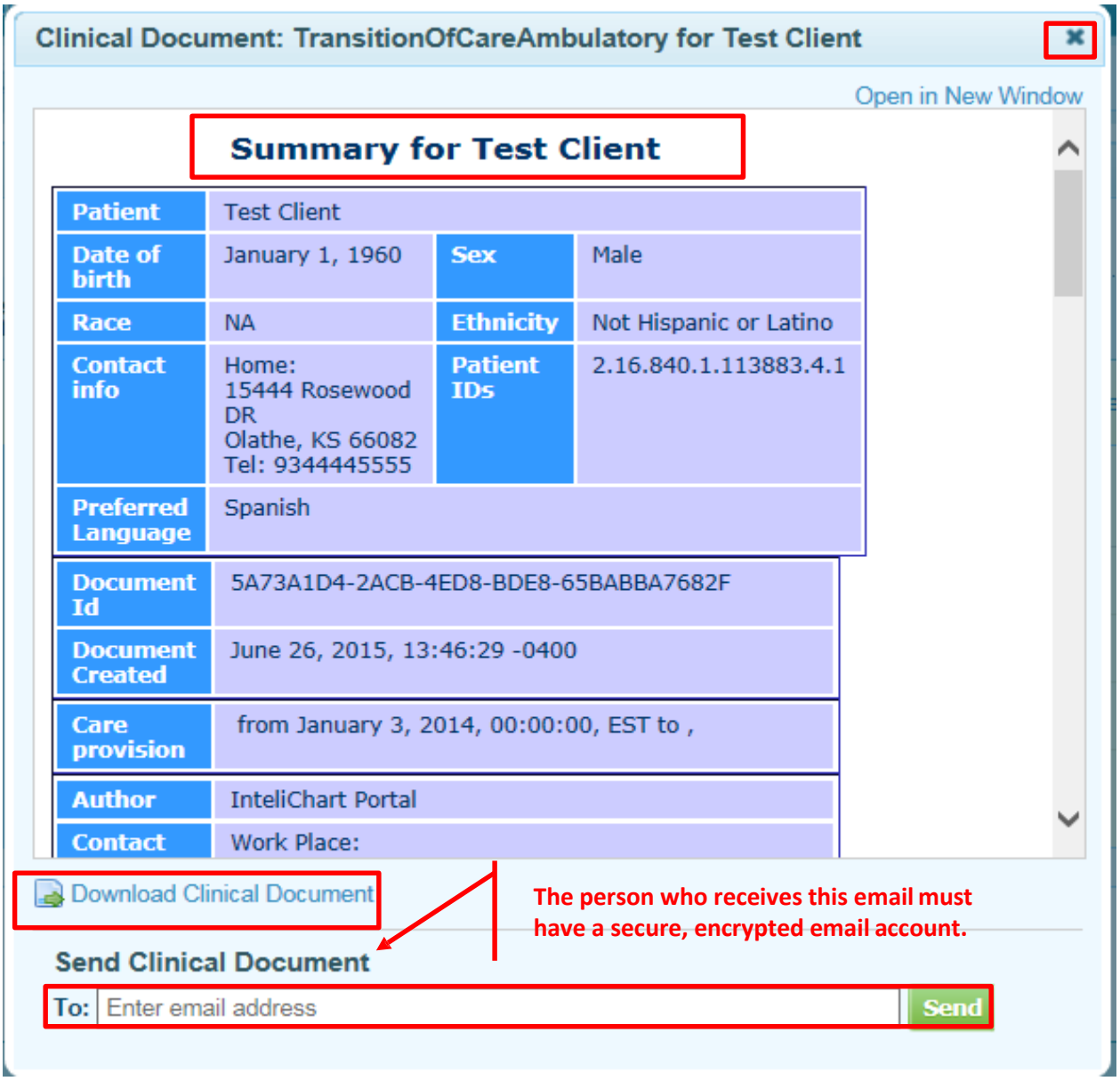
Steps to follow to download Documents:

1. To download the details of a document you uploaded or wish to view in the **Documents** section of **My Health Record**, click on the **Filename** of the document.



2. When the summary document appears continue with the same steps you followed with the **Visits Document**.

Summary for My Health Record Document



3. View the summary – OR - click the **Download Clinical Document** to download and save the summary to a file on your computer, -OR-enter an email address in the **Send Clinical Document To:** field to transmit the summary to another.
4. Click on the ✖ to close the window and returned to the **Visits** screen.

Transmit (Send) Personal Health Record Documents

Overview

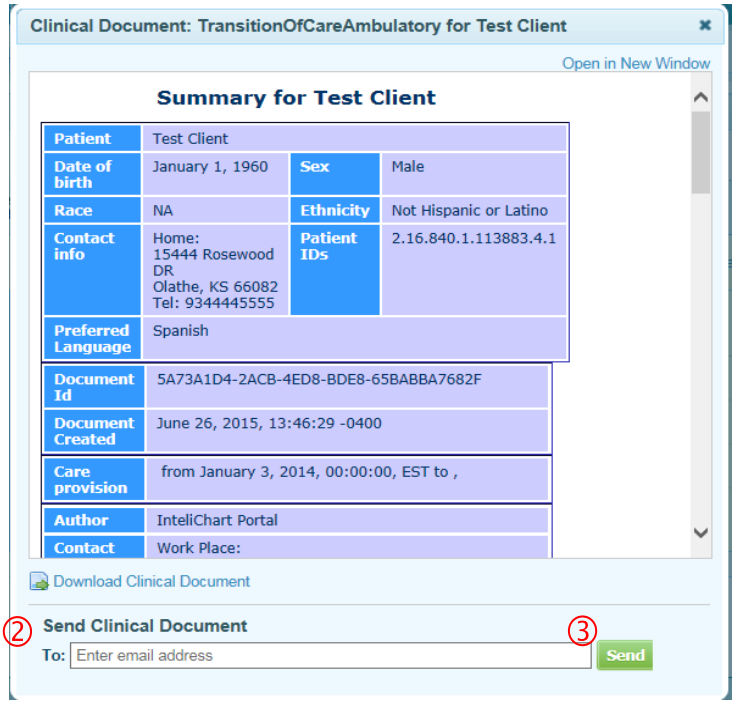
In the Clinical Document Summary, the client (you) can send a document to a 3rd party as long as the following conditions are met:

- You have signed the "Consent for Email" form that grants you permission to use a secure email. You can receive this form at a DMH location providing clinical services.
- You determine whether the individual or agency receiving your document has a secure email address or website and can receive secure or encrypted messages.
- You use the secure site's email address or website to send your document.

Note: If the receiver of your emailed document does not have a secure email site, then your document will not transmit to that person or location.

Steps to follow to download Documents:

1. Determine whether the person or location receiving your document has a secure email or website.
2. If secure, enter the email address or website into the **To:** field.
3. Click the **Send** button.



Print Documents

Overview

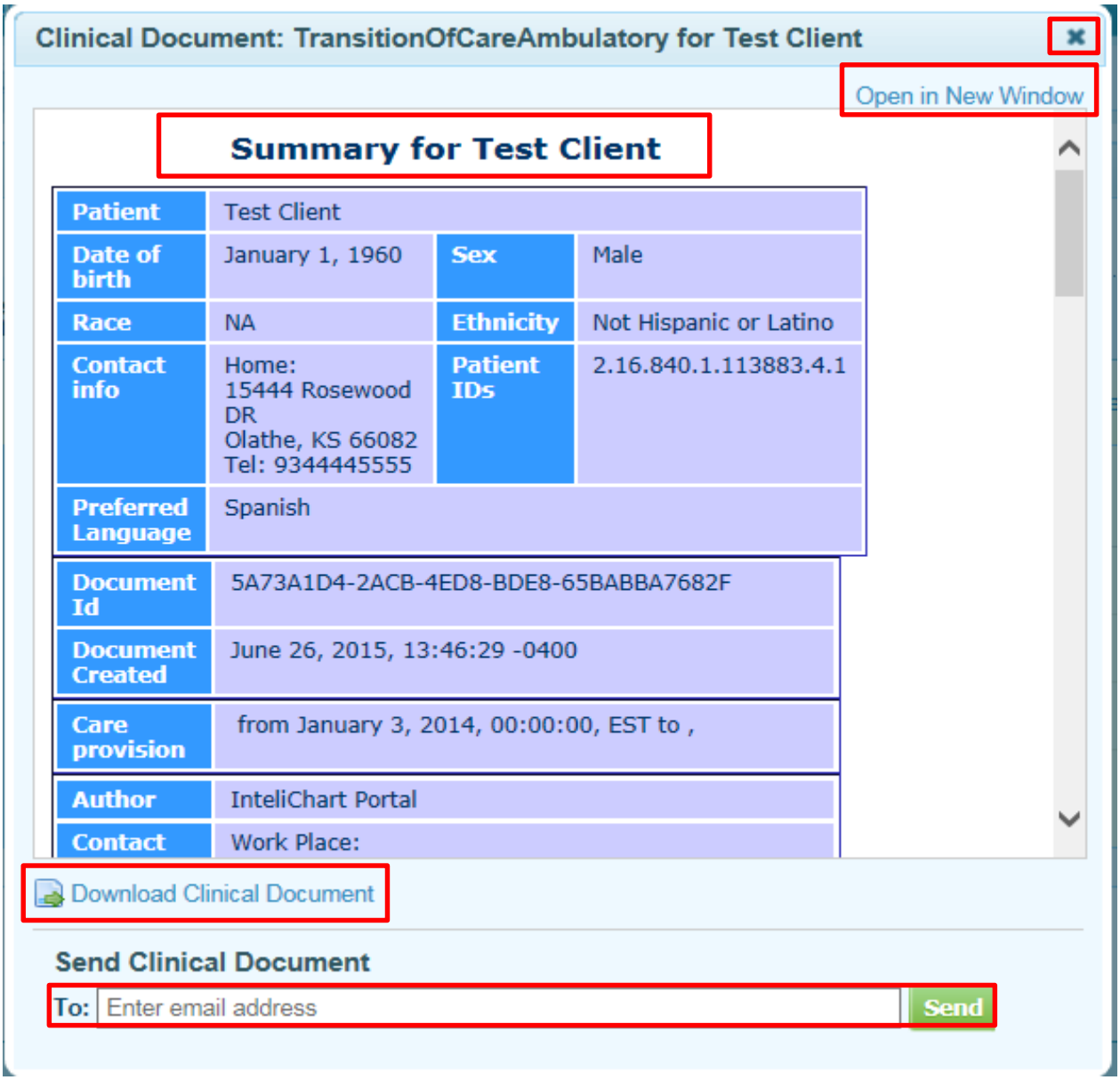
To print a detailed summary (**Transition of Care, Ambulatory, Clinical**) document, you must first display the document on the screen and then proceed to print.

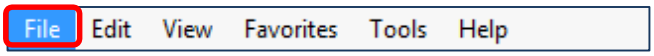
Steps to follow to print Documents:

1. Click on the **Details** link to display the visit summary.

1. Click on the **View Clinical Document** link and select which document to display. **A Summary for [Client's Name]** appears.

Summary for "*Client*"



2. Click on the **Open in New Window** link to display the document.
3. Once the document is on the computer screen, go to the **File** main menu  link, select and complete the **Print** function.
4. Click on the to close the window and returned to the **Visits** screen.

Timeout Feature in Patient Portal

Overview

There is a pop-up window that will alert you that your sessions will timeout due to inactivity.

Details

The defaulted amount of time for the Patient Portal is 20 minutes.

Note: You can opt to stay signed in using the portal at this time.

APPENDICE A: Clinical Document Sample

Summary for CRISTINA TEST

Patient	CRISTINA TEST		
Date of birth	September 29, 2014	**Sex**	Female
Race	NA	**Ethnicity**	NA
Contact info	Home: 12334 Maple Tree Lane Los Angeles, CA 90005 Tel: 7777777777	**Patient IDs**	2.16.840.1.113883.4.1
Preferred Language	NA		

Document Id **Document Created**	028B9985-1EE4-4628-9D86-1CD988A67FEB August 6, 2015, 11:05:36 -0400

Care provision	from September 29, 2014, 00:00:00 -0400 to ,
Performer (primary care provider)	of
Contact info	Work Place: Telecom information not available

Author	InteliChart Portal
Contact info	Work Place: 1061 Red Ventures Dr. Fort Mill, SC 29707 Tel: (866) 957-8890
Encounter Id	4 2.16.840.1.113883.19
Encounter Date	From September 29, 2014, 00:00:00 -0400 to ,
Encounter Location	S7379 EOB PMRT Downtown
Contact info	Work Place: Telecom information not available
Responsible party	
Contact info	Work Place: Telecom information not available
Document maintained by	InteliChart
Contact info	Work Place: 1061 Red Ventures Dr. Fort Mill, SC 29707 Tel: (866) 957-8890

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- ENCOUNTERS

ALLERGIES, ADVERSE REACTIONS, ALERTS

- None

PROBLEMS

- None

MEDICATIONS

Medication	Directions	Route	Dosage	Start Date	Status	Fill Instructions
[]		ORAL		5/11/2015	Inactive	
[]		ORAL		5/11/2015	Inactive	
[]		ORAL		5/11/2015	Inactive	

SOCIAL HISTORY

- None

PROCEDURES

- None

IMMUNIZATIONS

- None

RESULTS

Lab	Result
()	

VITAL SIGNS

- None

CARE PLAN

Goal	Instructions
None	None

FUNCTIONAL STATUS

- None

REASON FOR REFERRAL

- None

ENCOUNTERS

- None