

HOW TO REGISTER & ACCESS THE PATIENT PORTAL

HOW TO REGISTER

All patients with a unique valid email address should receive an email invitation from **“no-reply@eclinicalmail.com”** with the subject line: **Patient Portal Access Information from My Health Onsite (MHO)**. (Please check spam/junk folders)

To access your New Patient Portal, simply follow instructions in the email.



Dear John,

We have exciting news regarding your health care!

As we continue in our efforts to provide you, our patients, with the highest quality of care, we are constantly looking for methods of working together with you to ensure that you are not only aware of but also involved in the maintenance and improvement of your health.

To that end, we are proud to announce that our practice now offers you the opportunity to use the power of the office. The Patient Portal enables our patients to communicate with our practice easily, safely, and securely over the internet.

Patient Portal URL: <https://health.healow.com/mho> or use [Portal Link](#)

Username: JohnSmith@myhealthonsite.com

Through the Patient Portal, you will be able to:

- Send NON URGENT messages/questions to your doctors, nurses, and staff members
- Make, reschedule or cancel appointments
- View your Lab results, Visit summaries and other Personal Health records
- View outgoing referrals

..... all from the comfort of your home, whenever it is convenient for you!

By using the Patient Portal you no longer have to call the office, leave a message, and wait for a response to get the results of your lab work; those results will be available to you on the Portal. You no longer have to call with a question or concern; you can send a message to the office through the Portal and expect a prompt reply. Begin today to take an active role in managing your health care.

Annotations:

- Green arrow pointing to the orange 'Portal Link' button: "You can click on the orange box to be directed to the Portal Link"
- Green arrow pointing to the orange 'Set up Portal Account' button: "Click Here To Set Up Your Portal"

If you have **not** received the email invitation, please call **1-888-644-1448** to update your email address.

For patients younger than 18 or adults wishing to provide web portal access to another person, a **Patient Portal Proxy Authorization Form** must be completed to comply with regulatory requirements. The proxy form can be obtained at the Employee Health & Wellness Center or downloaded from MHO’s web site at the following URL: www.myhealthonsite.com/patient-access. The form must be completed and turned into the Employee Health & Wellness Center staff to establish web portal access for proxy accounts.

HOW TO LOGIN (Once Registered)

1 Go to www.my-patientportal.com to take you to the **Patient Portal Login** page

2 On the **Patient Portal** page, **Enter User Name and Password** to log in to book, cancel or reschedule your appointment

For assistance accessing your account, please call the **24-hour Call Center Support Team** at **1-888-644-1448**