

## Frequently Asked Questions for healow (JCMG Patient Portal)

### What is healow patient portal?

The patient portal offers secure access to portions of your medical record. **It is not meant to be a full health record.** JCMG's healow patient portal enables you to manage your personal medical records, communicate with your doctors, and make more informed decisions about your health. You can use the portal to view vital signs and medication lists, view labs and diagnostic imaging reports, view office visit summaries, receive appointment reminders, ask a question, and message your provider to request a refill.

### How do I sign up to use healow Patient Portal?

To help protect your privacy and identity, we require patients to present a valid photo ID and supply a current email address in person only. If you are currently scheduled for an appointment, you can enroll at that time. If you have no pending appointment and would like to sign up, please feel free to stop by your provider's office and ask the receptionist about enrollment. If you are not in our clinics, but want to sign up, we ask you to complete and sign a patient portal request form and send it to our Medical Records department along with a copy of a valid photo ID. Once you are web-enabled to the patient portal, you will receive an email invitation with instructions on how to set up your portal account.

### Can I create an account without an invitation from JCMG?

We will web enable you to the healow portal through our electronic health record system and you will receive an email invitation from JCMG. This email invitation will provide you with login information to set up your portal account and link you to your JCMG medical record information. You can also access the healow portal link at [www.JCMG.org](http://www.JCMG.org). From the [www.JCMG.org](http://www.JCMG.org) home page, click the drop-down arrow at Patient Information at the top right of the page, and then select Patient Portal: healow. Click on "Log-in to your healow Patient Portal" link.

### Is there a fee to use the portal?

The patient portal is a free service offered to our patients.

### How is the portal secure?

Once you are web-enabled to the healow portal and receive an email invitation, you can set up your portal account. After entering your username and password, a verification code will be sent to you via voice or text for added security. You will receive emails from JCMG, but no personal health information (PHI) is included in the email. PHI is only visible when you securely log into the website.

### Who do I contact if I have issues with the portal? (creating an account, forgot password, invite has expired, etc.)

You can contact our EHR team at [ehrsupport@jcmg.org](mailto:ehrsupport@jcmg.org) or call 573-556-7787.

### Who do I contact if I haven't received my invitation after I requested portal access at the doctor's office or completed a patient portal request form?

You can contact our EHR team at [ehrsupport@jcmg.org](mailto:ehrsupport@jcmg.org) or call 573-556-7787. Please include your full name and date of birth.

### My spouse and I share an email address. Can we both have a portal account?

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Yes, two people can use the same email address. Our electronic health record system assigns the username as the patient's email address. When two people share the same email address, one person can use the email address as their username and the other will have a username created when their portal account is web enabled. Both people will be required to create a password and will have separate portal accounts. You simply need to pay attention to whom the email notifications are addressed.

#### **Can I view a family member's health record?**

If a patient portal request form is completed, representative/proxy access can be given. The patient must be the one to sign the form except if they are under the age of twelve or a dependent adult. In some situations, legal paperwork may be required.

#### **Why can I no longer view my child's information?**

When a patient turns 12 years old, he/she is considered a young adult and health record updates will no longer populate the minor's healow account. The minor child would need to sign a patient portal request form for continued representative/proxy access. When a patient turns 18 years old, the patient is considered an adult. Representative/proxy access will automatically be turned off for this patient. If the patient should continue to want the legal guardian or parent to have access to the patient's information, then he/she will need to complete a patient portal request form.

#### **If I update information in my portal account, will it update my electronic chart with JCMG?**

The portal will allow you to update personal and contact information. To ensure your information is up to date in your JCMG patient record, it is best to speak with the receptionist at your clinic visit to make sure all your information is current in your JCMG patient record.

#### **I'm not seeing the results or information I want in the portal. What do I do?**

**The portal is not meant to be a full health record.** If you do not see a particular item and would like a copy, please contact our Medical Records department at 573-556-7787 or [medicalrecords@jcmg.org](mailto:medicalrecords@jcmg.org).

The staff will get you a paper copy or create a CD for you. Not every item is automatically pushed to the portal. Lab and diagnostic imaging results are pushed to your portal after provider review and the staff notifies you of your results. If you do not see the results on your portal after you have been notified, you can call your physician office and ask the results to be published to your portal. Or you can send a portal message to your provider asking for the results to be published to your portal.

#### **Why are certain items not shared electronically via my portal? Why can I message one provider but not another?**

**The portal is not meant to be a full health record. Not all information flows across.** Functions may vary per provider.

#### **If I send a message to my doctor, when can I expect a reply? What do I do if I haven't received a reply?**

Please allow up to 48 hours for a response from your provider's office during the weekdays. Weekend messages will be responded to during weekdays. If you have an **urgent** matter or sent a message and have not received a reply within 48 hours, please call your providers' office. The portal is not to be used for emergency situations. In the event of an emergency, call 911 or proceed to the nearest emergency room of your choice.

**Is there an app?**

Yes, in your app store search for and download “healow”. There is also a “healow mom” and “healow kids” app if this applies to you. After creating a healow account with JCMG, you can link your account to the healow app. The practice code for JCMG is FIEIBD.

JCMG has also partnered with MyLinks to offer you another way to access your medical information. After creating a healow account with JCMG, you can connect directly to both JCMG and non-JCMG providers by going to [mylinks.com](https://mylinks.com) and creating an account with MyLinks.