

# MyHealthInfo – THE MANKATO CLINIC'S PATIENT PORTAL

The Mankato Clinic is excited to bring our patients the latest advance in personal health care management—and **you're** in the driver's seat. Welcome to MyHealthInfo, Mankato Clinic's Patient Portal, the next big leap in health technology. MyHealthInfo is a secure, convenient way to manage your personal health care and communicate directly with your doctor's office online. This **free** self-service health management tool can improve interactions with your doctor's office, document important health care information and ultimately give you the ability to make more informed decisions about your health.



## ONLINE ACCESS—ANYTIME, ANYWHERE

View your health information electronically via a web browser

## THE COMFORT OF A SECURE ENVIRONMENT

Your health information is posted to a highly secure data repository

## YOUR INFORMATION—AND YOU MANAGE IT

Review your health history and personal health record online

Expedite appointment check-in by completing and submitting forms online

Review your personal medical record, including office visits, physician notes, conditions and medications

View test and lab results

## CONNECT WITH YOUR DOCTOR'S OFFICE

Receive reminders for preventative and follow-up care

## FREQUENTLY ASKED QUESTIONS

### How do I sign up for MyHealthInfo?

To protect your identity, you will need to sign up for MyHealthInfo in person. You can sign up before you leave the Mankato Clinic today, or at your next appointment. The patient registration representative will verify your identity and notify the MyHealthInfo team that you have signed up. Within five business days, you will receive an invitation via email to activate your MyHealthInfo account. The email invitation, which will come from FollowMyHealth™ will include a link to help you log in using a new or current account with one of the following:



Facebook



Yahoo



Google  
(gmail)



Windows Live ID  
(hotmail)

You will then be able to populate your online health record. You will be required to enter an **invitation code**, which is the last four digits of your social security number or another four digit number of your choosing.

### What information will I have access to in MyHealthInfo?

You will be able to view your appointment history, lab and x-ray results, chart notes\*, immunizations, vital signs, social and family history, allergies, list of medications, health conditions and messages from the Mankato Clinic.

### When I receive an email to sign up for MyHealthInfo, how long will the invitation code link in the email be valid?

The link will be valid for 30 days.

### Am I able to share my information or gain access to another person's information?

To share your information or receive access to another person's information, you may set up proxy access to the portal account. First select *Settings* from the right hand corner of the portal (directly under the patient's name). Select *"Change Account Access"*. Enter the e-mail address of the individual you would like to grant proxy access to. You must then select a pass code for the individual to enter in order to gain access to your account, which you will need to communicate to them.

### Can a parent/guardian set up and manage an account for a child/dependent?

To protect the privacy and confidentiality of health information according to state and federal laws, parents and guardians have full access to their child's health information in MyHealthInfo until the child is 13-years-old. Once the child is 13-years-old, access is limited to scheduling appointments on the child's behalf and requesting their immunization records through the Release of Information office. When the child turns 18, they can sign up to access their own health records through the portal.

### Is there a timeout setting?

Yes, users will be automatically logged out of MyHealthInfo after ten minutes of inactivity.

### What won't I be able to do in MyHealthInfo?

You won't be able to pay your bill through the portal or ask a question about your bill. Through the Mankato Clinic website you will be able to access online bill pay. Also, you won't be able to schedule appointments or communicate with your healthcare provider.\*\*

### What if I have concerns about what I see in the content of my health record?

Call the Mankato Clinic's Release of Information department at 507-389-8694 and they will guide you through the process.

### Can I un-enroll from MyHealthInfo?

Yes, your account can be disabled from further communication of medical data but the historical data will remain.

*\*Chart notes after June 1, 2011*

*\*\*This feature will be available in the future*

