

Housecall Providers patient portal: Frequently asked questions

About the patient portal

Q: What is a patient portal?

A: A patient portal is a secure website that allows you to see details about past or future visits with your providers, your health records, and so on.

Q: Why should I use the Housecall Providers patient portal? What does it do?

A: The portal lets you, a loved one, caregiver, guardian or health care proxy:

- ▶ Stay up to date with changes to your health care record.
- ▶ See your after-visit notes.
- ▶ View the list of medicines you take and link to more details about each of them.
- ▶ See test results.
- ▶ Share health concerns with your primary care provider (PCP).
- ▶ Send and receive secure messages about your health with our team.

Q: What's a secure message?

A: A secure message is an online note safe from privacy attacks and hackers. Sending personal details through a normal email service is not always safe or secure.

Q: Can't I just email my provider?

A: We do not recommend emailing your provider because regular email is not always secure. We encourage you not to send any health info or personal details — like names and dates of birth — through normal email.

Q: What is the Housecall Providers patient portal called?

A: Our patient portal is called FollowMyHealth. The emails you get about the portal come from a FollowMyHealth email address.

Q: Who can access the Housecall Providers patient portal?

A: All Housecall Providers patients, guardians, health care proxies and whomever the patient or guardian allows can access the patient portal.

Q: Is there a fee to use the Housecall Providers patient portal?

A: No. This service is free.

Getting access to the patient portal

Q: How do I get access to a patient portal account?

A: Patients, guardians and health care proxies can contact our office at 971-202-5500. Provide your email address and tell us you want a portal account. We'll send you an email with a link to sign up.

If you're a patient's guardian or health care proxy, we'll also need copies of:

- ▶ Your guardianship paperwork or
- ▶ Proof of Power of Attorney and PCP records about the patient's mental function
- ▶ Once we confirm these details, we'll email you a patient portal link to create an account.

Q: I already have a FollowMyHealth account through another provider. What do I do?

A: Please contact our support team at 971-202-5500 and we'll link your accounts.

Q: I'm not the patient. Why do I need to sign up for an account, too?

A: The only way to access a patient's details is by linking their account to you. This helps us keep their details safe by making sure you have permission to access them.

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Frequently Asked Questions (continued)

Q: I'm not the health care proxy or guardian for a Housecall Providers patient, but I help with their health care needs and communication with providers. Can I do this with the patient portal?

A: Yes. To do this, we'll need to set up a primary care visit to confirm the patient's consent or document their mental function and your role in their support.

Q: I'm a proxy for a patient. How do I access the patient's info? When I log in, I only see my records.

A: You may see your own details if your provider uses the FollowMyHealth system, too. If you have proxy access to someone else's account, you can access this through the menu in the top right. If you have proxy access to more than one account, you can choose the account you want from the drop-down menu on the top banner.

Security and privacy

Q: How is data in the portal protected?

A: Patient portals have privacy safeguards in place to protect your information:

- ▶ Online health records keep track of who sees your record and when.
- ▶ You use a secure password to access the portal.

Although patient portals use these safeguards, there are other safety tips you should follow when accessing the patient portal:

- ▶ Keep your username and password private.
- ▶ Only log on to the patient portal from a personal or secure computer.

Q: How do I cancel someone's access to the Housecall Providers patient portal?

A: Please send us a letter asking us to remove someone's access to your account. This request will need to be in writing and should come from the patient or the guardian with Power of Attorney. If you ask us to stop a proxy from seeing your account, they will no longer be able to access anything in your account.

Q: Can I still see health info if I close my patient portal account?

A: If you keep your FollowMyHealth account, you can still see your health info in the patient portal, but no new details will be added by Housecall Providers after you close the account with us. If you ask us to stop proxy access, they won't be able to see any of your details anymore.

Q: Will I get spam through the patient portal?

A: No. The patient portal will only be used to respond to messages you send us and to share health details like after-visit notes. You will get a message when there is something new in your account. If you get messages you think are inappropriate, please contact Housecall Providers and we can help.

Troubleshooting

Q: What do I do if I have trouble with the Housecall Providers patient portal?

A: Please email our office at portal@housecallproviders.org. We're happy to help. Remember, sending patients' health details through a regular email service is not always protected or secure. We suggest you limit the details you provide when you contact our support team.

Q: Can I schedule an appointment with my provider or request refills from the portal?

A: No. The portal doesn't have these features right now.

Q: What if I need to update details or have questions about what I'm seeing in the Housecall Providers patient portal?

A: Please call our office at 971-202-5500 and ask to speak with a care coordinator. They can walk you through how to update details or help you understand the portal.