



## Housecall Providers Patient Portal FAQ Sheet

**1. What is a patient portal?**

A patient portal is a secure online website that allows you to look up and view your personal health information.

**2. Why is using a patient portal important?**

The portal helps you, a loved one or caregiver find health information easily. Because it is a secure site, you can freely share with your primary care provider health care concerns or issues you, a loved one or caregiver might have.

**3. What is secure messaging?**

Secure messaging is a way to send and receive messages privately on the web. Sending patients' health information through a regular email service is **NOT** protected or secure.

**4. Can't I just email with my provider?**

No, regular email is not private. Please do NOT send any health information, or identifying information, including names and dates of birth through regular email.

**5. What is the Housecall Providers Patient Portal called?**

Our patient portal is called **Follow My Health**. You will receive emails with instructions or information coming from a **Follow My Health** email address.

**6. Who is eligible to access Housecall Providers Patient Portal?**

Patient portal access through **Follow My Health** is available to all Housecall Providers patients and whomever the patient allows.

**7. Can a healthcare proxy (legal representative) or guardian access the Housecall Providers Patient Portal?**

Documented guardians or health care proxies for patients who can no longer manage their own medical decisions can be given access to the patient portal.

**8. Is there a fee to use Housecall Providers Patient Portal?**

No, this is a free service.

**9. I already have a Follow My Health Account from another provider what do I do?**

Please contact our support team at [Portal@Housecallproviders.org](mailto:Portal@Housecallproviders.org), and we will work on linking your account. Remember, sending patients' health information through a regular email service is **NOT** protected or secure.

**10. What can I do with my patient portal account?**

The patient portal lets you keep up to date with changes to your medical record. The patient portal lets you access your after-visit summary, medication list, and links to online education about your medications. You can also send a secure message to the Housecall Providers medical team. Guardians or health care proxies can access the same information on behalf of a patient.

**11. I am not the patient. Why do I need to sign up for an account?**

The only way for you to access the patients' information is by linking an account to you. This helps us confirm that you have permission to view someone else's health information and helps us protect everyone's health information.

**12. How do I get access to a patient portal account?**

If you are the patient, contact our office and request a patient portal registration form. Once that form is returned to us we will send you an email link to sign up.

If you are the guardian or health care proxy contact us. We will need to have copies of:

- Your guardianship paperwork or
- Documentation of Power of Attorney and PCP documentation on patient cognitive function

Once we receive these documents, we will send you a patient portal request form. Once it is returned to us, you will be emailed a link to create an account.

**13. I am not the health care proxy or guardian for a Housecall Providers patient, but I help with their health care needs and communication with health care providers. Can I continue to do this using the patient portal?**

Yes, if the patient or their health care proxy/guardian gives us permission in writing. Official permission on the patient portal registration form grants access to any other approved contacts.

**14. I am a proxy for a patient. How do I access the patient's information? When I log in, it looks like all my information?**

The **Follow My Health** account belongs to you and may include your personal health information if this is the system your provider uses too. If you have proxy access to someone else's account, you need to access this through the menu on the top right of the banner.

If you have proxy access to more than one account, you can choose the account you want to look at from the drop-down menu on the top banner as well.

**15. How is the data in the patient portal protected?**

Patient portals have privacy and security safeguards in place to protect your health information.

- Electronic health records have a feature that keeps track of who accesses your record and when.
- You will use an encrypted password protected login to access your information.

- Although patient portals use safeguards, there are other safety tips you should follow when accessing the patient portal. Always remember to protect your user name and password from others and always remember to only log on to the patient portal from a personal or secure computer.

**16. What do I do if I am having technical issues with Housecall Providers Patient Portal?**

Please call or email our office at [portal@housecallproviders.org](mailto:portal@housecallproviders.org). We are happy to help you with your questions. Remember, sending patients' health information through a regular email service is **NOT** protected or secure. Limit the information you provide when contacting our support team.

**17. Can I schedule an appointment with my provider or request refills from the portal?**

These features are not currently available.

**18. What if I need to update information or have questions about information I am seeing in Housecall Providers Patient Portal?**

Please call our office at 971-202-5500, and speak with a care coordinator.

**19. What do I do if I want to cancel access to the Housecall Providers Patient Portal?**

Please send us a letter asking us to remove someone's access to your portal account. This request will need to come from the patient or the guardian with power of attorney.

If you ask us to stop a proxy from accessing your account, that person will no longer be able to see anything in your account.

**20. Will I still be able to see health information if I close my patient portal account?**

If you keep your **Follow My Health** account, any health information in the patient portal will remain available to you, but no new information will be added by Housecall Providers after you close the account with us. If you request proxy access to be terminated, they will no longer be able to see any health information.

**21. Will I get spam from using the patient portal?**

No. The patient portal will only be used to respond to messages you send us and to share important health information, such as visit summaries. You will get a message when there is new information in your account. If you receive messages you think are inappropriate, please contact Housecall Providers so we can prevent these in the future.