

A Guide to CHN's Patient Portal

What is the patient portal?

The **patient portal** is an online tool where you can see your entire medical record and communicate with CHN staff.

How can I access the patient portal?

You can access it on **your smartphone** or **online using your computer or laptop**.

To access the portal on your smartphone:

1. Sign up at our front desk.
2. Download the **Healow app** from the Apple or Google Play store.
3. Click **get started**.
4. Enter practice code: **DIJDAA**. Then click **login**.
5. Enter your **username and password**.
 - Your username is the email address you gave us when signing up for the portal.
 - You were given a password when signing up for the portal. You can reset it if you forgot this information.
6. Start using the portal!










To access the portal on your computer or laptop:

1. Go to chnnyc.org. In the top right corner, click **portal**. You can also find a link to the portal login page in the **welcome email** you receive.
2. Enter the **username and password**. If you forgot your username/password, click **forgot username or password?** to reset.
3. Start using the portal!

What can I do in the patient portal?

There are many features you can use in the patient portal to get involved in your care and access your health information. **On the patient portal, you can:**

 <p>CURRENT MEDICATION</p> <p>Request Refill</p> <p>View your medications and request refills</p>	 <p>LATEST RESULTS</p> <p> HEPATITIS B SURFAC... Normal</p> <p>View your lab results</p>	 <p>DOCUMENTS</p> <p> CHN_STI Info</p> <p>View documents sent by your provider</p>
 <p>RECENT REFERRALS</p> <p>Referral Details New patient for nutrition course...</p> <p>View your referrals and request referrals</p>	 <p>MEDICAL RECORDS</p> <p>View Medical Records</p> <p>View your medical records</p>	<p>You can also:</p> <ul style="list-style-type: none">• Receive/send messages to your provider• View previous and upcoming appointments• Request appointments• View patient education• See your visit notes• And more!






How can I view and request appointments?

On the left hand side of the main page, go to the **appointments** tab. Here, you can:

 <p>Appointments</p>	<p>Current Visit ← View your upcoming visits.</p>
 <p>Questionnaires</p>	<p>New Visit ← Request a new visit.</p>
	<p>Historical Visits ← View your past visits.</p>

How do I view and send messages/requests to my provider?






On the left hand side of the main page, go to the **messages** tab. Here, you can:

 Messages	Inbox	←	View and send messages to your provider.
 Medical Records	Refill Requests	←	Ask for refills on your prescriptions.
	Lab Request	←	Send new lab requests .
 Appointments	Referral Request	←	Send referral requests .
 Questionnaires	Ask CHN a question	←	Ask non-urgent questions .
	Immunization Form	←	Request immunization (vaccine) forms that you may need for school or work.

How can I access my medical records?

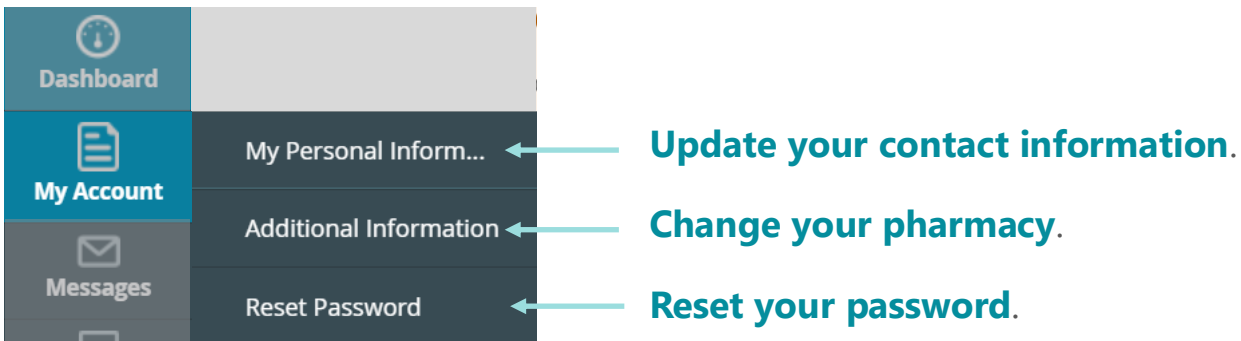
On the left hand side of the main page, go to the **medical records** tab.

Here, you can:

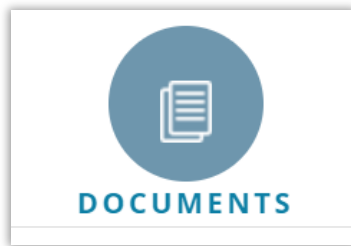
 Medical Records	My Complete Health...	←	Search and view your personal health record .
 Appointments	Visit Summary	←	Review your visit summaries and view notes .
	Current Medications	←	See your current medications .
 Questionnaires	Dental Treatment Plan	←	View your dental treatment plan .
 Trackers	Referrals	←	View and request referrals .
	Lab / Diagnostic R...	←	Access your dental treatment plan , if applicable.
 Education	Immunization History	←	See what vaccines you've received.
	Growth Chart	←	View your child's growth chart , if applicable.
	Documents	←	View any documents your provider sends you.
	OB	←	View OB/GYN care information, if applicable.

How do I find my contact information?

On the left hand side of the main page, go to the **my account** tab. Here, you can:



How can I find forms and educational handouts that my provider sends me?



On the main page of the portal, there is a **documents** section. This is where you can find forms (such as back-to-work forms) and educational handouts that your provider sends you.



The **education** tab is another place you can find educational handouts from your provider.

Is my information kept private on the patient portal?

Yes. Your health information on the patient portal is kept private and secure.

Do not share your username or password with anyone.

Who can I contact if I need help with the patient portal?

If you have questions about the patient portal, call us at **866.246.8259**