



## Frequently Asked Questions

### General FAQ's

**Is it free?** Yes, it's absolutely free.

**Is it safe/secure?** Yes, it is password protected and no one can view your information without the password. You will be able to re-set your password at any time. It's also protected by an SSL security certificate ...it would be similar to signing into your online bank account.

**Will you use my email for any other reason?** No, your e-mail address will only be collected for our patient portal database. It will not be used for solicitation of any other services or be distributed to any third party vendors. Periodically, you will receive emails from the portal.

**I visit multiple WHS physicians. Will I be able to use this portal for all of them?** Yes, you will be able to communicate with all of your Washington Health System physicians in one portal.

**Can I connect multiple accounts to one e-mail address?** Yes, you can use one email address for more than one portal account but, each patient will have their own portal username and password. You cannot login to one portal account and see more than one patient's information.

**How do I obtain a username and password?**

Contact your provider's office to establish a Patient Portal account.

**Can I use it on my phone too? ( or is there an app?)**

Yes, it's very simple to use the portal from your phone. You can also install the free app called **Healow**, which is available for apple or android phones. Just visit your app store and download.

### Logging into my account

**I did not receive an e-mail with my user name and password. What do I do?**

Allow up to 24 hours to receive your e-mail. The timing is based on volume and server load. Inform your provider's office if its been more than 24 hours so someone can assist you.

**I'm having trouble signing on. What can I do?**

1. Confirm that your username is correct. Your username can be found in an e-mail with the subject **Portal Login Information**. ( The username is not case-sensitive, the password is)
2. Be sure you are typing your password correctly. Your password is case-sensitive.
3. If you are having trouble, click the "*Forgot Password?*" link. You must know your username. You will receive an e-mail with a link to reset the password.
4. If you are still having trouble, please contact **(724) 229-2657**.

**I forgot my password. What do I do?** Click on "*Forgot Password?*" link at the top of the window. If you are still having trouble, call **(724) 229-2657**.

## Updating my account and information

### How do I change my password?

To change your password, sign onto the physician's portal with your existing password, then click on the *"Reset Password"* option under *"My Account"*.

### How can I update my address or phone number?

Sign onto the physician's portal, then click on *"PT Demographics"* option under *"My Account"*.

### How can I update my emergency contacts or pharmacy?

Sign onto the physician's portal, then click on *"Additional Information"* option under *"My Account"*.

## Using my portal

### How can I send a message or an e-mail to the practice?

Sign onto the physician's portal, then click on either *"Message the Practice"* or *"Ask the Doctor"* option under *"My Account"*. Contact the office by phone if you are having problems or need an immediate appointment. (Note: The message feature is not for emergencies. )

### How can I request an appointment?

Sign onto the physician's portal, then click on *"New Appointment"* option under *"Appointments"*.

### How can I cancel or re-schedule an appointment?

Sign onto the physician's portal, then click on *"Recent Appointments"* option under *"Appointments"*. Click *"Cancel"* or *"Re-Schedule"* as needed.

### How can I request a referral or view my referrals?

Sign onto the physician's portal, then click on *"View Referrals"* option under *"Messages"*.

### How can I view lab results?

Sign onto the physician's portal, then click on *"Latest Statement"* or *"Past Statement"* option under *"Account"*. Click on the test name, or click *"View All Results"* to view them. You can also find your lab results under *"Medical Record"* by selecting *"Lab Diagnostic Reports"*.

### How can I view my medication list?

Sign onto the physician's portal, all of your medications will be displayed under *"Current Medications"* on the welcome page. Click the medication name or *"View All Meds"* to view them.

### How can I refill a medication?

Sign onto the physician's portal, then click the *"Refill Medications"* option under *"Messages"*.

### How can I update my medications?

For questions or concerns about your medication list, use either *"Message the Practice"* or *"Ask a Doctor"* from the portal, or contact your practice directly by phone.

### How can I view my immunizations or vital signs?

Sign onto the physician's portal, then click the *"PHR View"* option under *"Medical Records"*.

### How can I view my allergies, medications, and problem list (Visit Summary)?

Sign onto the physician's portal, then click the *"Visit Summary"* option under *"Medical Records"*. Click the date of the visit to see allergies, medications, problems, and lab results from this visit.

If you have additional questions,  
please call (724) 229-2657.

