

# **TRAVERSE HEALTH CLINIC PATIENT PORTAL TIPS**

## **Activation:**

- We are excited that you have activated your Patient Portal! See below for some helpful tips.

## **UserName:**

- Your UserName is case sensitive. It is likely your FirstnameLastname####...plus year of birth.

## **Login:**

- Be sure to login to the patient portal & change your password as soon as you receive the Welcome Message email.
- You MUST login once with the password we gave you, then you will be asked to change it. Passwords should contain letter as well as numbers to protect your privacy.
- If you do NOT receive an email from Traverse Health Clinic in the next 24 hours, please check your spam folder; then call the office so that we can verify your email address is correct.

## **Password:**

- Your initial Password is randomly generated and temporary. It is ONLY printed on the initial printout, so be sure to put it in a safe place. No one at the clinic can read your password after handing you this paper, so your account will remain secure.
- If you forget your password, it can be reset from the Portal website, so be sure to setup your secret question the first time you login.

## **Privacy:**

- Your health information is fully protected and coded to be 100% secure in meeting all regulatory requirements. It is your responsibility to safeguard any health information that you choose to print!
- Be aware that web messages do become part of your permanent medical record.
- It is up to you to keep your password a secret and protect your account...be sure to sign out of the website when you are done so that your health information stays private. This will also prevent future login errors.
- To protect their privacy, we are not currently Web Enabling any minors under the age of 18.

## **Results:**

- We can only share results to testing that was ordered by Traverse Health Clinic, so please contact your other provider or use their portal to access those results.

## **Messaging:**

- NO URGENT MESSAGES OR EMERGENCIES SHOULD BE SENT THROUGH THE PORTAL.
- We require 3-5 business days for medication refills...check with your pharmacy for pickup time.
- Please use web messaging for brief questions or communications only, such as requesting an appointment or a medication refill. The Portal should not be used as a substitute for coming in for an appointment, diagnosis or treatment of medical or mental health symptoms.
- No abusive language will be tolerated. If you use the Patient Portal inappropriately, we may disable your account.

## **Mobile App:**

- Check out this link to download the Healow Mobile App & conveniently access your health information right from your tablet or phone: <https://www.healow.com/apps/jsp/webview/index.jsp>