

# myHealthPointe

## Frequently Asked Questions

Below are frequently asked questions and responses for our members.

By proceeding further, I reviewed and agree to the Monterey County Behavioral Health (MCBH) myHealthPointe Terms and Conditions of Use and the Privacy and Security Notice.

### **What is myHealthPointe (myHP)?**

myHealthPointe is a personal healthcare website that provides members with secure access to select portions of their personal health record. It is the portal to view, download and transmit information regarding your care.

### **How do I access myHealthPointe?**

Members may view myHealthPointe resources by scanning the following QR code below. In order to gain access to myHealthPointe please review the MCBH myHealthPointe Getting Started Flyer.



### **Do I need to have an email account to use myHealthPointe?**

Yes, you will need a personal email account to register and setup access to the myHealthPointe Portal. The Monterey County Behavioral Health (MCBH) public facing website has videos on how to set up email accounts. You may access these videos by scanning the QR code above.

### **What can I do today in myHealthPointe?**

Currently members are able to view information including diagnosis, medications and progress notes. Members can also sign up to receive email or text appointment reminders, as well as forward progress notes via email. Additional features will be introduced over time.

### **Can I use the member portal to seek psychiatric or medical treatment?**

No, the portal is not a substitute for professional medical care.

**How do I get more information on how to use myHealthPointe?**

There are several resources including a member user guide, learning videos, and FAQs on the Monterey County Behavioral Health public facing website (scan QR code above). You may also inquire during your next clinic visit.

**Who can request access to myHealthPointe's personal health record?**

Any member receiving services with Monterey County Behavioral Health and/or its mental health and/or substance use contracted providers. Also, minors 12 years and older have authority over their health information and may have access to the myHP upon request without the permission of their parent/guardian. Parents/guardians have authority of the health information of minors under 12 years old.

**If a parent/guardian of a minor (under 12 years of age) has access to the myHP, what happens when the minor turns 12?**

When the minor is under the age of 12, the parent/guardian may request access to myHP without needing an authorization for disclosure. However, when the minor turns 12 years old, QI will deactivate the parent's/guardian's profile. The minor would then need to complete the authorization for disclosure to allow the parent to reactivate the profile and continue to have access.

**Can I share my personal health record information with other individuals or agencies?**

Yes, you can choose to share information with others. You can print the information from myHealthPointe to share with other care providers. Also, you can forward the Continuity of Care Document (CCD) from the portal to other providers/individuals via encrypted email. Members are encouraged to review the Privacy and Security Notice that is on the MCBH public facing website.

**How do I correct information in my personal health record?**

Members may submit the Request to Amend Protected Health Information form, located at the Monterey County Behavioral Health public facing website (QR code above) to correct the clinical summary note. MCBH QI will send the member an updated clinical summary note via mail using the mailing address on file. To update demographic information the member may reach out to their treatment team.

**What if I see a progress note that is not mine?**

If you believe a progress note was entered into your record by mistake, please contact QI at 831-755-4545.

**Where can I connect to myHealthPointe?**

You can connect to the portal from your personal PC, mobile device including tablets, as long as you have access to the internet. Many of the Monterey County libraries have personal computers that are available for residents. Always remember to protect your username and password and do not save your password on any computer/mobile device to protect yourself from potential unauthorized access to your health information on myHP.

**How secure is myHealthPointe**

It is a secure website that can only be accessed by you and anyone you provide access to. Members are encouraged to review the Privacy and Security Notice that is on the MCBH public facing website.

**How do I reset my Password?**

If you forget your password, the portal log in screen has a link to assist you with your password reset.

**My access is locked and I cannot reset my password.**

Please contact Quality Improvement (QI) at 831-755-4545 to review account access.

**What do I do when my screen does not display correctly?**

You can select the Function Key, F5, on your keyboard to refresh the screen. On your cell phone, swipe down or log back in to refresh.

**Will the portal be available 24/7?**

Yes, however, the system may be unavailable due to maintenance. If myHealthPointe is not accessible, please try again later.

**Why is the member portal only in English?**

At this time, the information available on the myHealthPointe portal is in English format. However, most of the content is also available in Spanish. Your language is determined on the myHP portal based on the language identified in the electronic health record. If you need to update your language please notify your treatment team.

**Who do I contact if I have questions about myHealthPointe?**

Many of your questions can be answered using this FAQ, by accessing resources on the Monterey County Behavioral Health public facing website or calling Quality Improvement at 831-755-4545.