

# Getting Started with myHealthPointe

## What is myHealthPointe?

It is a personal healthcare website site that provides Monterey County Behavioral Health members with access to selected personal health information. Member can view their personal healthcare information records through a secure internet site by using their email address to log into the website.

## What are the Benefits of myHealthPointe?

Once you are registered to use myHealthPointe, you will be able to view your personal health record by:

- Viewing mental health and substance use information including demographic, medication, progress notes, and diagnosis.
- Receive appointment reminders.
- Downloading your health information.
- Transmitting your information to another, through email, as needed.

## Guidelines

When creating a myHealthPointe account, please remember these guidelines:

- Email verification is an important first step to complete the registration.
- The member will receive a One Time Code (OTC) to the email provided to proceed with registration.
- The password you choose should be 8 to 30 characters in length and must be a unique combination of letters and numbers, i.e., contain at least one number and one letter, cannot start with a special character.

## Member Resources

For additional information and resources on privacy, how to amend your health information, and user guides and videos to navigate the myHealthPointe portal, please scan the following QR code:



# Getting Started with myHealthPointe

## How to Register

- At your next visit let the clinic front desk staff know that you would like to register for myHealthPointe, the Patient Portal.
- The front desk staff will then validate your email address.
- The front desk staff will contact Quality Improvement to request registration email to be sent to the member to enroll.
  - If a member is younger than 12 years of age, the email address does not have to be in the members chart. Parents/Guardians are setup differently.
- The email will include a One Time Code, link to download the portal, and a link to connect to myHealthPointe.
- Member will click on the link to create an account by adding the username and password and confirming additional personal information.
- Member can then begin navigating the myHealthPointe Portal.
- Once you have set up your registration, do not share your myHealthPointe access information with anyone you do not wish to view, download or transmit your personal health information.

