

# myHealthPointe 2.0

User Guide



**Netsmart**

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[www.ntst.com](http://www.ntst.com)

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# Contents

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<b>Allergies</b> .....	<b>3</b>
myHP 2.0 Patient Portal (Web) .....	3
myHP 2.0 Patient Portal (Mobile) .....	4
<b>Appointments</b> .....	<b>5</b>
myHP 2.0 Patient Portal (Web) .....	5
myHP 2.0 Patient Portal (Mobile) .....	6
<b>Continuity of Care Document (CCD)</b> .....	<b>8</b>
myHP 2.0 Patient Portal (Web) .....	8
myHP 2.0 Patient Portal (Mobile) .....	10
<b>Documents</b> .....	<b>14</b>
myHP 2.0 Patient Portal (Web) .....	14
myHP 2.0 Patient Portal (Mobile) .....	15
<b>Demographics</b> .....	<b>16</b>
myHP 2.0 Patient Portal (Web) .....	16
myHP 2.0 Patient Portal (Mobile) .....	17
<b>Education</b> .....	<b>18</b>
myHP Patient Portal (Web) .....	18
myHP Patient Portal (Mobile).....	19
<b>Immunizations</b> .....	<b>21</b>
myHP Patient Portal (Web): .....	21
myHP Patient Portal (Mobile): .....	22
<b>Lab Results</b> .....	<b>23</b>
myHP Patient Portal (Web) .....	23
myHP Patient Portal (Mobile) .....	24
<b>Medications</b> .....	<b>25</b>
myHP Patient Portal (Web) .....	25
myHP Patient Portal (Mobile) .....	27
<b>Problems</b> .....	<b>29</b>
myHP 2.0 Patient Portal (Web) .....	29
myHP 2.0 Patient Portal (Mobile) .....	30
<b>Vitals</b> .....	<b>31</b>
myHP 2.0 Patient Portal (Web) .....	31

myHP 2.0 Patient Portal (Mobile) ..... 32  
myHealthPointe Access..... 34

# Allergies

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their allergies from the "Allergies" card.



3. Patient allergies will be found here.

## Allergies

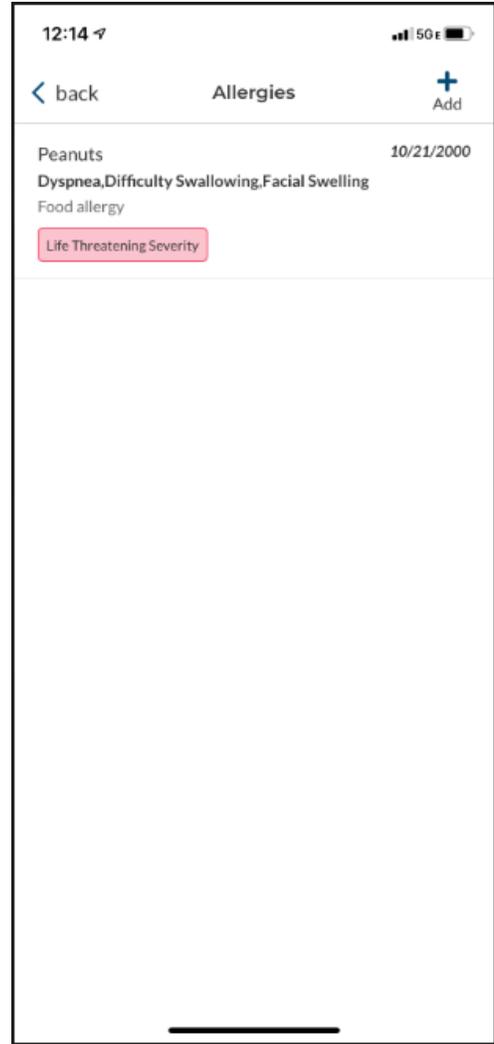
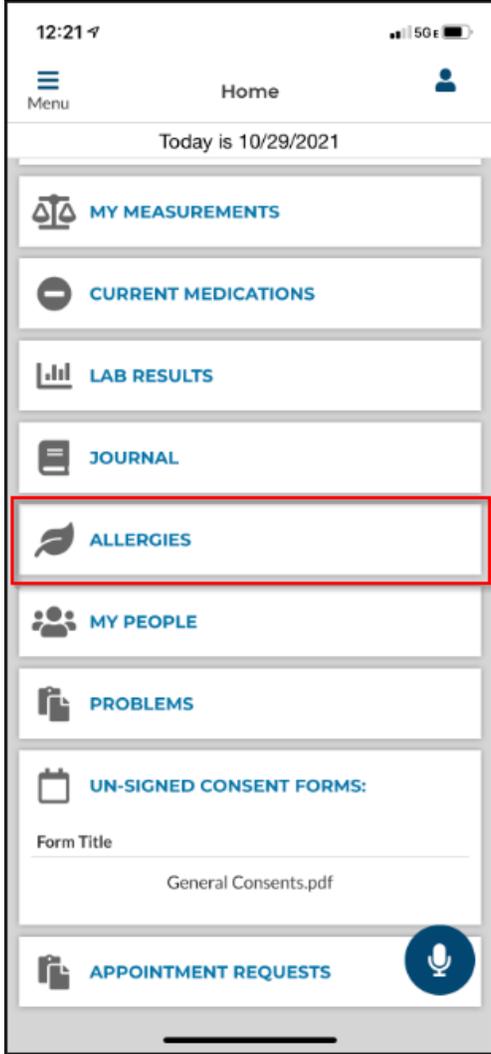
Allergen	Reaction	Status	Type	Severity	Onset Date
TYLENOL	Anxiety	Active	Drug Allergy (disorder)	Moderate	07/30/2024
RISPERIDONE	Swelling	Active	Drug Allergy (disorder)	Moderate	10/15/2024
PENICILLINS (CLASS)		Active	Allergy to substance (disorder)	Mild to moderate	07/22/2024
PENICILLIN	Hives	Active	Drug Allergy (disorder)		05/07/2024
MILK		Active	Food Allergy (Disorder)		09/22/2017
METFORMIN	Anxiety	Active	Drug Allergy (disorder)	Moderate	07/29/2024
CLOZAPINE	Diarrhea (finding)	Active	Drug Allergy (disorder)		09/13/2023
CEFTIBUTEN	Anaphylaxis	Inactive	Drug Allergy (disorder)	Mild to moderate	08/28/2024
BUPRENEX		Active	Drug Allergy (disorder)		06/19/2020
ASPIRIN INTOLERANCE	Anxiety	Active	Allergy to substance (disorder)	Mild	08/29/2024

Showing 1 to 10 of 10 entries

Previous 1 Next

### myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Allergies can be seen within the Allergies tile.



# Appointments

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their demographics from the "Scheduled Appointments" card.



## Appointments

3. Patient appointments will be found here. Patients will have the option to filter by "Month, Week, or Day".
  - Hovering over the appointment will bring up time and location details.
  - **[Requesting appointments through myHP is currently unavailable. Please continue to reach out to your support care team.](#)**

## My Schedule

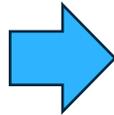
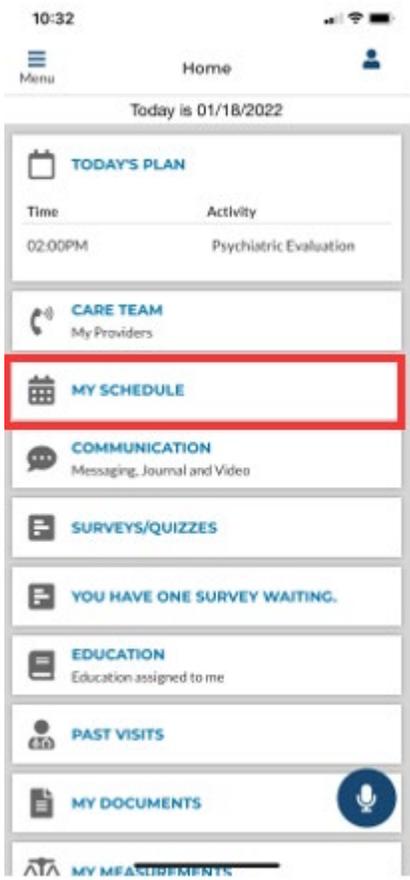
Your scheduled appointments.

< > October 2024							Month	Week	Day
Sun	Mon	Tue	Wed	Thu	Fri	Sat			
29	30	1	2	3	4	5			
6	7	8	9	10	11	12			
13	14	<b>Assessment and Evaluation</b> Time: 08:00 AM-12:00 PM Appointment Site: Coastal Clinic Location: Office Provider: BETHANY CARTER		17	18	19			
20	21			24	25	26			
27	28			31	1	2			
3	4			5	6	7	8	9	
				Assessment and Evaluation	Assessment and Evaluation				

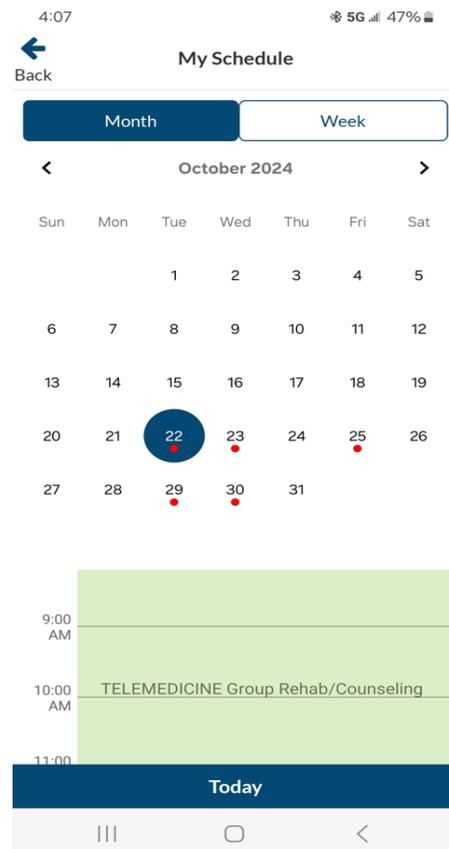
## myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. All appointments along with appointment information can be found within the "My Schedule" tile.
  - Clicking here will open the appointment schedule view.
  - **Requesting appointments through myHP is currently unavailable. Please continue to reach out to your support care team.**
3. The schedule view will default to the current day of the current month.
  - Patients will have the option to filter from day, week, or month.

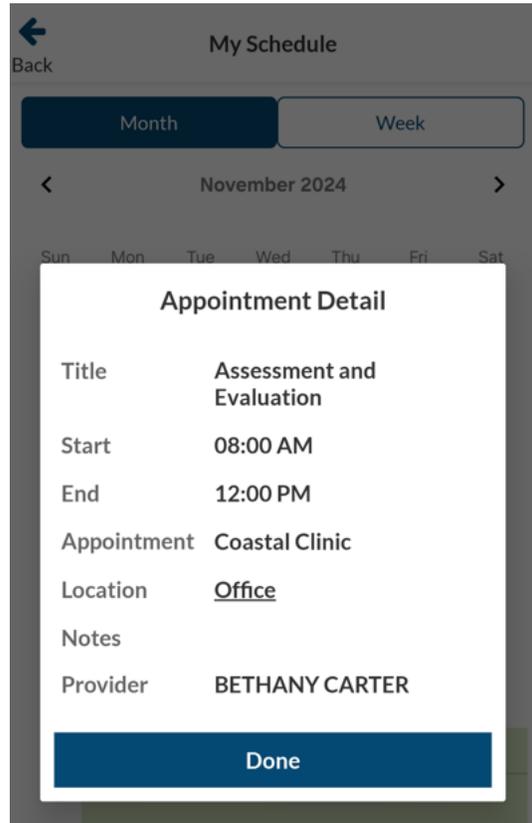
(2)



(3)



4. Clicking on an individual appointment will open the appointment details.



# Continuity of Care Document (CCD)

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. A patient can access encounters and generate a CCD from the "Encounters" card.



3. Patients can filter out encounters through the From -> To option.

## Encounter

From   To

4. Information regarding each individual encounter can be seen by date.
5. Patients can generate a CCD directly from each individual encounter.
6. Clicking "Generate CCD" will take the patient to the clinical summary dashboard.

Clinical Summary x

---

Show:  4 sections  8 sections  12 sections  All sections

**ONE PATIENT V**

Former names	MA	Address	Phone	Birth Date	Sex	Race(s)	Ethnicity	Marital Status	Language	IDs
			Home: 508-230-4444 Work: 905-655-5884	06/09/1995	Female			Unknown	English	1 SSN: 123-45-6789

Purpose	Time Period	Document ID	Created On
Clinical Summary	12/15/2020 - 12/15/2021	69f9956a-f29c-484b-af6e-6e2426b10e74	12/15/21 4:21:03 PM

NEXT OF KIN RELATIONSHIP	GUARDIAN RELATIONSHIP

EMERGENCY CONTACT RELATIONSHIP	EMERGENCY CONTACT RELATIONSHIP

**Allergies**

Name	Onset Date	Reaction	Severity

**Send Clinical Document**

The message you are preparing to send contains sensitive information. Identify the method through which you wish to send the personal health records.

**Send Via**

**Email Address**  
Regular email is an insecure way of sending your Personal Health Information. If you would like to send your Personal Health Information to your healthcare provider securely please select the option below.

**Password Protected Email**  
Enables you to send your Personal Health Information securely by password protected email.

7. There are two options for CCD transfer:

1. **Regular Email:** allows for the CCD to be transferred via email to any address without any safety permissions.
2. **Password Protected Email** enables you to send the CCD securely by enforcing a password protected email.

#### Send Via

**Email Address**

Regular email is an **unsecure** way of sending your Personal Health Information. If you would like to send your Personal Health Information to your healthcare provider securely please select the option below.

**Password Protected Email**

Enables you to send your Personal Health Information **securely** by password protected email.

Send Clinical Document

8. Patients have the ability to download the CCD directly to their respective device by clicking the

 **Download**

icon in the bottom right corner.

### myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. A patient can access encounters and generate a CCD from the "Encounters" card.

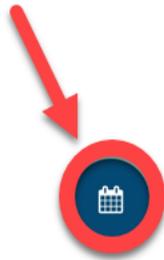
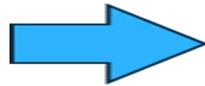
The image shows two screenshots from the myHP 2.0 Patient Portal mobile application. The left screenshot is the 'Home' screen, featuring a vertical menu of health-related categories. The 'ENCOUNTERS' card is highlighted with a red border. A large blue arrow points from this card to the right screenshot. The right screenshot shows the 'Encounters' screen, which has a 'Back' button and a 'Clinical Notes' tab selected. Below the tab, there is a table listing two 'Progress Note' entries with dates 10/30/2024 and 10/15/2024. A floating calendar icon is visible in the bottom right corner of the right screenshot.

Past Visits	Clinical Notes
Progress Note	10/30/2024
Progress Note	10/15/2024

- 3. Patients can filter out encounters through the From -> To option.
- 4. Information regarding each individual encounter can be seen by date.

← Encounters  
Back

Past Visits	Clinical Notes
Progress Note	10/30/2024
Progress Note	10/15/2024



← Encounters  
Back

Past Visits	Clinical Notes
Monterey County ISAIAS BETANCOURT	10/30/2024
Monterey County ROSA MARCHEBOUT	06/21/2024

Choose Date

From   To  

**Apply**

- 5. Patients can generate a CCD directly from each individual encounter.
- 6. Clicking “Clinical Notes” will take the patient to view the clinical summary notes.

← Back

## CCD Report

**BAILEY TEST**

Former names: BAILEY TEST

Homeless Home: +1(831)-222-2222 Work: +1(831)-555-02/14/2010 Male White Not Hispanic or Latino Single Spanish or Castilian? 7  
 Monterey, 5555 Cell: +1(831)-998-4346 CA 93940 mailto:betancourt1@countyofmonterey.gov

Purpose	Time Period	Document ID	Created On
Clinical Summary	10/30/2024 - 10/30/2024	1 [CWS]CWS21007	NOT67-20241030164541

Next Of Kin Relationship: Guardian Relationship

Emergency Contact Relationship: Emergency Contact Relationship

▼
Clinical Notes

⋮

**Date Of Service:** 10/30/2024

⋮

**Notes Field:** Services provided in Spanish via

⋮

**Service Duration:** 10

▼
Encounters

Program Name	Primary Diagnosis	Admission Date/Time	Discharge Date/Time
SUD Sun Street Residential		Fri Sep 10 12:48:00 EDT 2021	
CS Salinas Outpatient		Sun Jul 24 11:55:00 EDT 2016	
Access to Treatment King City		Thu Oct 28 13:17:00 EDT 2021	
SUD SSC OP Sun Salinas ASAM Screen Only		Fri Apr 14 12:23:00 EDT 2023	
CS FAST Dependency Unit		Wed Aug 03 13:34:00 EDT 2022	
SUD SSC OP Outpatient Sun Salinas		Tue Jul 05 13:16:00 EDT 2022	
Access CALWORKS Soledad		Wed Jan 19 18:31:00 EST 2022	
Access to Treatment Salinas		Thu Oct 28 11:12:00 EDT 2021	
Access CALWORKS Salinas		Tue Jan 26 14:33:00 EST 2021	
CS San Benancio Middle IEP		Mon Dec 20 06:24:00 EST 2021	
Access CALWORKS Salinas		Tue Jan 26 14:33:00 EST 2021	
MCBH Access Crisis Team		Thu Apr 28 16:04:00 EDT 2022	
Access to Treatment Salinas		Fri Nov 19 12:17:00 EST 2021	
TEST only (used for PROVIDER SYSTEM CODE		Mon Jul 08 19:25:00 EDT 2019	
Access AB109		Fri Jun 17 17:40:00 EDT 2016	
SUD SSC OP Outpatient King		Tue Jul 12 14:03:00 EDT 2022	

DOWNLOAD
SEND

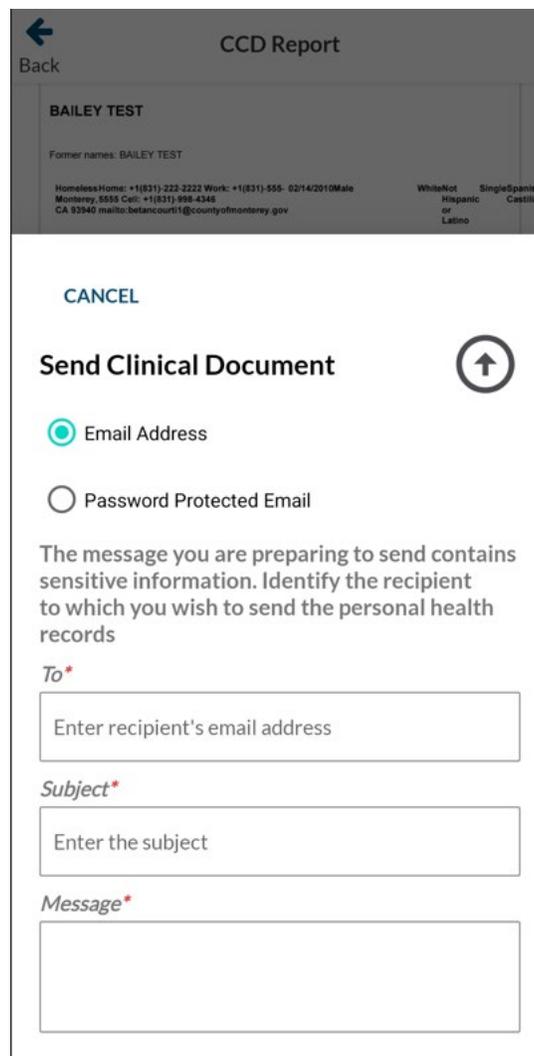
7. There are two options for CCD transfer:

1. **Regular Email:** allows for the CCD to be transferred via email to any address without any safety permissions.

2. **Password Protected Email** enables you to send the CCD securely by enforcing a password protected email.

8. Patients can download the CCD directly to their respective device by clicking the

 **Download** icon in the bottom right corner.



← Back

CCD Report

BAILEY TEST

Former names: BAILEY TEST

Homeless Home: +1(831)-222-2222 Work: +1(831)-555-0214/2010 Male White Not Hispanic or Latino Single Spanish Castilian or Latino  
Monterey 9553 Cell: +1(831)-998-4348  
CA 95940 mailto:betancourt1@countyofmonterey.gov

CANCEL

**Send Clinical Document** 

Email Address

Password Protected Email

The message you are preparing to send contains sensitive information. Identify the recipient to which you wish to send the personal health records

To\*

Enter recipient's email address

Subject\*

Enter the subject

Message\*

# Documents

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their documents from the "Documents" card.



Documents

3. Clicking the Documents card will pull up all assigned documents.

Document Add

Title	Description	Date Distributed	Status	Shared by
<a href="#">MyHPtest.pdf</a>	MyHPtest.pdf	10/23/2024 1:33 PM	View Only	TEST CLIENT
<a href="#">test.pdf</a>	test.pdf	05/10/2023 9:00 AM	View Only	TEST CLIENT

Showing 1 to 2 of 2 entries Previous **1** Next

4. Click "Open" to download the desired Document. The document will be presented in the downloads folder of the patient's respective device.

Document Add

Title	Description	Date Distributed	Status	Shared by
<a href="#">MyHPtest.pdf</a>	MyHPtest.pdf	10/23/2024 1:33 PM	View Only	TEST CLIENT
<a href="#">test.pdf</a>	test.pdf	05/10/2023 9:00 AM	View Only	TEST CLIENT

Showing 1 to 2 of 2 entries Previous **1** Next

Downloads 🔍 ⋮

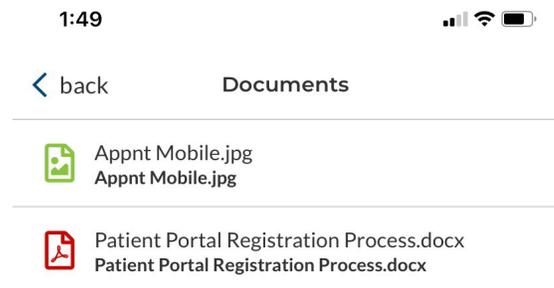
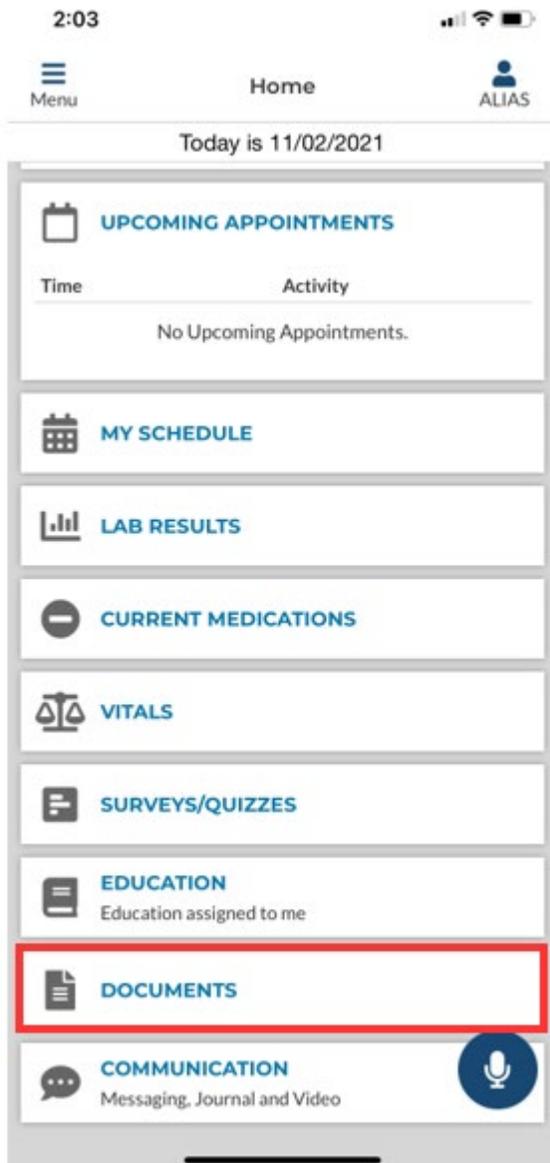
MyHPtest (1).pdf  
[Open file](#)

[See more](#)

5. A patient can add a document through the Add button.

### myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Documents can be seen within the Documents tile.
  - Clicking a document will automatically open the document file.



# Demographics

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their demographics from the "Profile" card.



Profile

3. Patient demographics will be found here. The following fields have been auto filled from Avatar.

- **Updating demographics through myHP is currently unavailable. Please continue to reach out to your support care team.**

### My Profile

Below is the contact information we have for your account.

Switch User



First Name

BAILEY

Profile Image

Last Name

TEST

Medical Record Number

713947

Alias

TEST

User ID

Email Address

Gender

Male

Date Of Birth

02/14/2010

National Language

English

Address Line 1

Homeless

Address Line 2

Address Line 2

City

Monterey

State

California

Zip Code

93940

Home Phone

8312222222

Cell Phone

Work Phone

8315555555

Notification Types

Text Message

Accept Appointment Reminder?

Validation Code

342 2429 7211 2471 5350 7214 3

Options

Save

## myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Demographics can be found in the profile icon at the top right-hand corner of the page.
  - **Updating demographics through myHP is currently unavailable. Please continue to reach out to your support care team.**

Home TESTBE..

Today is 10/30/2024

COUNTY OF MONTEREY HEALTH DEPARTMENT

**PROFILE**

**TODAY'S PLAN**

Time	Activity
08:00AM	Assessment and Evaluation

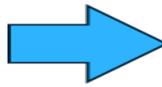
**ALLERGIES**

**PROBLEMS**

**IMMUNIZATIONS**

**ENCOUNTERS**

**VITALS**



Profile Save Options

Below is the contact information we have for your account.

First Name \* TEST

Last Name \* CLIENT

Medical Record Number

Alias TESTBEST

User ID

Email Address

Gender Male

Date Of Birth \* 07/15/1956

National Language

# Education

## myHP Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their educational material within the "Education" card.



3. Assigned educational materials can be seen as seen below. Clicking on the book image will open up the text.

### Education

The following material has been provided especially for you by your team. Take a moment to watch, learn and listen.



**Education | Book | URL**  
Testing around with a URL Book Type for Education Feature

Hide



**Foot Care**  
Learn how to care for your feet when you have diabetes

Hide

Back
Reader

Foot Care: American Diabetes Association®
1 / 3   - 80%   +   [Refresh]   [Close]

1



2



3




4/10/2019   Foot Care: American Diabetes Association®

## Foot Care

Inspect your feet every day, and seek care early if you do get a foot injury. Make sure your health care provider checks your feet at least once a year - more often if you have foot problems. Your health care provider should also give you a list and explain the do's and don'ts of foot care.

Most people can prevent any serious foot problem by following some simple steps. So let's begin taking care of your feet today.

### Prevention

Your health care provider should perform a complete foot exam at least annually - more often if you have foot problems.

Remember to take off your socks and shoes while you wait for your physical examination.

Call or see your health care provider if you have cuts or breaks in the skin, or have an ingrown nail. Also, tell your health care provider if your foot changes color, shape, or just feels different (for example, becomes less sensitive or hurts).

If you have corns or calluses, your health care provider can trim them for you. Your health care provider can also trim your toenails if you cannot do so safely.

Because people with diabetes are more prone to foot problems, a foot care specialist may be on your health care team.

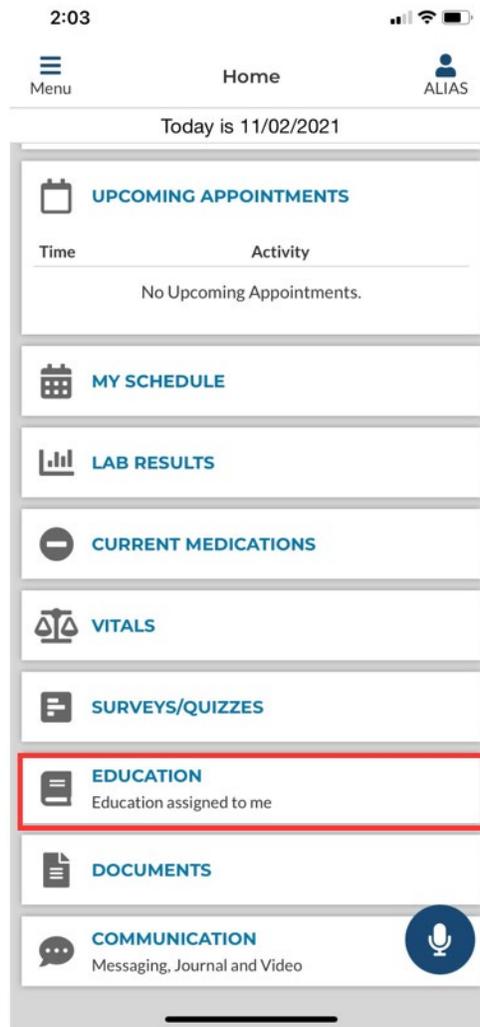
### Caring for Your Feet

There are many things you can do to keep your feet healthy.

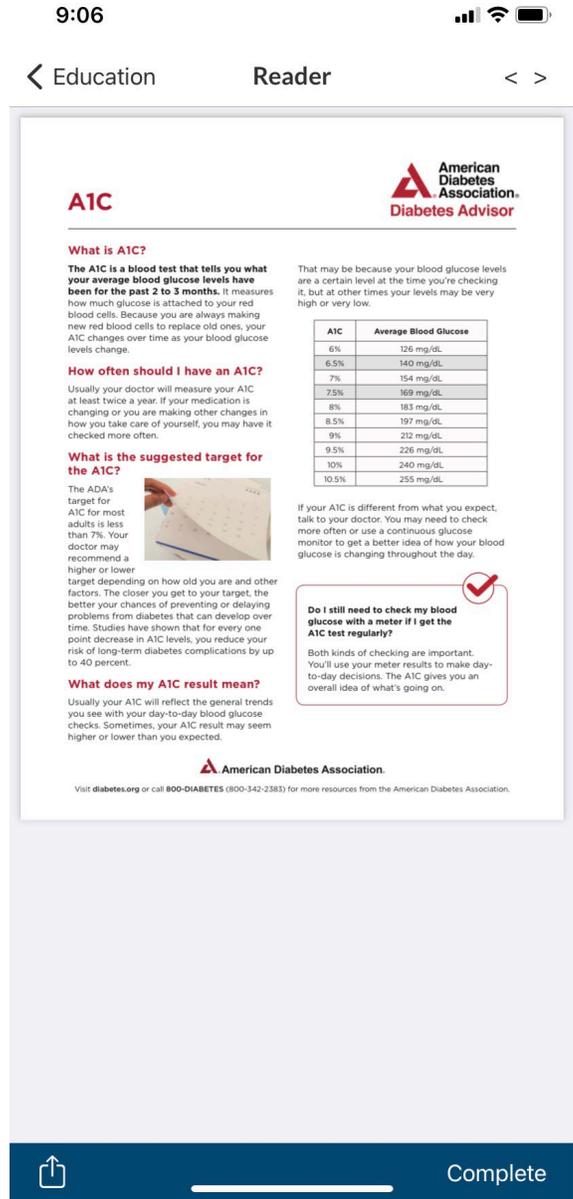
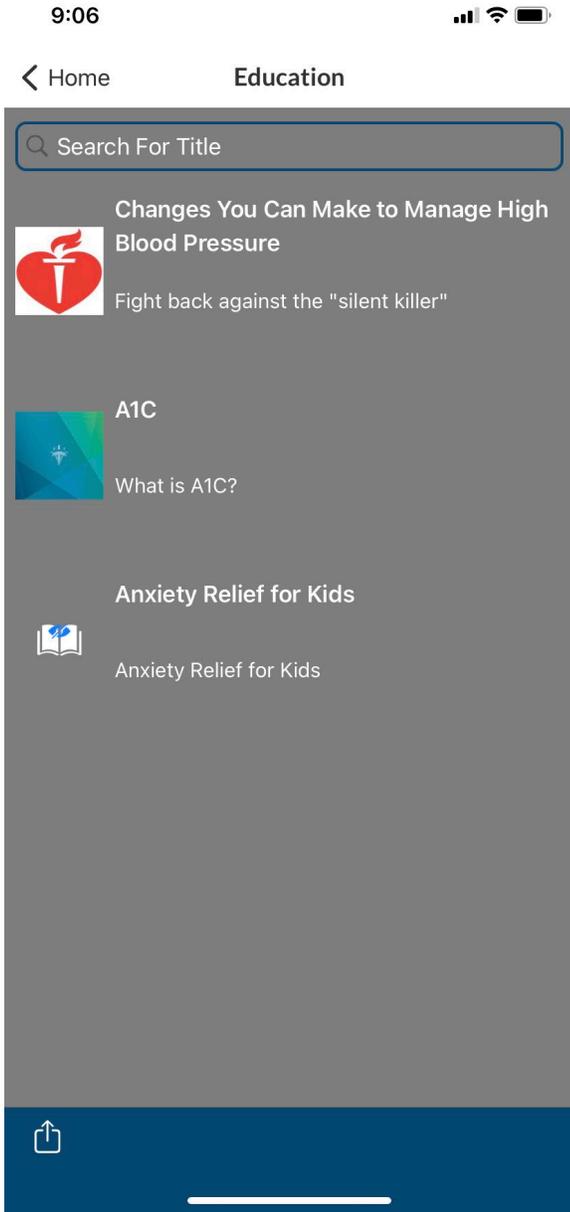
- **Take care of your diabetes.** Work with your health care team to keep your blood glucose in your target range.
- **Check your feet every day.** Look at your bare feet for red spots, cuts, swelling, and blisters. If you cannot see the bottoms of your feet, use a mirror or ask someone for help.
- **Be more active.** Plan your physical activity program with your health team.
- **Ask your doctor about Medicare coverage** for special shoes.
- **Wash your feet every day.** Dry them carefully, especially between the toes.
- **Keep your skin soft and smooth.** Rub a thin coat of skin lotion over the tops and bottoms of your feet, but not between your toes. Read more about skin care (<http://www.diabetes.org/foot>)

## myHP Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Education material can be found in the Education tile.



3. Once in the education menu, patients can see their books and open them.



- The share icon allows patients to download the file and/or view additional information.
- Marking the text “Complete” will change the status in the provider portal.

# Immunizations

---

## myHP Patient Portal (web):

1. From the Consumer Portal, click the “Immunizations” tile.



2. Patients can review their historical Immunization data from this screen.

**Vaccinations**  
Below are the vaccinations reported by you or your care team.

Vaccine	Given By	Date
Hep C		03/18/2022

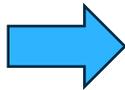
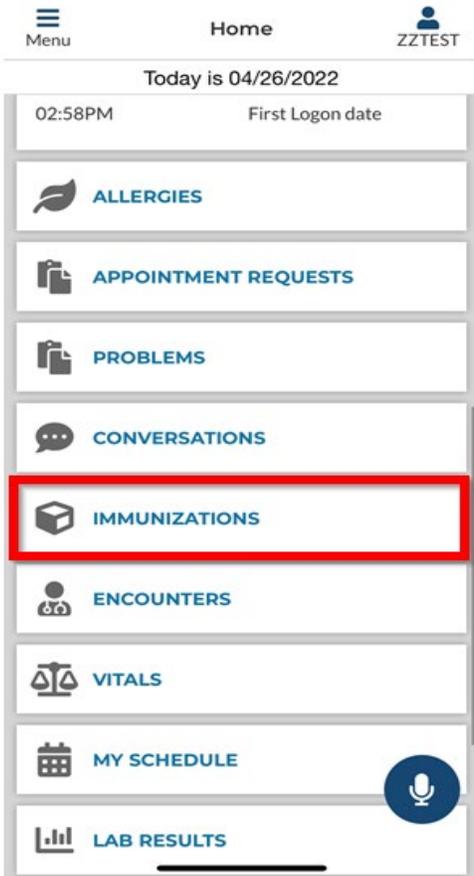
Showing 1 to 1 of 1 entries

Previous 1 Next

The screenshot shows a web interface for viewing vaccinations. It features a table with three columns: "Vaccine", "Given By", and "Date". A single row of data is visible, showing "Hep C" for the vaccine and "03/18/2022" for the date. Below the table, there is a pagination control showing "Showing 1 to 1 of 1 entries" and buttons for "Previous", "1", and "Next". A red rectangular box highlights the table and the pagination controls.

myHP Patient Portal (mobile):

1. From the Consumer Portal, the patient will click the “Immunizations” tile.
2. Patients can review their historical Immunization data.



< back Vaccinations

No data available

# Lab Results

## myHP Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their medications within the "Lab Results" card.



## Lab Results

3. Lab Results will be shown in the following list.

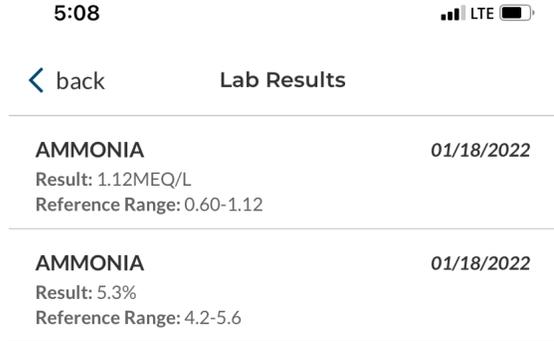
Laboratory Results						
Laboratory Name	Test Name	Date	Result	Reference Range	Ordered By	
Hemoglobin (Hb) A1c (Glycated Hemoglobin)	HbA1c	06/12/2024	5.3u	0-5.3		
Hemoglobin (Hb) A1c (Glycated Hemoglobin)	HbA1c	03/20/2024	5.3u	0-5.3		
Hemoglobin (Hb) A1c (Glycated Hemoglobin)	HBA1C	10/15/2024	5.2%%	0-5.6		

Showing 1 to 3 of 3 entries

Previous 1 Next

### myHP Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Lab Results can be found in the Lab Results tile.



# Medications

## myHP Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their medications within the "Medications" card.



## Medications

3. Prescribed medications can be seen as the following: Current or Past
  - **Requesting medication refills through myHP is currently unavailable. Please continue to reach out to your support care team.**

### Medication

The lists below let you examine the medications you are actively taking, and those that you have taken in the past.

				Current Medications	Past Medications
Medication	Directions	Effective Date	Expiration Date		
Xanax 1 Tablet TAB	Oral - Twice a Day	10/18/2021	11/18/2021		
Tylenol 1 Tablet TAB	Oral - As Needed	10/21/2021	11/21/2021		
Aleve 1 Tablet TAB	Oral - Twice Daily with Meals	11/15/2021	12/14/2021		
Acetaminophen 1 Tablet CTB	Oral - Twice Daily with Meals	11/15/2021	12/14/2021		

Showing 1 to 4 of 4 entries

Previous 1 Next

4. Clicking the blue icon next to the medication name will redirect the user to the National Library of medicine for additional information.

NIH National Library of Medicine



Trusted Health Information for You

1 result found. Español

MedlinePlus Connect found the following health information for your request. Always consult your health care provider about your specific situation.

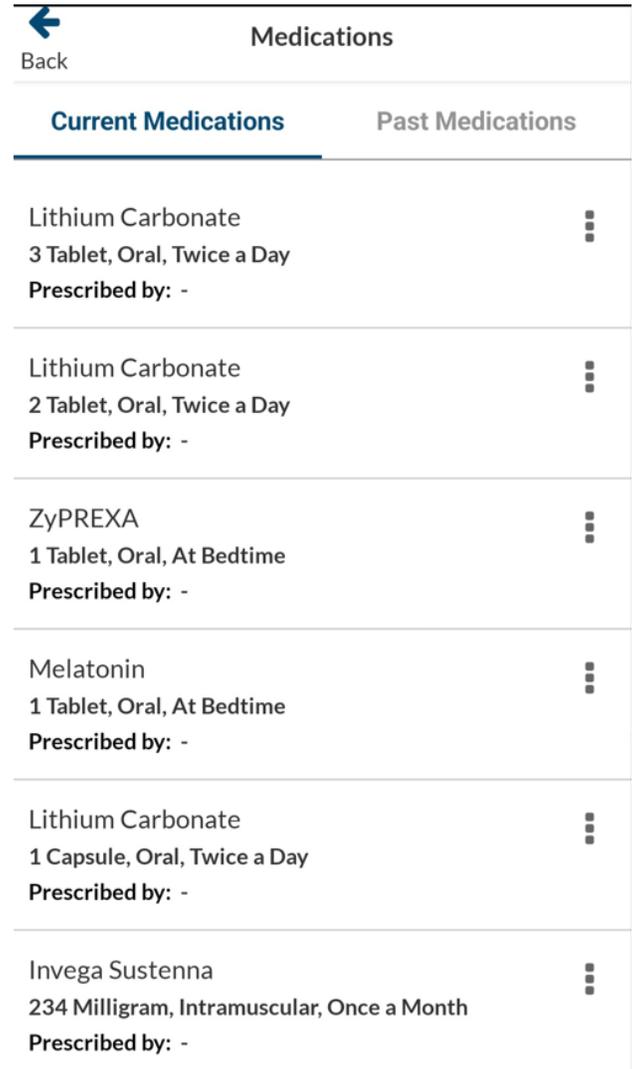
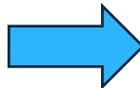
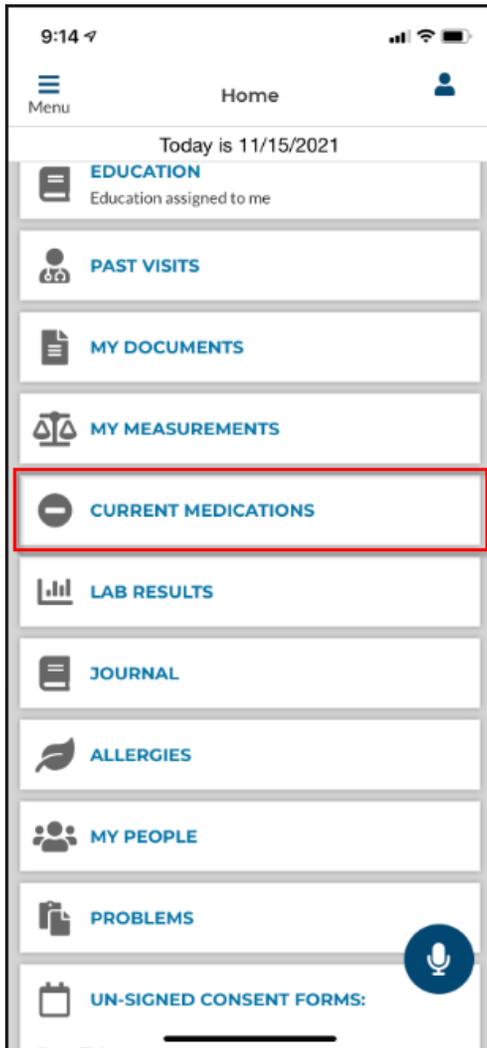
---

**Olanzapine**  
National Library of Medicine - American Society of Health-System Pharmacists  
Olanzapine is used to treat the symptoms of schizophrenia (a mental illness that causes disturbed or unusual thinking, loss of interest in life, and strong or inappropriate emotions) in adults and teenagers 13 years of age and older. It is also used to treat bipolar disorder (manic depressive disorder; a disease that causes episodes of depression, episodes of mania, and other abnormal moods) in...  
<https://medlineplus.gov/druginfo/meds/a601213.html>

## myHP Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Medications can be seen within the Current Medications tile.

• **Requesting medication refills through myHP is currently unavailable. Please continue to reach out to your support care team.**



3. Clicking the right-hand menu of the application will give two options: More Information & Stopped.
4. More Information will re-direct the user to an external source for additional information.

(3)

Medications

Back

Current Medications    Past Medications

Lithium Carbonate  
3 Tablet, Oral, Twice a Day  
Prescribed by: -

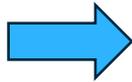
Lithium Carbonate  
2 Tablet, Oral, Twice a Day  
Prescribed by: -

ZyPREXA  
1 Tablet, Oral, At Bedtime  
Prescribed by: -

Melatonin  
1 Tablet, Oral, At Bedtime  
Prescribed by: -

Lithium Carbonate  
1 Capsule, Oral, Twice a Day  
Prescribed by: -

Invega Sustenna  
234 Milligram, Intramuscular, Once a Month  
Prescribed by: -



(4)

An official website of the United States government  
[Here's how you know](#)

NIH National Library of Medicine

MedlinePlus<sup>®</sup>  
CONNECT  
Trusted Health Information for You

1 result found. Español

MedlinePlus Connect found the following health information for your request. Always consult your health care provider about your specific situation.

**Lithium**  
National Library of Medicine - American Society of Health-System Pharmacists  
Lithium is used to treat and prevent episodes of mania (frenzied, abnormally excited mood) in people with bipolar disorder (manic-depressive disorder; a disease that causes episodes of depression, episodes of mania, and other abnormal moods). Lithium is in a class of medications called antimanic agents. It works by decreasing abnormal activity in the brain.  
<https://medlineplus.gov/druginfo/meds/a681039.html>

MedlinePlus Connect links to health information from the National Institutes of Health and other federal government agencies. MedlinePlus Connect also links to health information from non-government Web sites.

# Problems

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their problems from the "Problems" card.



3. Patient problems will be found here. The following fields have been auto filled from Avatar.

### Problems

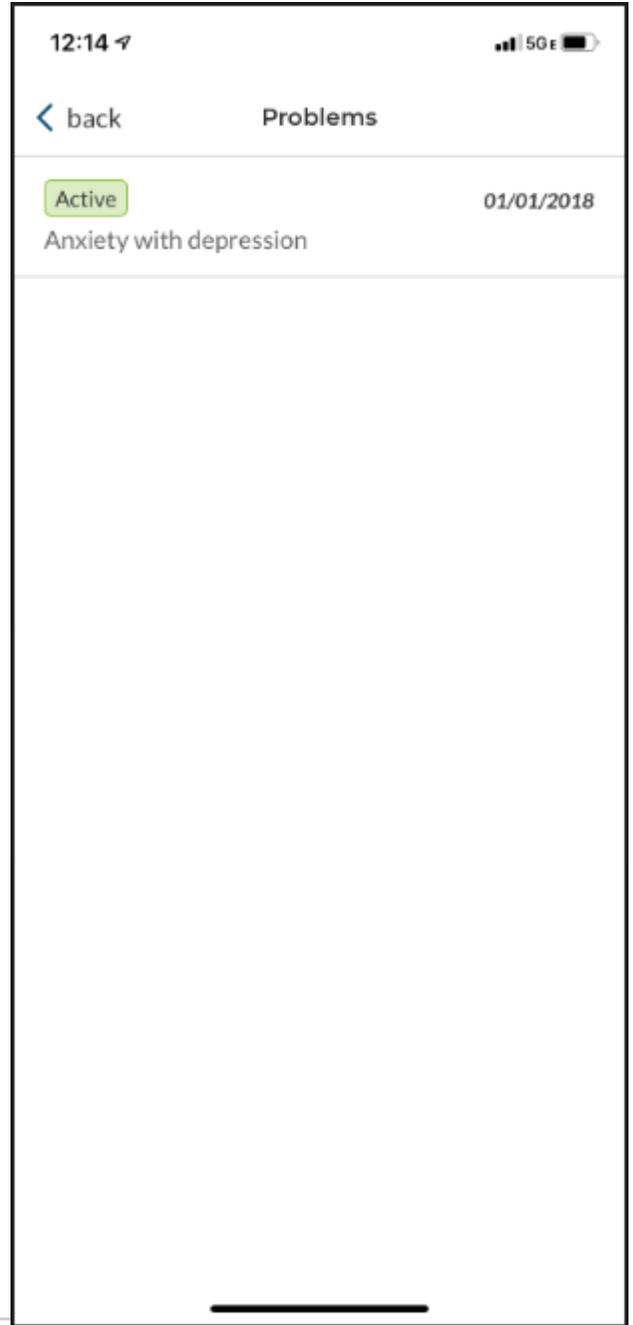
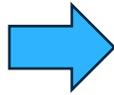
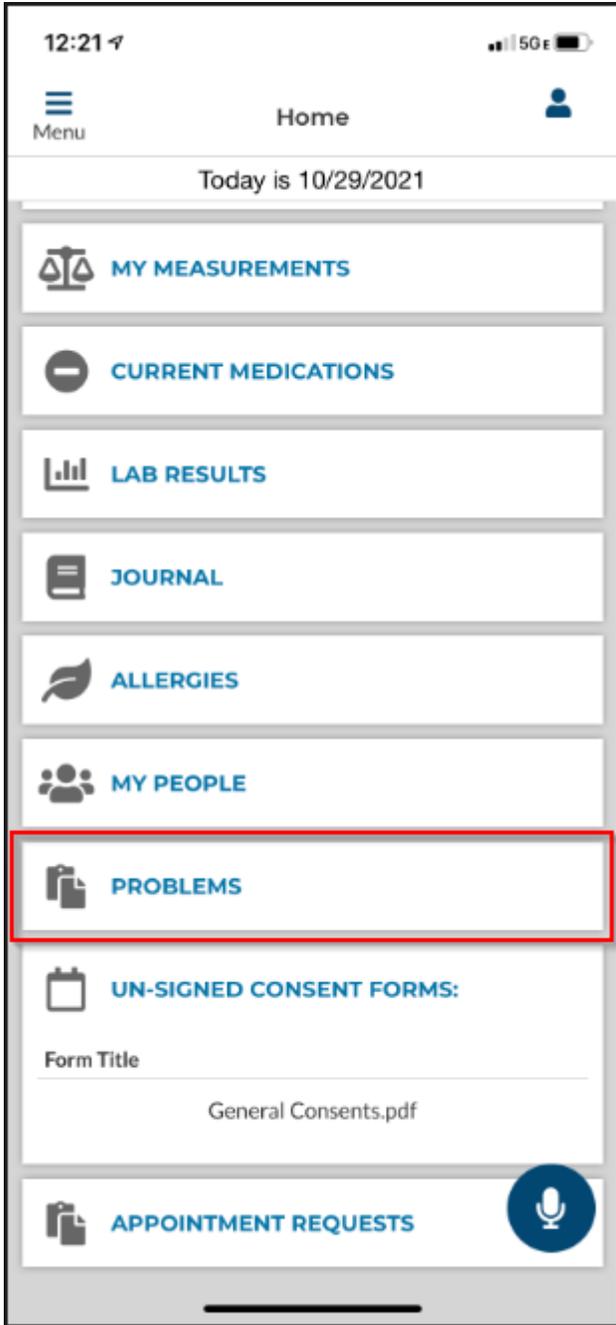
Onset Date	Description	Status	Source	Date Resolved
09/20/2024	Adjustment disorders, with mixed anxiety and depressed mood <a href="#">i</a>	Active	Monterey County	-
10/20/2023	Specify Other <a href="#">i</a>	Active	Monterey County	-
11/07/2022	Anxiety disorder <a href="#">i</a>	Active	Monterey County	-
11/04/2022	Poverty <a href="#">i</a>	Active	Monterey County	-
06/09/2022	Attention deficit disorder without hyperactivity <a href="#">i</a>	Resolved	Monterey County	-
11/07/2017	Adjustment disorder with mixed emotional features <a href="#">i</a>	Active	Monterey County	-
11/07/2017	Attention deficit hyperactivity disorder <a href="#">i</a>	Active	Monterey County	-
08/02/2017	Major depressive disorder <a href="#">i</a>	Active	Monterey County	-
05/17/2017	Chronic depression <a href="#">i</a>	Active	Monterey County	-
11/28/2016	Alcohol abuse <a href="#">i</a>	Active	Monterey County	-

Showing 1 to 10 of 31 entries

Previous **1** 2 3 4 Next

myHP 2.0 Patient Portal (Mobile)

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Problem list can be found in the Problems tile.



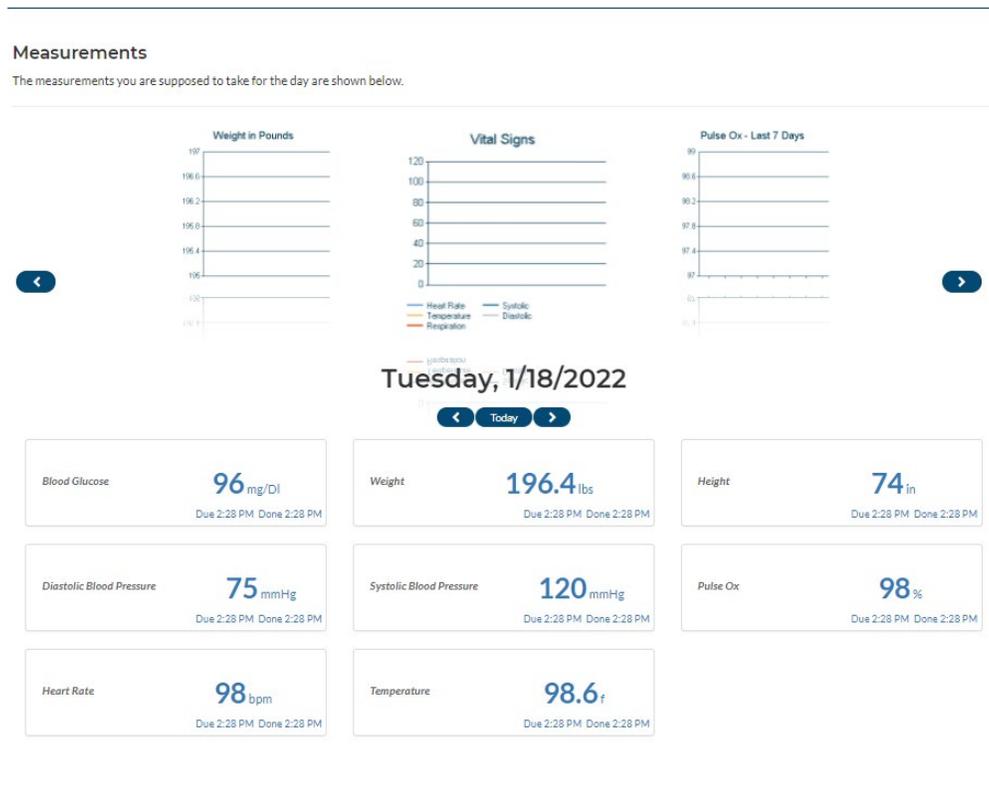
# Vitals

## myHP 2.0 Patient Portal (Web)

1. Patient logs in to patient portal.
2. On the home menu, a patient can access their vitals from the "My Measurements" card.

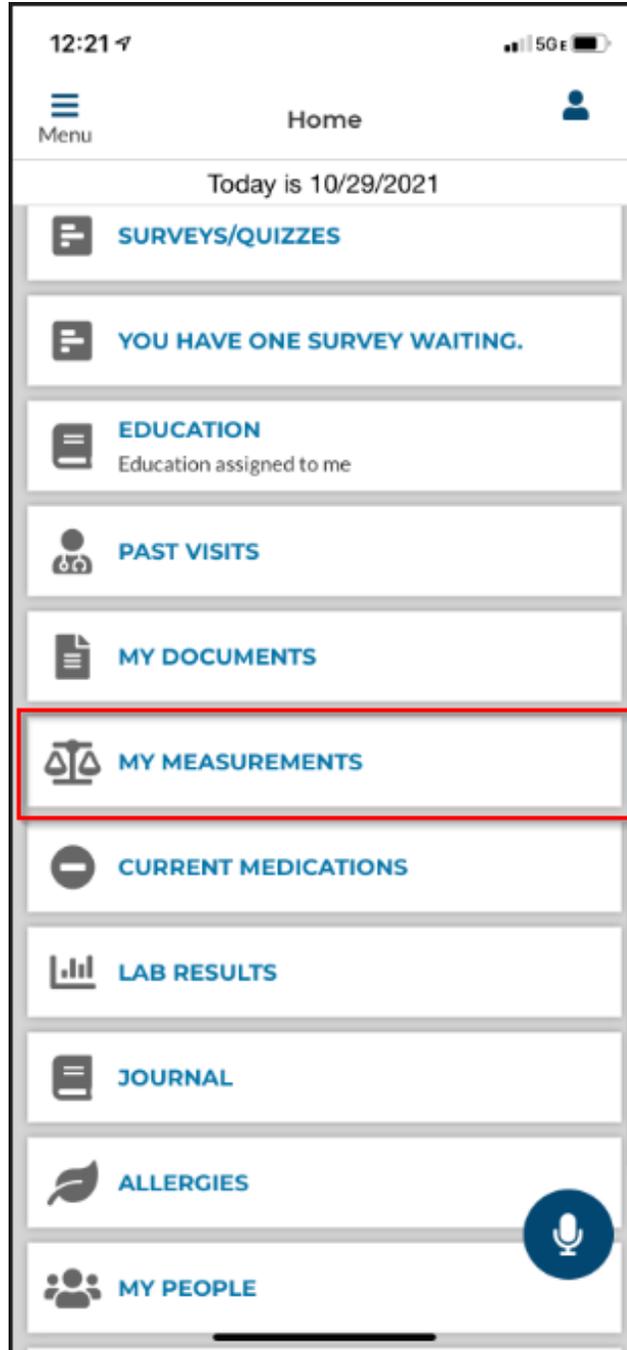


3. Patient vitals will be found here. The following fields have been auto filled from the Electronic Health Record System.

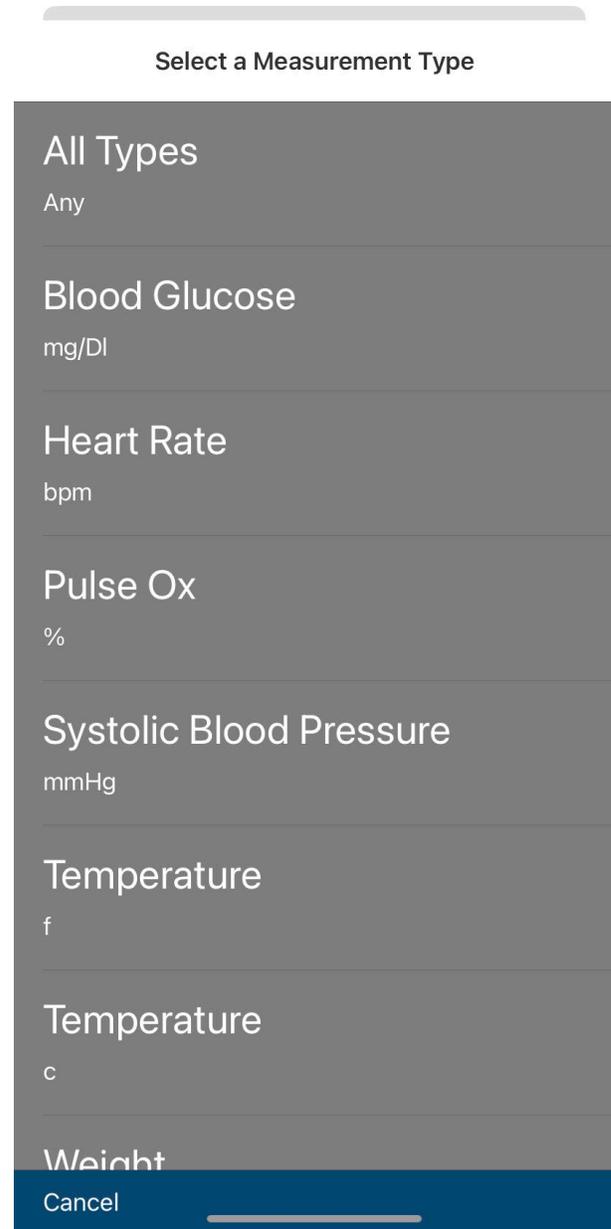
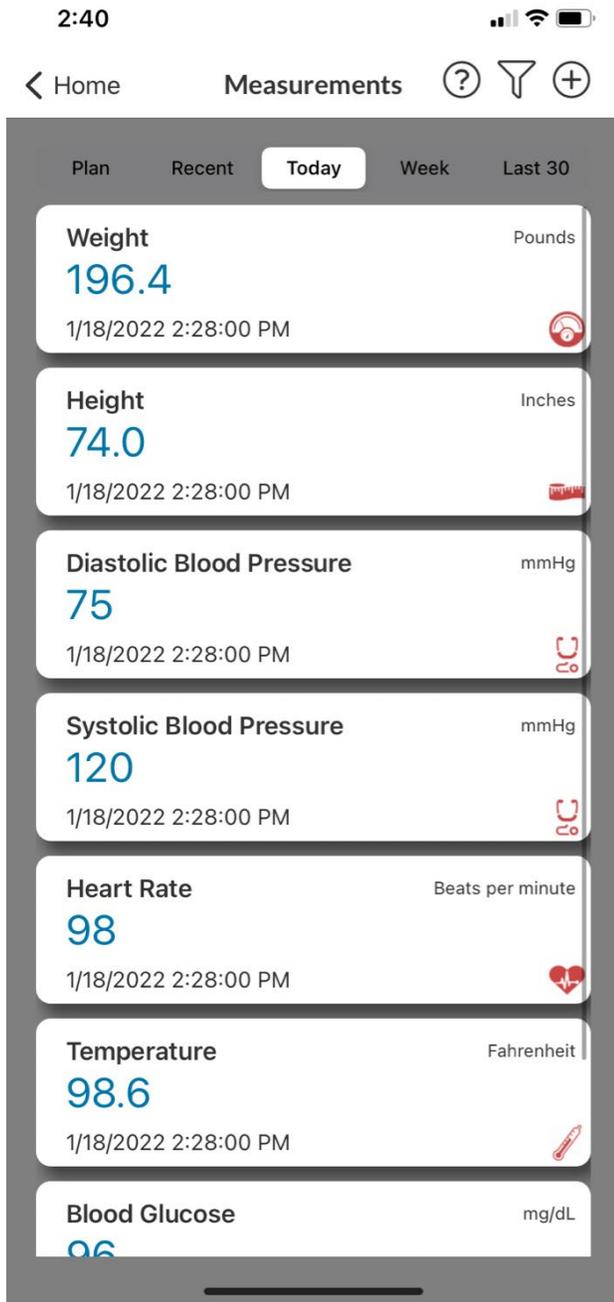


**myHP 2.0 Patient Portal (Mobile)**

1. Patient logs into mobile myHealthPointe 2.0 application.
2. Vital measurement readings can be found in the “My Measurements” tile.



3. Opening the Measurements page will show a list of options.



- Click the Funnel Filter to bring up the list of measurement types to filter out.

## myHealthPointe Access

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### **Access for Minors and/or their Parent/Guardian**

Monterey County does not allow minors under the age of 12 to create accounts to the member portal. Minor's must be at least 12 years old to establish a connection to portal. If Monterey County is made aware of a minor under age 12 accessing and using the portal, the user access will be deactivated immediately without notice. For minors who are eleven (11) years of age or younger, the parent/guardian/authorized representative have the authority over the minor's portal account. However, when the minor turns 12, the minor is in control of their health information and will need to provide authorization to their parent/guardian to obtain and/or continue to have access to their account. Parents/guardians who have access to the minor's account will be deactivated and lose access immediately on the minor's 12<sup>th</sup> birthday.