

## **myHealthPointe (myHP) Frequently Asked Questions**

### **General**

- 1. Will progress notes be available on the myHP portal?**
  - a. Yes, all progress notes that were marked release to myHP will be available on the myHP portal.
  
- 2. Will progress notes from our contract providers be available on the myHP portal as well, for example Interim, Community Human Services, Sun Street Centers?**
  - a. All notes that were marked release to myHP will be available on the myHP portal.
  
- 3. How far back will progress notes be visible on the myHP portal?**
  - a. Any progress note finalized on 10/1/2024 moving forward will be visible to the member on the myHP portal regardless of when the member obtained access to the portal. Any progress notes prior to 10/1/2024 will need to be obtained through the QI Office.
  
- 4. How would providers know when a member has requested access to their records of the myHP?**
  - a. Providers will not be informed of this.
  
- 5. What does CCD stand for?**
  - a. Continuity of Care Document.
  
- 6. What can the member view in the CCD?**
  - a. This specific view on the myHP portal is where the member can view their demographic information, diagnosis, medication list, and progress note details among other information.
  
- 7. Problem list and diagnosis may look different depending on the episode/program. What if the member gets confused or upset due to different diagnosis or problem list items? Do providers need to communicate to have the same diagnosis?**
  - a. Coordination among providers should always be occurring throughout the course of treatment for the member. The treatment team could explain the diagnosis and problem list to the members as best they can. If the member is in disagreement with a diagnosis and/or problems list and wish to request an amendment, the member may submit the Request to Amend Protected Health Information form or directed to the public facing website to obtain the fillable form: [myHealthPointe | County of Monterey, CA](#).
  
- 8. If there are discrepancies in a progress note and the member wants to amend any of the content in myHP, how would the member go about requesting this?**
  - a. The member should be provided with the Request to Amend Protected Health Information form or directed to the public facing website to obtain the fillable form: [myHealthPointe | County of Monterey, CA](#). The Policy 115 Amendment of Protected Health Information (PHI) can be found in the QI website.

**9. What progress notes can be marked as restricted?**

- a. Notes may be restricted for the following reasons, and it is to the discretion of the provider if the threshold is met:
- Progress notes documenting fulfillment of a mandated reporting obligation (e.g., suspected child abuse or elder abuse reporting) as disclosure of this information may reasonably endanger the reporting provider.
  - Progress notes containing information that might reasonably endanger the life or physical safety of the person in care or another person.
  - For minors, progress notes containing information that would have a detrimental effect on the provider's professional relationship with the minor.

**10. What if a provider marked a progress note as restricted disclosure and the member notices that a note is missing on their myHP, how would a restricted progress note show on the portal?**

- a. Progress notes marked restricted disclosure will not appear on the myHP.

**11. Can members view progress notes in draft?**

- a. No, only progress notes marked as final will be sent to the portal.

**12. What if a progress note is written to the wrong member?**

- a. If a provider discovers that they entered the wrong progress note in a member's chart, the provider must proceed with submitting an Error Report in Avatar. The incorrect progress note cannot be deleted from the member portal, but QI is working with Netsmart on this.

**13. What if a member has a security breach, another person gets ahold of their smart phone or computer and accessed confidential information. Would we refer them to QI?**

- a. Yes, you may refer the member to QI. However, members will be responsible for keeping their log-in and password information secure and may set-up biometric authentication. Additionally, members are offered the Terms and Conditions of Use and Privacy and Security Notice to better understand all aspects of the portal.

Minors and Authorized Representative

**14. Do parents/guardians have access to the minors myHP?**

- a. Parents/guardians have authority of the health information of minors under 12 years old may request access to myHP without needing an authorization for disclosure. For minors 12 years and older, the minor would then need to complete the authorization for disclosure to allow the parent to have access to their myHP.

**15. Will minors have access to myHP? Do minors need permission from their parents/guardian to access myHP?**

- a. Any minor 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.

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

- a. 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.

**17. If a member is conserved, what type of access will they have to myHP? What about members in foster care or in a group home?**

- a. The individual who holds legal medical rights of the member will continue to have authority over the health information and will have the same access as a member would. This also applies to members who are in foster care and group homes.

**18. What happens if the member has the mental capacity of 8 years of age, but is over 21 years of age?**

- a. Authority over the myHP would fall on the legal representative of the member.

Technical Functions

**19. What documents can be/should be uploaded into the portal by the member?**

- a. Any document may be uploaded to the portal however the documents do not get transferred into Avatar. QI is working on making this feature a future enhancement.

**20. Can the portal be leveraged to sign consents and authorization?**

- a. Not at this time but we are looking into making this a future enhancement.

**21. What happens if the chart is blocked in Avatar, will that effect access to myHP?**

- a. No, this will not have any impact on the member being able to view their health information on the myHP portal.

**22. Can multiple parents/guardian or legal representative have access to the members portal?**

- a. Only one email is tied to the myHP account however the account log in and password can be shared among individuals who have the authority of the health record.

**23. If members are setting up their myHP account at home, is there a verification process?**

- a. Yes, there will be a verification process and QI will be managing this. QI is in the process of creating a workflow for members requesting access and a workflow for MCBH on the validation steps.

**24. How can we support member is printing directly from their myHP portal?**

- a. If the member is using a computer at home, they will have the ability to print using a printer. If a member is using a mobile and wants to print, they may be able to connect to a wireless printer. If member is wanting a printed record, providers may redirect them to QI to request a copy.

Member Resources

**25. Will there be videos on how to use the platform?**

- a. QI is currently working on user guides and learning videos for members.

**26. Will clinics have devices available to assist a member in creating an account?**

- a. Devices will not be provided to clinics at this time. The member will need to use their own mobile or computer to create an account.

**27. How will this be promoted for members?**

- a. QI will be sharing flyers to member via snail mail and public facing website: [myHealthPointe | County of Monterey, CA](#). Flyers will also be posted at the different clinics.

**28. Can providers also upload the portal to county phones?**

- a. No, myHP is only for members.

**29. Will access to the portal be available after a chart has closed?**

- a. Yes, myHP is available to currently open members and members who have been discharged from Avatar, regardless of when they were discharged.

**30. Will there be informational resources for member and providers on the steps to accessing their myHP account?**

- a. Yes, QI is working on resources to share with providers and members.

**31. Is there a Spanish language option? Will the portal be in different languages besides English and Spanish?**

- a. Yes, the myHP portal widgets and headings are translated in Spanish. Other languages may become available in the future. However, the narrative of the progress note is not translated. If a member is asking for their records in Spanish or any other language, please redirected them to QI.

**32. Will there be training on the portal and how to help the members?**

- a. Yes, QI is creating resources and training videos that will be available to members and providers.