



## Frequently Asked Questions

### **What is the MyHealthEP Patient Portal?**

MyHealthEP is the Patient Portal for both University Medical Center of El Paso, Neighborhood Health Centers, and El Paso Children's Hospital. It is a convenient and secure health management tool you can use anywhere you have access to the Internet 24 hours-a-day, 7 days-a-week. Through the Portal, you can view your:

- health care record;
- laboratory results;
- allergies;
- immunizations;
- medications;
- procedures;
- health and medical history;
- Continuity of Care Document (CCD);
- Transition of Care Document (TOC);
- discharge summary;
- visit summary;
- consultation notes;
- history and physical reports;
- office and clinic notes;
- procedure notes; and
- progress notes.

### **Is my health information protected?**

Yes, MyHealthEP Patient Portal is a secure mechanism for you to access your medical record online. No one has access to your Portal unless you authorize it.

### **How old do you have to be to participate in the MyHealthEP Portal?**

Any person who has had a health care visit with the University Medical Center of El Paso, Neighborhood Health Centers, and/or El Paso Children's Hospital can request access to the Portal. However, you must be 13 years old or older to manage your own Portal account.

### **How do I sign up for MyHealthEP Patient Portal?**

You can enroll in the MyHealthEP while visiting University Medical Center of El Paso, Neighborhood Health Centers, and/or El Paso Children's Hospital for an appointment. Speak with a member of the Registration Staff to start the enrollment process. Enrolling in MyHealthEP will take less than five minutes. They will verify your identity, ask for your email address, help you to select a security question, and will send you an email invitation. Alternatively, you can create an account online to gain access to Patient Portal by using our Self-Enrollment webpage at [tinyurl.com/MyHealthEP](http://tinyurl.com/MyHealthEP).

### **What does the MyHealthEP Patient Portal email invitation provide?**

Once you receive your email invitation, click the link to accept the invitation and then follow the simple instructions to create your Portal account.

**I didn't receive my MyHealthEP Patient Portal invitation.**

Please check the spam or junk mail folders in your email account. You may also call the Patient Portal Technical number 24/7 at (877) 621-8014 and pressing 1 for assistance with Patient Portal enrollment or registration. You may also re-visit our registration or HIM personnel to receive another invitation.

**Is there a Self-Enrollment webpage where I can create a MyHealthEP Patient Portal account online?**

Yes. Go to [tinyurl.com/MyHealthEP](http://tinyurl.com/MyHealthEP) or scan the QR code below to create your account.

**Are there prerequisites to creating a MyHealthEP Patient Portal account online?**

Yes. To access your patient portal using Self-Enrollment, you must:

- enter your name as it exists on the driver's license or other government-issued identification you use during appointments;
- have a visit to University Medical Center of El Paso, Neighborhood Health Centers, and/or El Paso Children's Hospital; and
- not have previously enrolled in the Patient Portal.

**I received my MyHealthEP Patient Portal invitation but I cannot remember my answer to my security question.**

Please call our Patient Portal Technical number 24/7 at (877) 621-8014 and Press 1 for assistance with patient portal enrollment or registration. If Patient Portal Technical personnel are not able to assist you, then please visit your hospital or clinic and ask the Registration or HIM staff to help you select a new Challenge Question and Answer and to resend you a new Portal invitation.

**I am experiencing technical issues with my MyHealthEP Patient Portal.**

If you are experiencing trouble creating your account, logging in to your MyHealthEP Patient Portal account, or are experiencing other technical issues, please call our Patient Portal Technical number (877) 621-8014. Support is available in English 24 hours-a-day, 7 days-a-week; and in Spanish Monday to Friday, 8:00 am to 4:00 pm Mountain Time.

- For assistance with Patient Portal enrollment or registration, Press 1.
- For assistance with password reset, Press 2.
- For all other technical inquiries, Press 3.

**How can I access the MyHealthEP Patient Portal once I have completed the setup process?**

For future visits to the MyHealthEP Patient Portal after you have completed the setup process, log in at <http://myhealthep.org> or download the "HealtheLife" Cerner Corporation mobile app for free from Apple iOS from the App Store or for Google Android from Google Play.

**I forgot my password.**

You can use the "Forgot password?" link to retrieve a code to reset your password, or you may call our Patient Portal Technical number 24/7 at (877) 621-8014 and Press 2 for assistance with password reset.

**Are there any other benefits of using the MyHealthEP Patient Portal?**

In addition to allowing you to view your electronic health record from University Medical Center of El Paso, Neighborhood Health Centers, and/or El Paso Children's Hospital, the Patient Portal provides you with the ability to view online, download, and transmit your health information, and to view the clinical summary for each visit.

**Can I enroll my spouse, child, or another family member in MyHealthEP?**

Parents and legal guardians of minors age 18 and younger can request access to their child's account. This process may differ between University Medical Center of El Paso and El Paso Children's Hospital, according to the policies and procedures each hospital follows. If either hospital grants you proxy access to a minor's MyHealthEP account, this access will be revoked when the minor turns 18, unless legal documentation is provided to support your request for continued access. You cannot request access to another adult's medical information unless you present legal documents to support your request for access.

**Can I access the MyHealthEP Patient Portal on all my electronic devices?**

Yes. MyHealthEP Patient Portal is mobile optimized so you can easily navigate on all of your devices.

**Is there a mobile applications version of MyHealthEP Patient Portal?**

Yes. Download the "HealthLife" Cerner Corporation mobile app for Free for Apple iOS from the App Store or for Google Android from Google Play.

**Will I be notified if my session is going to time out?**

Yes. A time-out notification that will notify you after 20 minutes of inactivity. Note that there is no "save" feature with the time-out notification.

**Can my spouse and I use the same email address to request our invitations?**

Yes. You can use the same email address for your MyHealthEP Patient Portal invitations, but you will each need to create a separate account.

**Can I give my adult child access to my portal?**

Yes. An adult patient may designate another individual to have proxy access to their MyHealthEP Patient Portal account.

**Can I see my child's medical information?**

Not always. Under Federal law, a child, in certain limited circumstances, may request that portions of their medical record be held confidential. Upon determination that all legal requirements are met, the hospital will honor requests to limit a parent's or legally authorized representative's access their child's medical record.

**What lab results will be viewable in MyHealthEP?**

Most common lab test results will be viewable via the MyHealthEP Patient Portal, including, but not limited to, laboratory, COVID test, radiology, microbiology, and pathology results (Coming Soon). Some sensitive results are not currently available in the MyHealthEP Patient Portal. These include, but are not limited to, STD screenings, and HIV, pathology, radiology, microbiology, some cancer marker, drugs and alcohol, and pregnancy-related results.

**When will I see my lab results?**

- Lab results will be delivered into MyHealthEP as soon as available.
- Radiology results are delayed 96 hours before they are delivered into MyHealthEP.
- Microbiology results will be delivered into MyHealthEP as soon as available.
- Pathology results are delayed 96 hours before they are delivered into MyHealthEP (Coming Soon).
- COVID results will be delivered into MyHealthEP as soon as available.

**Will I be able to see information from my visit last year?**

Yes. You will be able to view information from a previous year. This applies for most of the MyHealthEP Patient Portal's sections.

**Can I enter my own information into my electronic record?**

No. MyHealthEP is currently for viewing only.

**How can I obtain a copy of my entire medical record?**

Please call the appropriate medical records department.

- University Medical Center of El Paso:

Hours: 8 am – 5 pm Monday – Friday (Mountain Time)

Phone: (915) 521-7690. Press option 2 for release of Information. Press option 3 for Medical Records Reception.

- At El Paso Children's Hospital:

Hours: 8 am – 5 pm Monday – Friday (Mountain Time)

Phone: (915) 242-8575

**Who should I call if I have questions about information in my medical record (e.g. a lab result)?**

For questions about information in your medical record, contact and/or schedule an appointment with your medical care provider.

**Can I ask questions regarding a family member's health using my MyHealthEP Patient Portal?**

No. Your MyHealthEP account is specific to your health care and is tied only to your medical record.

**Does the MyHealthEP Patient Portal work with different type browsers?**

The Patient Portal has been designed to work on these browsers:

- Apple Safari and Apple Mobile Safari;
- Google Chrome;
- Microsoft Edge; and
- Mozilla Firefox.