



## QUESTIONS AND ANSWERS FOR THE TRANSITION TO **MYHEALTH** ON SITE<sup>SM</sup>

1. What does this transition mean to you?

Providers and medical staff will stay the same. Services will stay the same. Hours will remain the same. However, there will be a NEW Patient Portal and online scheduler ([www.myhealthonsite.com/patient-access](http://www.myhealthonsite.com/patient-access)), and a NEW 24-hour call center number for questions and to schedule an appointment over the phone: 1-888-644-1448.

2. What if you have not received the registration email?

First check your Spam or Junk folder. If the email is not there, please call 1-888-644-1448 to update or add a unique email address.

3. Is there a new check-in process when arriving for an appointment?

Yes. In lieu of signing your name, you will be asked to sign in using an iPad at the front desk. On your first visit, you will need to complete a health questionnaire on the iPad, or you can complete it ahead of time through the portal.

4. Will I be able to view my previous lab work under the new My Health Onsite patient portal?

Yes, historical lab values will be accessible.

5. What if I have an adult dependent (18+) who did not receive the registration email?

They must have a unique email address (cannot use the parent's email). They would need to call the 24-hour call center at 1-888-644-1448 and provide a unique email address.

6. What is a proxy form, and why is it needed?

A proxy is when you allow a spouse, parent, or guardian access to another family member's medical records. This form gives permission to have someone else access your patient portal. It can be between spouses, adult dependents, guardians, or parents and minors between the ages of 13 – 17.

7. Why am I being required to submit a Proxy form for my child that is 13 – 17 years of age?

By law, patients 13 – 17 years old can choose to permit whether their parents or guardians are authorized to access portions of their health care information specially protected under various laws and guidelines; this includes reproductive, STD, mental health and substance abuse information.

8. Where can I obtain the Proxy Authorization form?

The Proxy Authorization form is available at the Employee Health Centers. It is also available under Forms on Connect at Work, as well as the Risk Management and Wellness at Work website and the My Health Onsite website: [www.myhealthonsite.com/patient-access](http://www.myhealthonsite.com/patient-access).