A Guide to CHN’s Patient Portal

What is the patient portal?

The patient portal is an online tool where you can see your entire medical record and communicate with CHN staff.

How can I access the patient portal?

You can access it on your smartphone or online using your computer or laptop.

To access the portal on your smartphone:

1. Sign up at our front desk.
2. Download the Healow app from the Apple or Google Play store.
3. Click get started.
4. Enter practice code: DIJDAA. Then click login.
5. Enter your username and password.
   - Your username is the email address you gave us when signing up for the portal.
   - Your were given a password when signing up for the portal. You can reset it if you forgot this information.
6. Start using the portal!

To access the portal on your computer or laptop:

1. Go to chnnyc.org. In the top right corner, click portal. You can also find a link to the portal login page in the welcome email you receive.
2. Enter the username and password. If you forgot your username/password, click forgot username or password? to reset.
3. Start using the portal!
What can I do in the patient portal?

There are many features you can use in the patient portal to get involved in your care and access your health information. On the patient portal, you can:

- View your medications and request refills
- View your lab results
- View documents sent by your provider
- View your referrals and request referrals
- View your medical records
- View your referrals and request referrals
- View your medical records
- View your referrals and request referrals
- View your medical records

You can also:
- Receive/send messages to your provider
- View previous and upcoming appointments
- Request appointments
- View patient education
- See your visit notes
- And more!

How can I view and request appointments?

On the left hand side of the main page, go to the appointments tab. Here, you can:

- View your upcoming visits.
- Request a new visit.
- View your past visits.

Page 2 of 4
How do I view and send messages/requests to my provider?

On the left hand side of the main page, go to the **messages** tab. Here, you can:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbox</td>
<td>View and send messages to your provider.</td>
</tr>
<tr>
<td>Refill Requests</td>
<td>Ask for <strong>refills</strong> on your prescriptions.</td>
</tr>
<tr>
<td>Lab Request</td>
<td>Send <strong>new lab requests</strong>.</td>
</tr>
<tr>
<td>Referral Request</td>
<td>Send <strong>referral requests</strong>.</td>
</tr>
<tr>
<td>Ask CHN a question</td>
<td>Ask <strong>non-urgent questions</strong>.</td>
</tr>
<tr>
<td>Immunization Form...</td>
<td>Request <strong>immunization (vaccine) forms</strong> that you may need for school or work.</td>
</tr>
</tbody>
</table>

How can I access my medical records?

On the left hand side of the main page, go to the **medical records** tab. Here, you can:

<table>
<thead>
<tr>
<th>Tab</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Complete Health...</td>
<td>Search and view your <strong>personal health record</strong>.</td>
</tr>
<tr>
<td>Visit Summary</td>
<td>Review your <strong>visit summaries and view notes</strong>.</td>
</tr>
<tr>
<td>Current Medications</td>
<td>See your <strong>current medications</strong>.</td>
</tr>
<tr>
<td>Dental Treatment Plan</td>
<td>View your <strong>dental treatment plan</strong>.</td>
</tr>
<tr>
<td>Referrals</td>
<td>View and request <strong>referrals</strong>.</td>
</tr>
<tr>
<td>Lab / Diagnostic R...</td>
<td>Access your <strong>dental treatment plan</strong>, if applicable.</td>
</tr>
<tr>
<td>Immunization History</td>
<td>See what <strong>vaccines</strong> you’ve received.</td>
</tr>
<tr>
<td>Growth Chart</td>
<td>View your child’s <strong>growth chart</strong>, if applicable.</td>
</tr>
<tr>
<td>Documents</td>
<td>View any <strong>documents</strong> your provider sends you.</td>
</tr>
<tr>
<td>OB</td>
<td>View <strong>OB/GYN care</strong> information, if applicable.</td>
</tr>
</tbody>
</table>
How do I find my contact information?

On the left hand side of the main page, go to the my account tab. Here, you can:

- Update your contact information.
- Change your pharmacy.
- Reset your password.

How can I find forms and educational handouts that my provider sends me?

On the main page of the portal, there is a documents section. This is where you can find forms (such as back-to-work forms) and educational handouts that your provider sends you.

The education tab is another place you can find educational handouts from your provider.

Is my information kept private on the patient portal?

Yes. Your health information on the patient portal is kept private and secure. Do not share your username or password with anyone.

Who can I contact if I need help with the patient portal?

If you have questions about the patient portal, call us at 866.246.8259