

TRAVERSE HEALTH CLINIC PATIENT PORTAL TIPS

Activation:

- We are excited that you have activated your Patient Portal! See below for some helpful tips.

UserName:

- Your UserName is **case sensitive**. It is likely your **FirstnameLastnameYYYY** (year of birth). For example, if your name were Jane Smith and you were born in 1974, it would be JaneSmith1974.

Login:

- Be sure to **login to the patient portal & change your password** as soon as you receive the **Welcome Message** email.
- You **MUST** login once with the password we gave you, then you will be asked to change it. Passwords should contain letter **AND** numbers to protect your privacy.
- If you do NOT receive an email from Traverse Health Clinic in the next 24 hours, please check your spam folder; then call the office so that we can verify your email address is correct.

Password:

- Your first Password is randomly generated and temporary. **It is ONLY printed on the initial printout**, so be sure to put it in a safe place. You will not be able to log into the portal for the first time without it. No one at the clinic can read your password after handing you this paper, so your account will remain secure.
- If you forget your password after you changed it from the one randomly generated for your first login, it can be reset from the Portal website, so be sure to setup your secret question the first time you login.

Privacy:

- Your health information is fully protected and coded to be 100% secure in meeting all regulatory requirements. It is your responsibility to safeguard any health information that you choose to print!
- Be aware that web messages do become part of your permanent medical record.
- It is up to you to keep your password a secret and protect your account.
- Be sure to sign out of the website when you are done so that your health information stays private. Logging out when you are done will also prevent future login errors.
- To protect their privacy, we are not currently Web Enabling any minors under the age of 18.

Results:

- We can only share results to testing that was ordered by Traverse Health Clinic, so please contact your other provider or use their portal to access those results.

Messaging:

- **NO URGENT MESSAGES OR EMERGENCIES SHOULD BE SENT THROUGH THE PORTAL.**
- **We require 3-5 business days for medication refills.** check with your pharmacy for pickup time.
- Please use web messaging for brief questions or communications only, such as requesting an appointment or a medication refill.
- The Portal should not be used as a substitute for coming in for an appointment, diagnosis or treatment of medical or mental health symptoms.
- No abusive language will be tolerated. If you use the Patient Portal inappropriately, we may disable your account.

Mobile App:

- Check out this link to download the Healow Mobile App & conveniently access your health information right from your tablet or phone: <https://www.healow.com/apps/jsp/webview/index.jsp>