

## Patient Portal Frequently Asked Questions

Login Issues and Password Reset Assistance .....	2
What is the Patient Portal? .....	2
What can I do on the Patient Portal? .....	2
What information can I view in the Patient Portal? .....	3
When can I see my Lab/Imaging results? .....	3
Will I be notified when new information is available to view? .....	3
How do I update my address, phone, and/or email? .....	3
How do I sign up for the Patient Portal? .....	3
How do I select my primary reading language for the portal? .....	3
How do I access my minor's (age 0-17 years) medical information? .....	4
How do I access another adult's (age 18 and older) medical information? .....	4
Scheduling Appointments Online.....	4
Canceling and Rescheduling Appointments .....	4
How to correct inaccurate information.....	5
Sharing email addresses .....	5
How do I deactivate my account? .....	5
Can I view the Patient Portal on my mobile device? .....	5
Minimum Technical Requirements .....	5

## **Login Issues and Password Reset Assistance**

You may call our Patient Services Team at 603-821-7788 if you forgot your password and/or username.

If you forgot your password, you can [CLICK HERE](#), select Forgot password, type in your portal username (email), type in the anti-spam code, and select 'Continue.' Next, you will be prompted to enter the answer to the security question you set up upon your initial portal log in. Select 'Continue,' and you will receive a temporary password to the email address used as your portal username. Use this temporary password to log in, and create a new password.

You will get locked out of the portal after five unsuccessful login attempts. When this happens, our Patient Services team will be able to assist you during normal business hours Monday through Friday from 8am-5pm. If you get locked out after 5pm during our last business day before the weekend, our Patient Services team will assist you during our next open business day.

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

The Patient Portal is a way to access your medical record at Harbor Care and engage you better in your health care. You can access portions of your electronic medical record with a web browser or through Apple, Android, or other smart phone device via the web-based version only.

The Patient Portal is the primary mode of communication between you and your providers related to test results, prescription refill requests (coming soon), appointment scheduling, messaging Harbor Care providers and staff, keeping track of important healthcare issues, and reviewing other important aspects of your health.

The Patient Portal is used across different programs at Harbor Care to share information with our patients.

The following affiliate sites share the Patient Portal:

The Cynthia Day Family Center at Keystone Hall  
Harbor Care Health and Wellness Center

## **What can I do on the Patient Portal?**

- **Message Your Provider, Medical Records, or the Patient Services / Scheduling Team**  
Click the "Messages" tab on the left side of the page or click the "Home" tab then "Send a New Message" under the "Messages" section. Next, read the instructions at the top of the page, then select "New Message".
- **Request a Prescription Refill (COMING SOON)**  
Requesting a prescription refill is a feature that is coming soon, but not currently available. If you need a medication refill, call your pharmacy directly.
- **Receive/Download/Print Chart Documents and Clinical Visit Summaries**  
Click the "Documents" tab on the left side of the page, sort the document type by Document Type or date range you want to view, then select "Go." Once you find the chart document you want to download or print, select the blue eye icon for that document, then select "Click Here" to view the chart document. The document will open as a PDF document. You can view it and print it.
- **Request Medical Records**  
Select the "Messages" tab to the left, choose "Medical Records" from the "To" dropdown selection. You will still be required to fill out a Release of Information Form, but messaging our Medical Records team provides you another option to begin this request.

- **View/Print Immunization Records**

Choose “Medical” tab, then select “Click Here” under the “Immunizations” section and a document of your immunization history will open. You can view it and print it.

- **View/Print Test Results**

Click the “Medical” tab to the left, then select “Click Here” under Clinical Information, and then “Diagnostic Results”. You can also click the “Documents” tab to the left, select the Document Type name you are looking to view or print, then select “Go”. Once you find the test result, click the blue eye icon for that document, then select “Click Here” to view the chart document.

\*Harbor Care shares test results to the patient portal immediately when they are result. Pathology results are posted immediately after the result is final.

\*We publish test results ordered by Harbor Care providers that are processed outside of our organization for your convenience.

### **What information can I view in the Patient Portal?**

You can view upcoming and past appointments, your active medication list, health history, visit notes, lab results, and imaging reports. Eventually, billing information will be viewable. Notes describing your sessions with your therapist will not be viewable. For parents/legal guardians of minors, some chart information may be excluded in accordance with New Hampshire State Law. See “How do I get access for my minor child” question below.

### **When can I see my Lab/Imaging results?**

We share all lab test and imaging results with you as they become available through the patient portal. Pathology results are posted immediately after the result is final. Please be assured that your provider looks at every test result and a member of the clinical team will contact you if any follow up is needed. If you have any questions about test result, do not hesitate to reach out to your provider.

### **Will I be notified when new information is available to view?**

To reduce the number of notifications you receive via email, we will not send email notifications when new test/imaging results are available. We also do not send notifications when new notes are signed by your provider.

### **How do I update my address, phone, and/or email?**

Click the "Profile" tab to the left and select the pencil in each section (Demographic, Patient Contacts) to update that information. Select “Update” to save any changes, then select “Close”. Only certain pieces of your information can be updated. The change(s) requested will alert Harbor Care staff, and you will be notified if your request is Approved or Denied via a portal message. For insurance information changes, please call 603-821-7788 for assistance.

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

You must be an active patient at Harbor Care. Ages 0 - 11 years will be set up under a family account. Ages 12 - 17 may be set up under a family and/or individual account. Harbor Care Staff can send you an email invitation to sign up. The email address provided will be used as your username for the portal, and the email that you will receive patient portal message alerts to.

You can also submit a log in request online by clicking [HERE](#). Please call us at 603-821-7788 for portal sign up assistance or other questions.

### **How do I select my primary reading language for the portal?**

Open the login page for the patient portal. In the top right corner, select your primary reading language from the dropdown list. Google translate is used for foreign language translation for portal content only. Of note, chart documents made available to view in the portal will only be readable in English.

**How do I access my minor's (age 0-17 years) medical information?**

All Proxy access is completed in person at the clinic. A parent/legal guardian will need to have a Harbor Care Patient Portal account to access their minor's medical information. For parents of a minor, their information will remain available through age 17.

For legal guardians of a minor, the [Proxy Access Form in English](#), [Proxy Access Form in Spanish](#), or [Proxy Access Form in Portuguese](#) needs to be signed and submitted with appropriate legal documentation before access is given. Once a minor turns age 18, their medical information will be severed automatically from the Family account. Ninety days (90) before this information is severed, the parent/legal guardian will be informed.

\*Teens 12 – 17 years are able to have access to their own individual patient portal accounts if they desire. If a teen requests their Substance Use and/or Sexual Health information be hidden, they will sign an acknowledgement form stating Harbor Care cannot guarantee privacy of this information in the patient portal from parents/guardians, but that all possible efforts will be taken to hide this information.

Please call us at 603-821-7788 with Proxy Access Form or portal questions.

**How do I access another adult's (age 18 and older) medical information?****Adult with Legal Guardian(s)**

Court appointed legal guardian(s) may request proxy access to another individual's patient portal account. A legal guardian will need to have a Harbor Care Patient Portal account to access the other adult's medical information. The [Proxy Access Form in English](#), [Proxy Access Form in Spanish](#), or [Proxy Access Form in Portuguese](#) needs to be completed, signed, and submitted with appropriate legal documentation before access is given. Legal guardians are responsible to inform Harbor Care immediately of any changes in guardianship status.

**Other Adult Patient with no Legal Guardian(s)**

Other Adult Patients may grant another individual(s) access to their patient portal under their own discretion. To obtain access, a Proxy Access Form needs to be signed and completed. The Other Adult patient is responsible to inform Harbor Care staff immediately to terminate access of the other adult identified on the Proxy Access form to their information if desired.

**Scheduling Appointments Online**

\*If you are experiencing a medical emergency, please dial 911. Online scheduling is only to be used for non-emergent in-person visits.

Click the "Appointments" tab. Read the instructions, and select reason for visit, no preference for facility, provider, appointment type, and date you want to be seen, then select the "Search" button. Select an appointment date and time that works for you, and select submit and continue. Fill in the additional required information, then select submit.

These directions are only to submit an appointment request. A Harbor Care staff member will need to approve your appointment request. When approved, you will receive an email notifying you to click "Confirm Now". This will confirm your scheduled appointment.

**Canceling and Rescheduling Appointments**

Click the "Appointments" tab, then select "View Appointment History." Find the appointment from the list you need to cancel or reschedule. Select "Cancel" to the right of that appointment. If you want to reschedule the appointment, select reschedule appointment, then submit. You will be brought back to the Appointment Request window. Your provider's office will receive notification of your cancellation.

\*You will not see the option to cancel appointments that are within 2 hours of that scheduled appointment. For appointments less than 2 hours before your scheduled appointment time, please call Patient Services/Scheduling team at 603-821-7788.

#### **How to correct inaccurate information**

The information on the patient portal comes directly from entries made inside your Harbor Care medical record. If you see something that is incorrect, please send a message to your provider's office reporting the inaccuracy and ask them to correct it. To send a message, click "Messages" tab to the left once you log into the patient portal, then select "New Message to Patient Service, Medical Records, or Your Provider". You also have the option to update or request information to be removed by selecting the pencil icon for that section you are viewing.

You can always call 603-821-7788 to request inaccurate information be updated.

#### **Sharing email addresses**

Because your email can be used as a username for your patient portal account and you will receive email notifications related to your personal healthcare, you cannot use the same email address to sign up multiple family members. Although no private medical information is contained within the email notification, you may not want others to know. **It is your responsibility to manage who has access to your personal email address.**

#### **How do I deactivate my account?**

To deactivate your patient portal account, please call Patient Services at Harbor Care at 603-821-7788.

#### **Can I view the Patient Portal on my mobile device?**

Currently, the Patient Portal Mobile app is not available for accessing your Harbor Care medical information. You can still use the web-based version of the patient portal by opening the portal in any web browser on your computer, Android or Apple device.

#### **Minimum Technical Requirements**

You need access to the internet, a computer, or a smart phone device. You need access to a web-browser: Microsoft Edge (Chromium), Mozilla Firefox, Safari on Mac/Windows, or Google Chrome. Google Chrome is recommended as it performs the best, but all of these web-browsers will work. The patient portal does not support Internet Explorer (IE).

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