



## Frequently Asked Questions

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

MyHealthEP is the Patient Portal for both University Medical Center of El Paso 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 Issues History
- Continuity of Care Document (CCD)
- Transition of Care Document

### **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 Portal?**

Any person who has had a health care visit with the University Medical Center of El Paso and/or El Paso Children's Hospital can request access to the Portal. However, you must be 13 years old to manage your own Portal account. Parents may request access to the health record of their minors under the age of 13 (or 18 in some circumstances).

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

You can enroll in the MyHealthEP while visiting University Medical Center of El Paso and 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 PIN or a security question, and will send you an email invitation...

### **What does the 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.

### **What if I didn't receive my email invite?**

Please check the spam or junk mail folders in your email account. Otherwise, please re-visit our registration or HIM personnel to receive another invitation.

### **I received the Patient Portal invitation through my email but I am not able to open the link.**

If you are experiencing trouble creating your account, logging in to your MyHealthEP Patient Portal account or are experiencing other technical issues, please call (877) 621 8014. Support is available in English 24 hours-a-day, 7 days-a-week and in Spanish Monday to Friday, 9:00AM to 5:00PM Central Standard Time.

### **I received my invitation but cannot remember my PIN number or my answer to the security.**

Please visit your hospital and ask the Registration or HIM staff to help you select a new pin number and resend you a new Portal invitation.

### **How can I access the portal once I have completed the invitation/account setup process?**

- For future visits to the MyHealthEP Patient Portal AFTER you have completed the setup process, you can log in via the "<http://myhealthep.org>" link.
- Remember, use this link only after you have received a Portal invitation and have completed the sign-up process.

### **I forgot my password - what should I do?**

You can use the "Forgot your Password" link to retrieve your password, or you may call the 24/7 Technical Support team at (877) 621 8014.

### **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 and/or El Paso Children's Hospital, the Patient Portal provides you:

- The ability to view online, download, and transmit your health information, and
- View the clinical summary for each visit.

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

Parents/legal guardians of children under 13 (or 18 in some circumstances) years of age can enroll for access to their child's account. Access will be automatically revoked when that child turns 13 years old in compliance with privacy regulations. You may enroll for access to your child's medical information at your next appointment. This process may differ between UMC and EPCH according to the policies and procedures each hospital follows. If the hospital grants you a proxy access to a minor's Patient Portal after he or she is 13, this access will be revoked when the minor turns 18. You cannot enroll for access to another adult's medical information unless you present legal documents to support your request.

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

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

### **Is a mobile version of MyHealthEP available?**

Currently, there is not a mobile version of MyHealthEP.

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

Yes, there is a time-out notification that will notify you after twenty 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 for your 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 Portal account.

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

A parent or a legal guardian may request access to his or her minor's record for anyone aged 0 to 12 years of age. Any patient 13 years or older must grant a proxy access to his or her parents or legal guardians. This process may differ between UMC and EPCH according to the policies and procedures each hospital follows.

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

Most common lab test results will be viewable in MyHealthEP. Some sensitive results are not currently available in MyHealthEP. These include but are not limited to STD screenings, HIV, pathology, radiology, microbiology, some cancer markers, drugs of abuse, alcohol and pregnancy-related results.

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

Lab results will be delivered into MyHealthEP 36 hours after your discharge.

### **Why can I not see my x-ray results?**

These are not currently included in the portal.

### **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 Portal's sections. In addition, most of the information posts immediately. Lab results appear on the Portal within 36 hours after discharge.

### **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 Medical Records Department:

- At University Medical Center:  
Hours: 8am – 5pm Monday – Friday (Mountain Time)  
Phone: (915) 521-7690 press option 2 Release of Information  
Phone: (915) 521-7690 press option 3 for Medical Records Reception
- At El Paso Children's Hospital:  
Hours: 8am - 5pm Monday – Friday (Mountain Time)  
Phone: (915) 242-8575

### **Who should I call if I have questions on some of the information on my medical record (e.g. a lab result)?**

For questions about information on your medical records contact and/or schedule an appointment with your medical care provider.

### **Can I ask questions regarding a family member from my MyHealthEP account?**

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

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

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

- Microsoft Internet Explorer - Version 8+
- Mozilla Firefox
- Google Chrome
- Apple Safari Mobile devices OS support
- iOS or Android Operating Systems

### **I received a message on the banner that says “Warning! Your browser Internet Explorer 8 may not support all features of this website. Upgrade to the latest version.”**

We have included this notification banner for all patients accessing the Patient Portal if they are on an older Internet Explorer version in order to encourage them to upgrade to a modern version for a better Portal experience. The Portal can still be viewed in older versions of Internet Explorer without any major issues, but it will not be an “optimized” viewing experience. We also recommend that you do not disable JavaScript.