



## WELCOME TO THE PATIENT PORTAL

North Community Counseling would like to invite you to join HealthVault, our new secure, web-based patient portal that allows you to see certain elements of your medical records in real time.

There is no obligation to use this new system, and we still remain available to by phone, but you are encouraged to sign-up for HealthVault and take advantage of the benefits.

When you connect to the portal, you are NOT connecting to our actual office computer system, but a secure web site hosted elsewhere. Only the limited information you see is stored on the portal, the actual records are maintained in our office.

In order to use the patient portal, you must first create a FREE HealthVault account. Please review the instructions on the back side of this letter or ask an Independence Center staff person for assistance. North Community will be offering 'how-to' information in the waiting rooms in the coming weeks.

- You will need to have a permanent email address that you check regularly. Private health information will not be sent to your personal email address. Instead the email will alert you that you have a new message posted on the HealthVault website.
- After creating your account, HealthVault will assign you a specific secure e-mail address. This address is what North Community will use to transmit your health information.

❖ *You will need to inform us of this secure e-mail address so that we may add it to your record.*

### Important information about HealthVault:

- Use is for **non-emergency** communication only.
- The portal is used to keep a record of office visit summaries which are transmitted to HealthVault via a secure e-mail address assigned to you.
- You may enter your own personal health information into the system to track medical records outside of Independence Center.
- The Portal is not checked on the weekends. It is only checked during regular business hours. Please allow up to **24-48 business hours** for us to respond.

This is an exciting time for members and patients to begin taking a larger role in tracking their own health information.

Before creating your HealthVault account, please ensure you have a personal e-mail address to check for verification e-mails sent from Microsoft and HealthVault. This can be ANY e-mail address, including Gmail, Yahoo, Hotmail, etc)

**How to create your FREE HealthVault account:**

1. Go to [www.healthvault.com](http://www.healthvault.com)
2. Click 'Sign up or sign in'
3. If you already have a Microsoft Account (this is different than a HealthVault account)
  - a. Enter your username and password
  - b. Click the 'Sign in' button
  - c. YOU CAN SKIP TO STEP 7.If you DO NOT already have a Microsoft Account, click 'Sign up now' at the bottom right
4. Create your Microsoft Account.
  - a. Enter all information requested.
  - b. Uncheck the 'Send me promotional offers from Microsoft...' box
  - c. Click the 'Create account' button.
5. Check your personal e-mail account for verification e-mail sent from the Microsoft Account Team.
  - a. Open the e-mail
  - b. Click the blue 'Verify...' account button inside the e-mail.
6. You will be sent back to the Microsoft Account page. Click 'OK'.
7. Click 'I accept' on the next page that shows all your HealthVault account information.
8. On your HealthVault account home screen, click 'Health Messages' on the left side in the gray box.
9. Click 'Allow access' at the bottom of the next page.
10. On the next page, HealthVault assigns you a secure e-mail address. It will look similar to this: [bob.smith2780@direct.healthvault.com](mailto:bob.smith2780@direct.healthvault.com). Click 'Continue to inbox' at the bottom of the page.
11. IF YOU HAVE ACCESS TO A PRINTER, click the link 'Tell your doctor how to send you Direct Messages (PDF)'. Print the letter and bring to your next appointment at North Community Counseling.