General Information

What is MyHealth?
MyHealth is your direct connection with your healthcare team. Use our online tools to manage your health whenever and wherever you have Internet access.

Key features include:

- View, download and share your medical record with healthcare professionals
- Securely message your doctor and care team
- Request, view and manage appointments
- Request prescription refills and renewals

Why do I need a Cerner Health account?
Cerner Health provides the secure username and password used to access your MyHealth patient record information. These safeguards help keep your personal health information secure and prevent access by anyone but you.

How do I sign up to use MyHealth?
Give your email address during registration at your next visit or self-enroll any time at MyHealth.LGH.org/self-enroll.

Health Record

What information is available in my health record?
Information from your electronic medical record is available in the patient portal, including medications, allergies, immunizations, procedures, lab results, pathology results, radiology results and supporting documents.

When will my lab results be available?
Lab results are available in the patient portal after they have been finalized.

How do I refill a medication?
Complete the following steps to refill a medication:

1. Select **Health Record** from the navigation bar and select **Medications**
2. Click **Refill/Renew**
3. Select the medications you would like to refill or enter a new medication by clicking **Add Medication**
4. Select your preferred method of contact and enter any additional comments
5. Click **Send**

Messaging

How do I message my provider?
Complete the following steps to message your provider:

1. Click **Messaging** in the navigation pane

2. Click **Send a Message.** The new message form is displayed.

3. Select your provider's name from the **To** list or enter your provider's name in the search box

4. Enter your message subject and message text and add an attachment if needed

5. Click **Send**

Sent messages are displayed in your Sent folder.

Why is my provider not available to message?
If your provider is not available as a messaging recipient, it is likely their office does not support portal messaging.

How will I know when I receive a new message in my portal?
An email will be sent to the email address associated to your portal account when you have a new message. Please notify your provider's office if your email address changes.

Appointments

How do I request an appointment?
Complete the following steps to request an upcoming appointment:

1. Click **Appointments, Request Appointment**

2. Select **Who is this appointment for?** from the dropdown list

3. Select the Physician from the **Send request to:** dropdown list

4. Fill in the **When would you like to visit?** fields such as time, date and day

5. Fill in the **Why is this appointment needed?** section

6. Provide a follow-up contact method

7. Complete the request form by pressing **Send**

How do I cancel an upcoming appointment?
Complete the following steps to cancel an upcoming appointment:

1. Click **View Upcoming Appointments**

2. Find the upcoming appointment you would like to cancel
   Click **Options > Cancel Appointment**

3. Complete the cancelation request form. The appointment is removed from your **View Upcoming Appointments list**