myHealthPointe Patient Portal Navigation Guide

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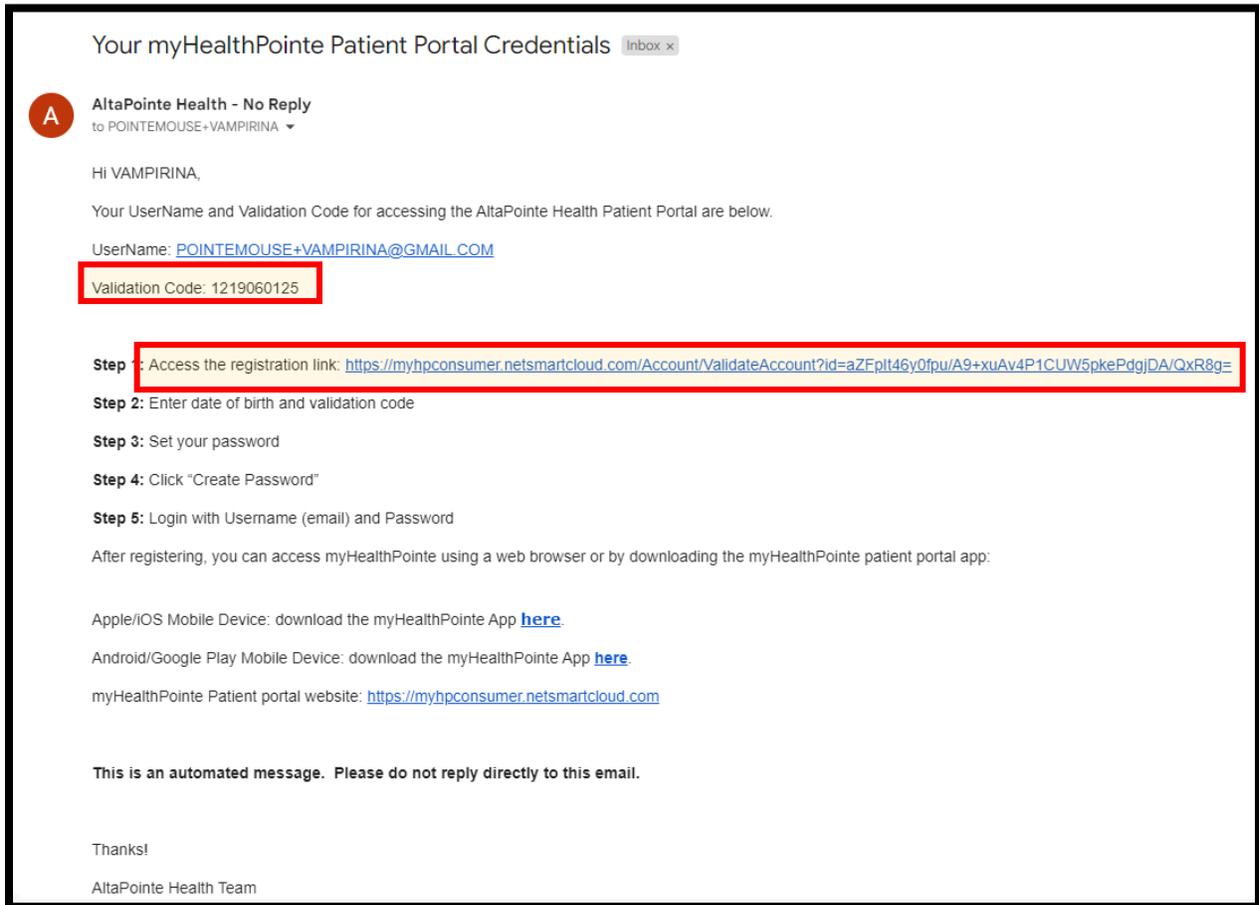
If you are having issues with the myHealthPointe Patient Portal, please read over this Patient Navigation Guide. If you are still having issues, please call your office.

Updated 05/01/2024

Patient Registration Steps

1. Ask the *Front Desk* to register you for the myHealthPointe Patient Portal
2. The front desk will confirm your *cell phone number* and *email address* that you want associated to the portal.
3. Once the Front Desk has you registered, you will receive a *registration link* and *validation code* via email and/or text.

This is an example of an email that you will receive.

4. Click the *registration link* and the **Validate Account** window will display.
5. Enter your Date of Birth. (If you are registering for access to a dependent account, then you would enter the dependent's Date of Birth and you should receive a family account activation email. (See the Caregiver's section for more information on dependent accounts)
6. Enter (or copy and paste) the validation code from your email.
7. Check *I'm not a robot*, complete the image validation, and click *Validate*.

8. Next, the **Create Password** window will display. You will need to create a password and verify the password.

9. Click the box to agree to terms and conditions, then click **Create Account.**

10. After you have clicked on Create Account, the Netsmart myHealthPointe log in window will display.
11. Enter your username – which is the email you gave to the Front desk.
12. Enter your password that you just created.
13. Click on **Sign In.**
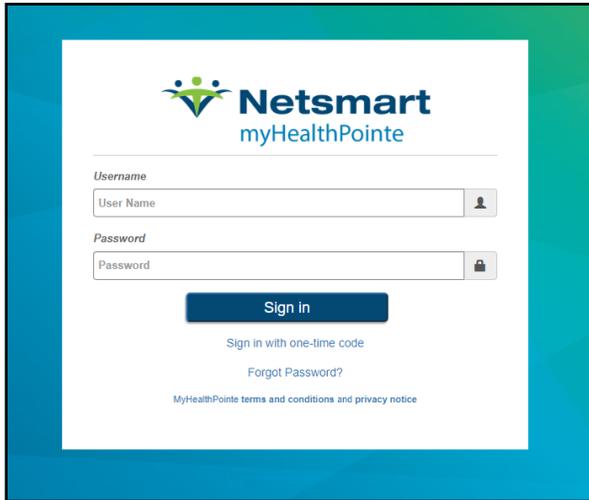
Note: If you need your demographic information updated/changed, please tell the Front Desk at your next appointment, or call your AltaPointe office.

14. Once you successfully enter your username and password, the portal homepage displays**.**
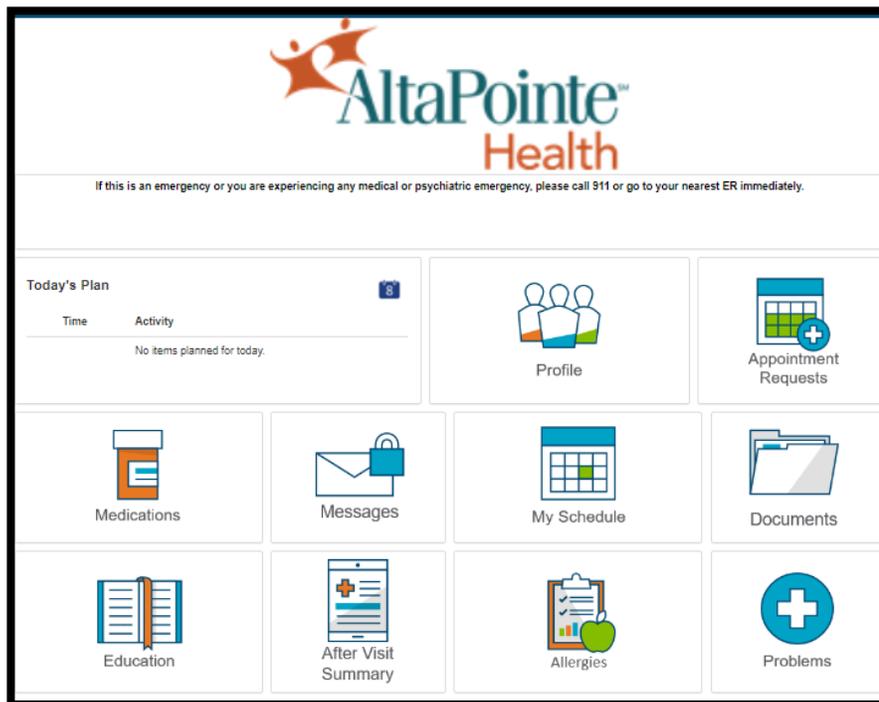
Caregivers (Parent, Guardian, Power of Attorney, etc.)

Registering 1 Dependent
1) Provide the **Cell Phone Number** and **Email Address** you would like to access the dependent's Patient Portal with to the Front Desk.
2) When registering for the Patient Portal with the registration link, you will put in the **dependent's Date of Birth** and the **validation code** provided to you.
3) Once registered, you will log into the portal with the email address you provided to the front desk and the password you created during registration.

Registering More than 1 Dependent
1) Provide the **Cell Phone Number** and **Email Address** you would like to access the dependents' Patient Portals with to the **Front Desk**
   a. This will **link all the dependent accounts together** in the Patient Portal.
2) Provide the name of the dependent that would like to set as the **Primary Dependent Account**
   a. Caregivers will log into the Primary Dependent's Patient Portal and switch dependent profiles within the portal.
3) Caregivers will receive an email to register the Primary Dependent Account.
   a. **Email Subject**: Your myHealthPointe Patient Portal Credentials
4) They will also receive **Family Account Activation** emails for every additional **Dependent Account** to link all the accounts together.
   a. **Email Subject**: Your myHealthPointe Family Account Activation
5) When registering for the Patient Portal with the registration link, you will put in the **Primary Dependent's Date of Birth** and the **validation code** provided to you. When activating the **Family Account** emails, you will still use the **Primary Dependent's Date of Birth**.
6) Once registered, you will log into the portal with the email address you provided to the front desk and the password you created during registration.

Registering as a Caregiver who also has a Patient Portal
1) Provide your **Cell Phone Number** and **Email Address** to the **Front Desk**
   a. They will put this information on your account and your dependent(s) account(s) which **will link them together** in the Patient Portal.
2) Caregivers will receive an email to register the **Primary Account**. They will also receive **Family Account Activation** emails for every additional **Dependent Account** to link all the accounts together.
3) When registering for the Patient Portal with the registration link, you will put in the **Primary Account's Date of Birth** and the **validation code** provided to you. When activating the **Family Account** emails, you will still use the **Primary Account's Date of Birth**.
4) Once registered, you will log into the portal with the email address you provided to the front desk and the password you created during registration.

Switch Between Multiple Accounts on the Website

1) To switch dependent accounts, you will click on the *Profile* Tile.
2) The name of the Primary Dependent Account will appear in the top right corner.
3) Click the patient's name and a dropdown list of the other dependent accounts will appear.
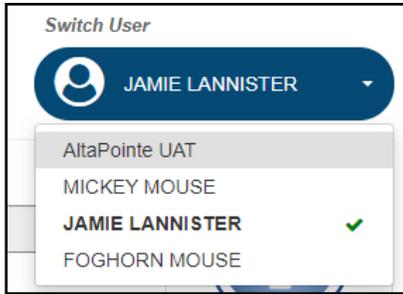
4) Click on the dependent account to switch to and the system will go back to the Patient Dashboard.
   a. You can confirm the correct dependent account by clicking on the three bars in the top left corner of the screen.

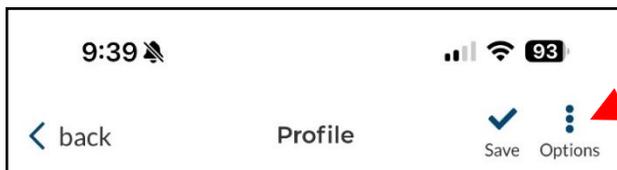## Switch Between Multiple Dependent Accounts on the App

1) The name of the Primary Dependent or Caregiver account will appear in the top right corner.

2) Select the *Profile* Tile
3) Select the 3 dots (*Options*) in the top right of the screen.

4) Select **Switch Profile**
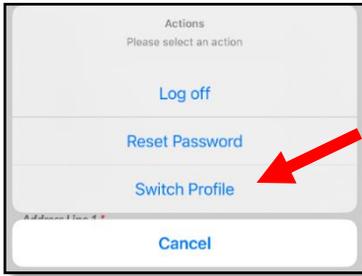
5) Select the account to switch to.
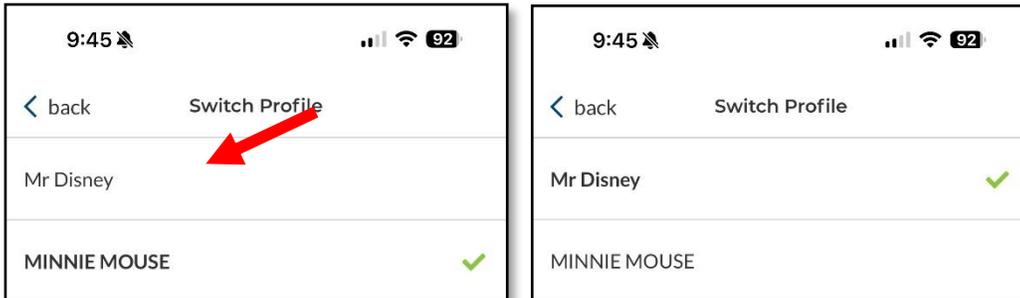
6) You can confirm the account switched at the top right corner of the home screen.

Access the Patient Portal

1. Access via the web through www.altapointe.org. The patient portal link is at the top of the AltaPointe Health website.

2. Access via the myHealthPointe App (Links attached in blue and underlined)
   a. Apple/iOS App – App Store pictured below

   b. Android/Google Play App – App Store pictured below
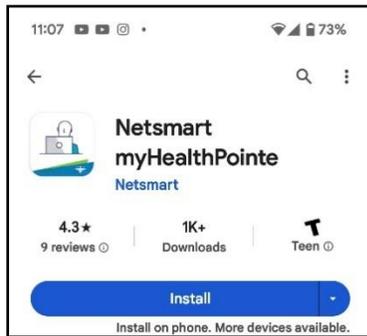
3. Once the app is downloaded, it will look like the picture below.

Patient Portal Dashboard

Website	App

Icon	Website
Profile	• Enable Email or Text Notifications • Caregivers - Switch Dependent Accounts • Enable Face ID/ Biometrics login on the App
Appointment Requests	• Request New Appointments • Reschedule an Existing Appointment • Cancel an Existing Appointment
Medications	• Request Medication Refills
Messages	• Receive Completion Messages from Appt and Med Refill Requests
My Schedule	• View Upcoming Appointments • Calendar View

Documents	• View Documents Provided by AltaPointe Health • View & Download Your Medical Records (Upon Request)
Education	• View Educational Documentation Provided by AltaPointe Health
After Visit Summary	• View a Summary of Your Appointments
Allergies	• View Your Active and Historical Allergies
Problems	• View Your Active and Historical Problems

How to Request a New Appointment

1) Select the *Appointment Request* Tile within the Patient Portal
2) Go through all the questions and submit your request.
3) Once a new appointment has been created by our staff, you will receive an email or text (depending on you *Notification Type* – see *Setting Notification Type*) with your appointment details.
4) Once our staff marks your request complete, you will get a completion message in your *Messages* Tile
   a. You will also receive the completion message through via email or text if you have your *Notification Type* set.

How to Reschedule an Existing Appointment

1) *Please have the details (location, provider, date, and time) of your existing appointment ready to enter into the website or app.*
2) Select the *Appointment Request* Tile within the Patient Portal
3) Go through all the questions and submit your request.

4) Once a new appointment has been created by our staff, you will receive an email or text (depending on you *Notification Type* – see *Setting Notification Type*) with your appointment details.
5) Once our staff marks your request complete, you will get an automated completion message in your Messages Tile
   a. You will also receive the completion message through via email or text if you have your Notification Type set.

How to Cancel an Existing Appointment

1) ***Please have the details (location, provider, date, and time) of your existing appointment ready to enter into the website or app***.
2) Select the ***Appointment Request*** Tile on the Patient Dashboard within the Portal.
3) Go through all the questions and submit your request.
4) Once our staff cancels your appointment and marks your request complete, you will get a completion message in your ***Messages*** Tile
   a. You will also receive the completion message through via email or text if you have your Notification Type set.

How to Request a Medication Refill

1) Select the ***Medications*** Tile on the Patient Dashboard within the Portal.
2) Select the ***Refill Request*** button next to the medication(s) you would like to refill.
   a. The button will automatically change to show ***Refill Requested***

NEOSPORIN (BACITRACIN ZINC-NEOMYCIN-POLYMYXIN B SULFATE) OINTMENT ⓘ	TOPICAL - As Needed		06/27/2023	06/26/2024	Refill Requested
NEOSPORIN (BACITRACIN ZINC-NEOMYCIN-POLYMYXIN B SULFATE) OINTMENT ⓘ	TOPICAL - As Needed		06/27/2023	06/26/2024	Refill Request

If Our Staff Can Refill Your Medication

You will receive a completion message in your ***Messages*** Tile
   b. You will also receive the completion message via email or text if you have your ***Notification Type*** set.
   c. The ***Refill Requested*** button will change back to ***Refill Request*** so that you can request a refill again in the future.

If Our Staff Cannot Refill Your Medication

You will receive a message in your ***Messages*** Tile detailing the reason why your request was declined.
   d. To receive the Decline Reason, your ***Notification Type*** in the ***Profile Tile*** on the ***Patient Dashboard*** must be set to email or text.

How to Update Notification Type (Email, Text, or None)

This setting will allow you to receive the ***Appointment Details*** from ***New Appointment Requests*** and ***Rescheduled Appointment Requests***. It also sends the ***Med Refill Decline Reason*** to you. Without this setting enabled, you will only receive a general appointment request completed message. This setting is automatically defaulted to ***Email*** when registered. However, you can switch the ***Notification Type*** to

Text. It can also be set to *None* but you may miss out on important notifications. You will always be able to see the new appointments through your *My Schedule Tile* on the *Patient Dashboard*.

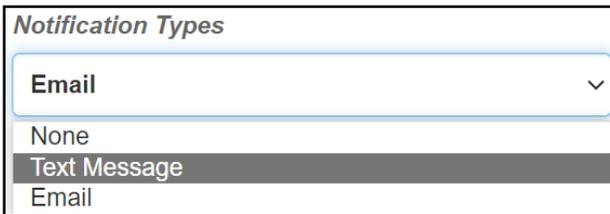1) Once logged into the Patient Portal, click on the *Profile* Tile

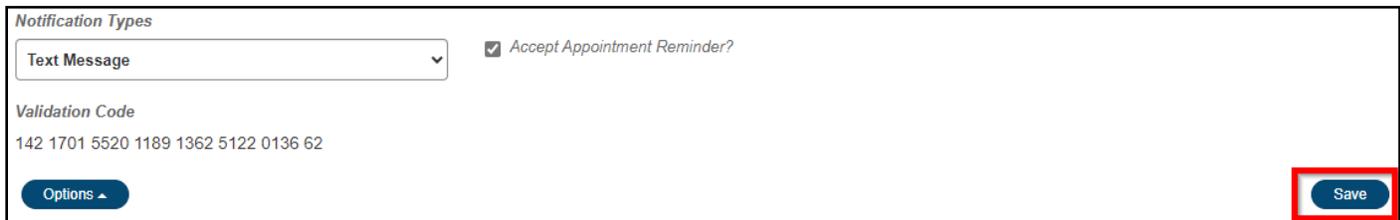2) Scroll to the bottom of the page to *Notification Types*.

3) Select the dropdown and choose whether you would like to receive email or text notifications.

4) Please keep *Accept Appointment Reminder?* Checked as well.

5) Click *Save* at the bottom of the page on the *Website*.

6) Select the *Save* check mark at the top right corner of the page on the *App*.