

Health Link Frequently Asked Questions

We hope that you find our Health Link patient portal easy to use.
If you have any questions or comments, please contact Health Link Support
by email at healthlink@hvhs.org or voice mail at 724-773-8344.

- What is the Heritage Valley Health System Health Link Patient Portal?
- How do I contact Health Link Support?
- **New *** What has changed on the Health Link login screen?
- Why can I not open Health Link on my Apple / Android tablet or smart phone?
- Why is my Health Link account empty?
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- How long does it take for Results to show in Health Link?
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- What if I received an "Opt-In" code from Heritage Valley Health System?
- How do I connect to my Provider in Health Link?
- How old do you have to be to participate in Health Link?
- How do I access my minor child's information?
- What information do I need to enroll online in Health Link?
- Will my name and contact information become publicly available?
- How do I add or change my Login type?

What is the Heritage Valley Health System Health Link Patient Portal?

Health Link (powered by FollowMyHealth) is a secure online website where you can:

- Conveniently and securely review your health information online
- View test and lab results, read summaries from physician office and Convenient Care visits
- Review health information (allergies, medications, conditions, etc.)
- Send Secure Messages, Request Prescription Renewals, and Request Physician Office appointments (with participating physicians)
- Link to your child's information for easy access to health information
...and more!

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How do I contact Health Link Support?

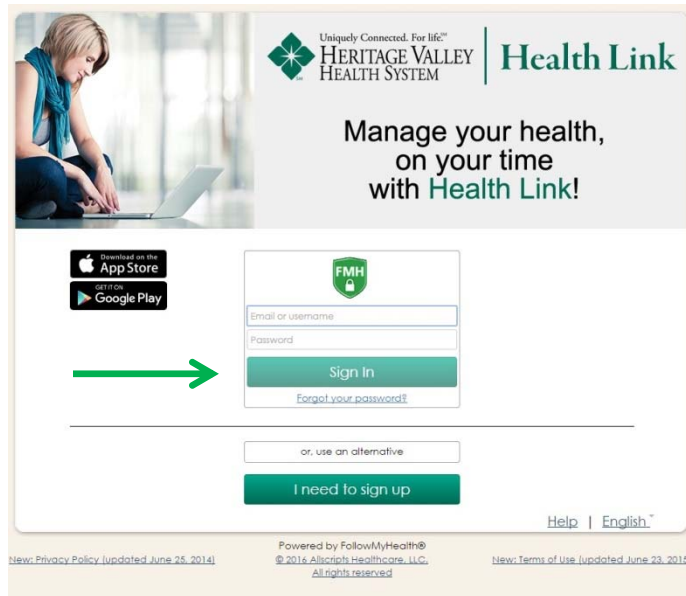
Health Link Support is available by email at healthlink@hvhs.org or by voice mail at 724-773-8344. Health Link support operating hours are Monday – Friday 8:00 a.m. – 5:00 p.m. Your issue will be answered within 2 business days or sooner.

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What has changed on the Health Link login screen?

As of May 11, 2016 the Health Link login screen has changed. You can still access Health Link with your current login method.

- To login using your existing FMH Secure login credentials please select the **“Sign On”** button and enter your username and password.



- To login using your existing social media account, Facebook, Google, Microsoft, or Yahoo select the **“or, use an alternative”** button. Choose the social media login method icon you created your account with.



- *The “I need to sign up” button is used to create an FMH account and request a connection to Heritage Valley Health System.
- **If you use the “I need to sign up” button on this page please enter your contact phone number and the last 4 digits of your Social Security Number so we can validate your account quickly. To enter only the last 4 digits of your Social Security Number please use the following format: 000-00-XXXX (XXXX = your last 4 numbers).

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Why can I not open Health Link on my Apple / Android tablet or smart phone?

If you are using a mobile device you will need to download the **mobile app "FMH Mobile"**. Health Link is powered by FollowMyHealth and we use the FMH Mobile app as our mobile solution. You can download the app by going to the App Store or Google Play and searching for "FollowMyHealth". Once installed please reboot your device and login using the app "FollowMyHealth".

If you are using an Apple or Android mobile device you will not be able to enter the website application via safari or another web browser. You must use the mobile app "FollowMyHealth".

You can also locate the application to install by going to our iHVHS mobile app and selecting the Health Link button.

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Why is my Health Link account empty?

There are usually two reasons why an account you created does not contain any health information.

1. You are not connected to all or some of the organizations at Heritage Valley Health System. To verify you have a connection with Heritage Valley Health System please Login to Health Link and select My Account in the upper right hand corner of the screen. From the drop down list select Connections. If you are connected to Heritage Valley Health System you will have a connection listed and the status will read Connected. If the status reads Pending or you do not have a Heritage Valley Health System connection listed please contact our support team at healthlink@hvhs.org for assistance.
2. You may already be a member of Health Link and you created a second account. You can only have one connected account at a time. Please contact our support team at healthlink@hvhs.org for assistance.

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Can I see my test results online from providers other than Heritage Valley Medical Group, Heritage Valley Pediatrics, or Heritage Valley OB/GYN?

Yes, **if** lab and radiology test results are completed at one of our many Heritage Valley Outpatient facilities they will be included in your Health Link account. Results can be viewed in Health Link under My Health / Results. Test results completed at a Heritage Valley Outpatient facility for a Non Heritage Valley Medical Group provider will be available 4 days after the time and date the result is completed. Tests and other medical care completed outside of Heritage Valley Health System are not made available in the Health Link Patient Portal.

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What if I forgot my Login Method or FMH Secure Login Username?

Health Link Support cannot retrieve your Username or Password. When completing your account creation, please be sure to store your username in a secure location.

Health Link Support is able to tell you what Login Method you used and when you created your account.

Please contact our support team at healthlink@hvhs.org or by voice mail at 724-773-8344 for assistance. Health Link Support will either assist you with locating your Username or assist you in creating a new account.

Note * If you have previously logged into Health Link successfully you can see your username by pointing your mouse on the Username field and double-click. A drop down box will open with all usernames that have successfully logged into Health Link from your PC. With this information you should be able to request a password reset using the Forgot Password link.

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What if I forget my FMH Secure Login password?

Health Link Support cannot retrieve your Username or Password. When completing your account creation, please be sure to store your username in a secure location.

FollowMyHealth will store the username and password for FMH secure login accounts to an encrypted cloud storage table. Upon login we will check your password against what is found in the table using a unique identifier associated with your information. FollowMyHealth will never unencrypt your stored password, not even at login. FollowMyHealth has no way to determine what your password is, which is why the patient must create and maintain your own means of password reset.

Select "Forgot Password?" at the FMH secure login screen. You will need to enter your username. To reset your password, enter your username and select "Reset". A temporary password will be emailed to you.

If you are still having difficulty logging into Health Link please contact our support team at healthlink@hvhs.org for assistance.

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How long does it take for Results to show in Health Link?

Heritage Valley Health System Results take up to **4 days** from the time and date the test was verified by your provider to populate to Health Link.

Some tests take longer than a day to complete in the lab or radiology, therefore results may be delayed when posting to Health Link. If you feel your results have not posted, and it has been longer than 4 days since the test was completed, please contact our support team at healthlink@hvhs.org for assistance.

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What is FollowMyHealth (FMH)?

Hundreds of healthcare organizations and thousands of physicians across the country use FollowMyHealth as the power behind their hospital or clinic's specific patient portal. The FollowMyHealth platform combined with Health Link ensures that you and Heritage Valley will remain "uniquely connected....for life"

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What Information is available in Health Link?

Heritage Valley Health System continues to add more information as well as new functionality to Health Link. Currently you are able to access the following information in the Health Link Patient Portal.

From your Physician Offices:

- Upcoming and Past Primary Care Provider Office Appointments – Home Page
- Conditions that you are currently being treated for with your Providers, past medical history, surgical and social history, and family health conditions. – My Health Page
- An active and inactive Medication List prescribed by a Heritage Valley Medical Group Provider. – My Health Page
- Current and past Allergies reported to your Providers. – My Health Page
- Lab Results and Radiology Results completed by a Heritage Valley Health System facility. ** Lab Results and Radiology results exclude tests that our Providers feel are sensitive. This includes but not limited to alcohol and drug related results, STD and HIV results, biology and micro biology results. Results are published within four days from the date and time they are completed. – My Health Page
- Vitals documented at your Providers office including heart rate, oxygen levels, height, and weight. – My Health Page

- Documents completed at your Providers office including your Clinical Summary and Clinical Exchange documents. Your Provider may also send you a Results Note which will contain lab result instructions. – My Health Page
- Demographic Information including your address, emergency contact information, and your insurance information. – My Info Page

From your Heritage Valley Beaver and Heritage Valley Sewickley visits:

- Hospital Discharge Summary document that is given to you at discharge. The document will contain information including your allergies, discharge diet, visit history, admission diagnosis, discharge diagnosis, hospital discharge instructions, discharge medications and immunizations, procedure list, your providers names, your results [excluding sensitive labs], and vital signs completed. - My Health Page
- Hospital Visit Summary document that is given to you at discharge. The document will contain information including your allergies, yours discharge diet, your visit history, your admission diagnosis, your discharge diagnosis, hospital discharge instructions, discharge medications and immunizations, procedure list, the providers names, your results [excluding sensitive labs], and vital signs completed. - My Health Page
- Discharge Transition Record document which is included in your discharge paperwork. The document will contain information concerning your discharge care including home medication and recovery instructions. - My Health Page
- Patient Education document that includes patient education material pertaining to your current health condition.

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How do I become a member of Health Link?

Thank you for wanting to become a member of Health Link. There are now four ways to create an account:

1. Receive an email invitation from one of our Primary Care Physician Offices.
2. Receive an email invitation upon registration from Heritage Valley Beaver, Heritage Valley Sewickley, or at one of our outpatient service locations.
3. Request an account online at www.heritagevalley.org/healthlink
Select the **New Users Sign Up Now** button to request an invitation for membership
4. Request an account via the iHVHS mobile app (available from the Apple and Google Play app stores)

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Do you have a mobile app for Health Link?

Yes, we do! If you are using a mobile device you will need to download the **mobile app "FollowMyHealth"**. Health Link is powered by FollowMyHealth and we use the FollowMyHealth app as our mobile solution. You can download the app by going to the App Store or Google Play and searching for "FollowMyHealth". Once installed please reboot your device and login using the app "FollowMyHealth".

If you are using a mobile device you will not be able to enter the website application via safari or another web browser.

You can also locate the application to install by going to our iHVHS mobile app and selecting the Health Link button.

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How do I send a Secure Message to my provider's office in Health Link?

Please read before proceeding:

- Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911.**
- Secure Messaging is another option of communication to your provider. Your secure message will be answered by your provider's office within **2 business days.**
- The Secure Messaging option is available for participating providers

Login to Health Link Patient Portal

- 1) There are two options when sending a Secure Message to your provider.
 - a. Select **Send a Message** from the top screen menu.
 - b. Select the **Inbox** tab and select the **Compose** button.
- 2) A warning message will display. **Please Remember** - Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911.** Your secure message will be answered by your provider's office within **2 business days.**
- 3) To compose a secure message
 - a. Select a provider from the To: field that you would like to send the secure message to.
 - i. Only providers that you have previously seen will be available in the list.
 - b. Enter a brief description in the Subject field.

- i. This is a free text field.
 - c. Enter the main text of your message in the Body field.
 - i. This is a free text field.
 - d. Secure Messaging is not meant for situations or conditions that require urgent or emergency attention. Do not send urgent messages to your provider, **if you are having a medical emergency call 911**. Your secure message will be answered by your provider's office within **2 business days**.
- 4) Select the Send button to send your secure message to the selected provider's office. When the message has sent you will receive a message stating "Email Sent!"
- 5) When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.

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How do I complete a Prescription Renewal in Health Link?

To complete a Prescription Renewal select the **My Health** tab and select the **Medications** option.

- 1) A list of all your medications prescribed by a Heritage Valley Provider will list. To complete the Prescription Renewal locate your prescription in the list under Medications. Select the "prescription bottle" that is located in the options column.
 - a. If the "prescription bottle" is grayed out or disabled than you are unable to renew this prescription.
- 2) To Renew a Prescription
 - a. Select a provider from the Provider field that has prescribed the medication to you in the past.
 - b. Your default Pharmacy Location is set to your default Pharmacy.
 - i. You are able to change the Pharmacy you would like the prescription sent to. Select the Change link and select the correct Pharmacy.
 - c. Enter the main text of your message in the Comments field.
 - i. This is a free text field.
- 3) Select the Send button to send your prescription renewal request to the selected provider's office. When the message has sent you will receive a message stating "Renewal Confirmation"

- 4) When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.
- **Important - Please make sure to check your response message from your provider's office prior to picking up your prescription. This message will allow the staff to give you instructions for the prescription or if there are further steps required prior to receiving a renewal.**

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How do I complete an Appointment Request in Health Link?

To request an appointment please select Schedule an Appointment from the Health Link Menu or select Request in the Appointments section of your Home screen. ***** If either option is missing or grayed out than your providers do not currently offer Request an Appointment.**

1) Fill out the Request an Appointment form:

- In the **Organization** field, select **Heritage Valley – Physician Practices**
- In the **Provider** field, select the name of the provider you want to request an appointment with. Only providers you have seen in the past will be available for selection.
- In the **Appointment Type** field, select **Request an Appointment**
- In the **Reason For Appointment** field, type in a short message for the reason for the request.
- Select the criteria you would like to use for when you want your appointment to be scheduled. Select when, day of week, and times you will be available.
- When you have your criteria set for when you would like the appointment select **Add This Time Slot** button to add the timeframe to your request.
- In the Comments field you can add further comments or information for your request.
- Select the Submit button to send your request to your provider's office.

- 2) You will receive a message stating "Please Note" Please remember, When you request an appointment you are sending a message to your provider's office requesting to be added to the office schedule. The office staff will either schedule you for an appointment or reply back to your request stating alternative dates and times. You are not scheduled with the office for an appointment until the staff has reviewed and replied to your request. **Your schedule request will be answered by your provider's office within 2 business days.**

- 3) Select OK on the message to complete the request. If you select Cancel the request will not be sent. When the message has sent you will receive a message stating "Complete!"
- **Important** - Please make sure to check your response message from your provider's office or your appointment list to make sure the appointment you requested has been scheduled. This message will also allow the staff to give you instructions for the appointment or if there are further steps required prior to receiving an appointment. When your provider's office has replied to your message you will receive a notification message in your contact email. You will then login to Health Link to view your message in your Health Link Inbox.

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What if I received an e-mail invitation from Health Link?

You received an invitation from Heritage Valley Health System to join Health Link. Please follow the instructions in your e-mail. Select the "Click Here" link within your invitation email to finish the account creation process.

- Create a FMH Secure username and password on the registration screen.
- Enter your Invitation Code. This is the **last four digits of your social security number**.

The next time you access Health Link you can go to www.heritagevalley.org/healthlink and select "Existing User Login Now" to login.

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What if I forget my FMH Secure Login password?

Health Link Support cannot retrieve your Username or Password. When completing your account creation, please be sure to store your username in a secure location.

FollowMyHealth will store the username and password for FMH secure login accounts to an encrypted cloud storage table. Upon login we will check your password against what is found in the table using a unique identifier associated with your information. FollowMyHealth will never unencrypt your stored password, not even at login. FollowMyHealth has no way to determine what your password is, which is why the patient must create and maintain your own means of password reset.

Select "Forgot Password?" at the FMH secure login screen. You will need to enter your username. To reset your password, enter your username and select "Reset". A temporary password will be emailed to you.

If you are still having difficulty logging into Health Link please contact our support team at healthlink@hvhs.org for assistance.

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What if I received an “Opt-In” code letter from Heritage Valley Health System?

Due to feedback from our customers you no longer are required to enter an “Opt-In” code during the account creation process.

- If you **have received** an invitation from Health Link please follow the instructions in your e-mail. Select the “Click Here” link within your invitation email to finish the account creation process.
- If you **have not received** an invitation from Health Link request an account online at www.heritagevalley.org/healthlink by selecting “New User Start Account Creation”.

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How do I connect to my Provider in Health Link?

If you have created your account using a Heritage Valley Health Link email invitation you will automatically be connected to all your Heritage Valley Medical Group Providers. To verify your existing connection to Health Link with Heritage Valley Health System please do the following:

- Login to Health Link and select My Account in the upper right hand corner of the screen. From the drop down list select Connections. If you are connected to Heritage Valley Health System you will have a connection listed and the status will read Connected. If the status reads Pending or you do not have a Heritage Valley Health System connection listed please contact our support team at healthlink@hvhs.org for assistance.
- To add a connection to Heritage Valley Health System in Health Link
 - Login and select My Account in the upper right hand corner of the screen.
 - From the drop down select Connections.
 - Select the "With Providers and Healthcare Organization" and then Select the "Add Organization" button.
 - In the organization search screen please put 15009 in the Search field, select 50 miles and select "Hospital" under Organization Type.
 - Select "Heritage Valley Health System" in the result screen and click the "Connection" button.
 - Agree to the Release of Information notice.

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How old do you have to be to participate in the portal?

You must be at least 18 years old to participate in the Health Link Patient Portal. A parent or guardian can receive access to their child's information by filling out a Health Link Minor Proxy request form at your child's primary care physician office.

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How do I access my minor child's information?

If you wish to gain access to your minor child's health information, you will first need to create your own Health Link account. There are three ways for you to enroll:

1. Receive an invitation at one of our Primary Care Physician Offices.
2. Select the "Start Account Creation Now" option on a kiosk located in your Primary Care Physician's office during check in.
3. Request an email invitation to Health Link from your Primary Care Physician's office staff during your next visit.

After your Health Link account has been established, please see your child's primary care physician to complete a Health Link Minor Proxy request form. We, in turn, will process your request to link your Health Link account to your child's record in accordance with our organization's policies and the applicable state (and federal) laws.

- **You will receive an email** from Health Link with a "proxy invitation"; please click the included link and login with **YOUR** Health Link username/password. You will need to enter the invitation code from the email and also accept the authorization documents as requested. The invitation code is the **last four digits of your social security number**.

Your minor child's information will be accessible by choosing their name from the drop down menu in the upper-right corner (where your name is first shown).

It is important to remember that once the child reaches the protected age of 18 you will no longer receive updates or notifications to their medical record. You will only be able to view historical information.

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What information do I need to create an account online in Health Link?

You need to have an Email Account, Your Full Name, Date of Birth, Last Four Digits of Your Social Security Number, and a contact phone number. You can now go request an account online at www.heritagevalley.org/healthlink by selecting “**New User Start Account Creation**”.

Health Link Support cannot retrieve your Username or Password. When completing your account creation, please be sure to store your username in a secure location.

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Will my name and contact information become publicly available?

Information regarding your enrollment in and use of Health Link as well as your email address will never be shared or sold. We are required by law to maintain the privacy of your protected health information and to provide you with our Web Site and Privacy Practice policies. Heritage Valley Health System reserves the right to change the terms of the policies and to make any revision necessary to the protected health information we maintain. Once given, you may revoke your authorization in writing at any time. Other uses and disclosures not described in the policy will not be made without your authorization. To view our Web Site and Privacy Practice policies, [please click here](#).

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How do I add or change my Login type?

To add a new authentication method, to your existing FollowMyHealth™ account, (Facebook, Google, Yahoo, or LiveId) please click on “My Account” (next to your name) in the top right corner once logged into Health Link. From this drop-down list, select “Preferences”.

Under the section titled “Login Preferences”, click the “Connect” button next to your other desired logins. Only one username/password of each type is allowed.

You can also delete a login from this same page. Under the section titled "Login Preferences", select “Disconnect” next to the name of the login you no longer want associated with Health Link or FollowMyHealth. Please note that you will not be able to delete the login if it is the only one on your account.

NOTE: You may need to enable popups in order to add a different authentication. Please consult [this article](#) if you need assistance removing popups.

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