

## **Health Link Frequently Asked Questions**

**If you have any questions or comments, please contact Health Link Support by email at [healthlink@hvhs.org](mailto:healthlink@hvhs.org) or phone at (724)773-8344.**

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

Health Link powered by FollowMyHealth is our secure online website where 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"

Health Link (powered by FollowMyHealth) is where you can:

- Conveniently and securely review your health information online
- View Test 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!

## **How do I become a member of Health Link?**

1. Receive an email invitation from one of our Heritage Valley Providers.
2. Request an account online at [www.heritagevalley.org/healthlink](http://www.heritagevalley.org/healthlink)  
Select the **New Users Sign Up Now** button to request an invitation
3. Request an account via the HVHS mobile app (available from the Apple and Google Play app stores)
4. Contact our Support Line at (724)773-8344
5. Email us at [healthlink@hvhs.org](mailto:healthlink@hvhs.org)

## **Are you experiencing Account issues or concerns?**

If you are using a mobile device you will need to login through the **mobile app "FMH Mobile"**.

Our support representatives can send you a username/password reset email from the connected account.

If you are not seeing or receiving all of your Heritage Valley Health data, please contact our support team at [healthlink@hvhs.org](mailto:healthlink@hvhs.org) or (724)773-8344 for assistance.

## **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 they are completed in our system. At that point they will automatically load to your Health Link portal.

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](mailto:healthlink@hvhs.org) or (724)773-8344 for assistance.

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

- 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.**

### 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) To compose a secure message
  - a. Select a provider from the To: field.
    - i. Only providers that you have previously seen will be available in the list.
  - b. Enter a brief description in the Subject field.
  - c. Enter the main text of your message in the Body field.
- 3) Select the "Send" button and you will receive a message stating "Email Sent!"
- 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.

## **How do I complete a Prescription Renewal in Health Link?**

Select the **My Health** and **Medications** tab:

- 1) Select the “prescription bottle” that is located in the options column.
    - a. If the “prescription bottle” is grayed out you’re unable to renew the prescription.
  - 2) Select a provider from the Provider field.
  - 3) Your default Pharmacy Location is set to your default Pharmacy.
    - a. You can change the Pharmacy you would like the prescription sent to by selecting the Change link and picking the correct Pharmacy.
  - 4) Enter the main text of your message in the Comments field.
  - 5) Select the “Send” button and you will receive a message stating “Renewal Confirmation”
  - 6) 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.**

## **How do I complete an Appointment Request in Health Link?**

Select “**Schedule an Appointment**” from the Health Link Menu or select “**Schedule**” in the Appointments section of your Home screen. **\*\*\* If either option is missing or grayed out then your providers do not currently offer Request an Appointment.**

- 1) Fill out the Request an Appointment form:
  - Choose an **Appointment Type** and **Provider** from the practice \*\*\*\*Only providers you have seen in the past will be available for selection.
  - Choose **Date and Time** preferences and **Save**

- Fill out brief description for the **Reason for Appointment**.
  - Select the Submit button to send your request to your provider's office.
- 2) 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.

### **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](mailto:healthlink@hvhs.org) or (724)773-8344 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 enter 15143 for the Zip, 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.

## **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.

## **How do I access my child's information?**

If you wish to gain access to your minor child's health information, 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.

- 1) You will receive an email 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 and 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).

At the age of 18 the child will automatically disconnect from your account and you will no longer receive updates or notifications to their medical record. You will only be able to view historical information.

## **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](http://www.heritagevalley.org/healthlink) by selecting "**New User Start Account Creation**".

## **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](#).

## How do I contact Health Link Support?

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