How to Update Your Personal Information in the MyHealth Patient Portal

The first page to display in your portal account, after the first time you access the account, is the Patient Registration page. This is the information entered into your Borrego Health electronic health record. Please check the information for accuracy. Submit any updated or additional information following the steps listed below.

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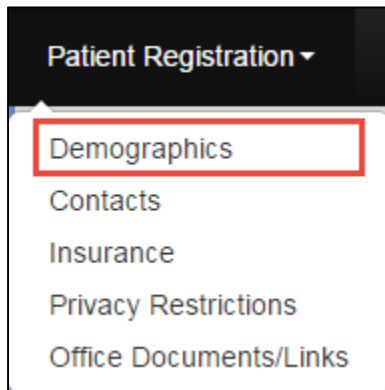in the MyHealth Patient Portal
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On the Patient Registration page, you can:

- Modify or update personal information
- Change or add contacts
- Submit insurance information changes
- Update email notification preferences
- Access and download office forms

Too modify or update your personal information:

1. Click **Demographics** on the **Patient Registration** drop-down menu.

The **Demographics** page displays.

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2. Enter the appropriate personal information. **Red** **asterisks (*)** indicate required fields.

3. To enter/update guarantor (responsible party) information, click the **Change Responsible Party** button in the **Responsible Party** section on the page.

4. Select the guarantor **Relationship** to the patient from the drop-down menu in the **Responsible Party** region.

5. Enter the appropriate guarantor information for the patient. **Red asterisks (*)** indicate required fields.

6. To update the existing guarantor information without changing the responsible party, simply edit the appropriate guarantor information and click **Save**. The **Change Responsible Party** button should only be clicked if the user is changing the guarantor from the person currently displayed to a different person.

7. If the user selected **Self** for the guarantor in the **Relationship** drop-down menu, all demographic information in the **Patient Information** section will populate automatically in the **Responsible Party** section. The information will then be locked in the **Responsible Party** Section.

8. Click **Save**. The following messages will display:

   - For changes to patient information: **"A change request has been created to update patient information."**

   - For changes to guarantor information: **"A change request has been created to update guarantor information."**
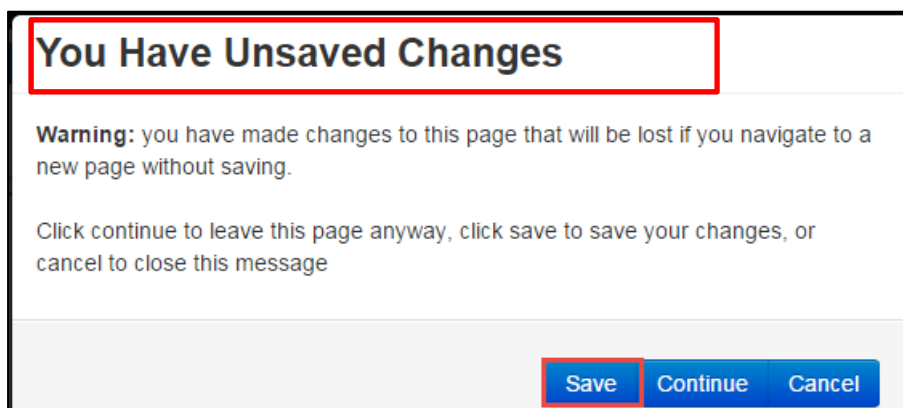
   These message(s) will display until the requested updates are approved.

   -or-

   Click **Reset** to reset the information and cancel the changes you have made.

9. You can make additional changes to the request while the request is still pending.

10. If you attempt to navigate to another page in the Portal without clicking **Save** or **Reset**, a prompt displays:

11. Click **Save** to save your changes and move to another screen, **Continue** to stay on the same page, or **Cancel** to move to another screen without saving changes.

12. You will **not** be able to make changes to your demographics if you are also a guarantor for another patient, and there is a <u>current pending guarantor change request</u> that has been made by that patient.

How to Enter or Update Your Pharmacy Information:

13. Click the drop-down arrow for a list of available Pharmacies in the **Pharmacy Information** section of the **Patient Registration** page.

14. Click the name of your pharmacy in the list.

15. Click **Save**.

If you do not find your preferred Pharmacy in the drop-down list, please ask the **Customer Service Representative** to add it to our system on your next clinic visit.

Please see the list of additional **MyHealth Patient Portal Step by Steps** under **Patient Registration→Office Documents/Links** to learn to use other features of your portal account.

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