



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.

Patient Registration

Please review the following account information and update any items which may have changed.

Personal Information

Name: [Text Field]
Address: [Text Field]
City: [Text Field]
State: [Text Field]
Zip: [Text Field]
Email: [Text Field]
Phone: [Text Field]
Insurance: [Text Field]

Responsible Party

Change Responsible Party

Relationship: [Text Field]
Name: [Text Field]
Address: [Text Field]
City: [Text Field]
State: [Text Field]
Zip: [Text Field]
Email: [Text Field]
Phone: [Text Field]
Insurance: [Text Field]

Pharmacy Information

Please update your preferred pharmacy information.

Pharmacy: [Text Field]

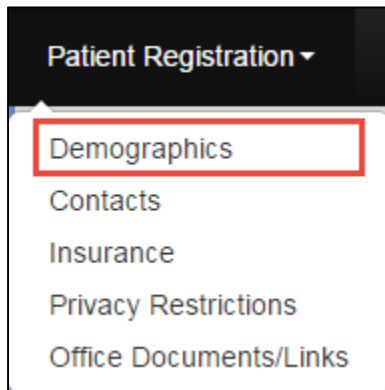
Reset Page

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.

MyHealth Patient Registration Appointments Contact Nurse Health Information NICKI ZZADAMS

Welcome to the MyHealth Patient Portal for Borrego Health. Our goal is to provide you with the tools you need to be an active participant in your health care. Our highly trained professional staff is available to answer any questions you may still have after accessing your portal account.

Please review the following account information and update any items which may have changed.

Patient Registration

Required Fields Highlighted

Enter changes in information in any of the listed fields. When complete, click Save

NICKI

Middle Name

ZZADAMS

Choose a Suffix...

14500 VIA VISTA

Address (continued...)

CATHEDRAL CITY

CA

92234

555-55-5555

09/08/1990

Female

sfranco@borregomedical.org

909-576-5156

Work Phone

Ext

Fax Number

Cell Number

Choose Marital Status...

Asian

Not Hispanic/Latino

Choose Employment Status...

English

Direct Address

Save

Click to Save changes to Patient Registration Information form

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.

Responsible Party

Required Fields Highlighted

Enter changes
in information
in any of the
listed fields.
When
complete,
click Save

Change Responsible Party

Relationship
 Other

First
NICKI
MI

Last
ZZADAMS
Suffix

14500 VIA VISTA

Address

CATHEDRAL CITY

CA ▼

92234

555-55-5555

Birth Date (e.g. mm/dd/yyyy)

Female ▼

Email

909-576-5156

Work Phone (e.g. 555-555-5555)

Ext

Fax Number (e.g. 555-555-5555)

Cell Phone (e.g. 555-555-5555)

Save

Click this
button to allow
editing of
Responsible

Click to Save
changes to
Responsible
Party form

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."**

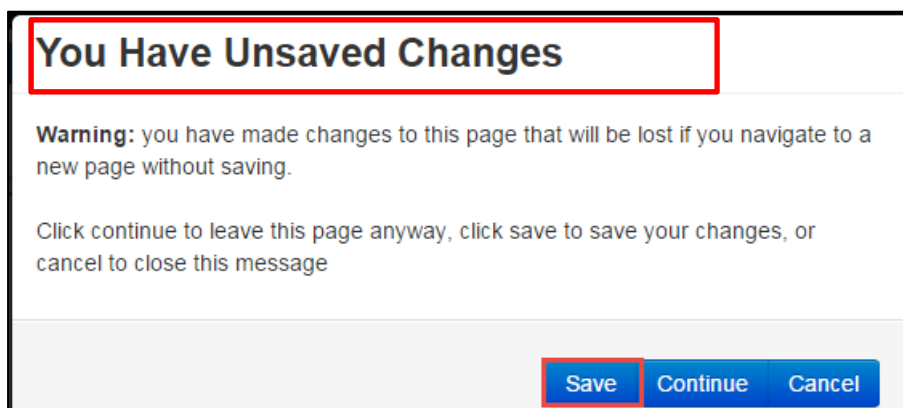
These message(s) will display until the requested updates are approved.

-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 current pending guarantor change request 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**.

The screenshot shows a web form titled "Pharmacy Information" with a subtitle "Please update your preferred pharmacy information." Below the subtitle is a drop-down menu currently displaying "Walgreens Drug Store 07990 - 1745 University, Ri". A red box highlights the title "Pharmacy Information". A red callout bubble points to the drop-down menu with the text "Choose preferred Pharmacy from the drop-down list." Below the menu is a blue button labeled "Save", which is also highlighted with a red box. A second red callout bubble points to the "Save" button with the text "Click Save after choosing Pharmacy".

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.