

# HOUSTON HEALTHCARE Access

## *My Personal Health Record*

### Frequently Asked Questions

#### **What are the logon ID and password setup requirements?**

User ID must be a minimum of 4 characters and a maximum of 12 characters.

Password must be a minimum of 4 characters, a maximum of 12 characters, and must contain at least 2 numeric character(s).

Password is case sensitive and cannot contain special character(s).

#### **How do I log into the Portal?**

To log into the Portal, visit the Houston Healthcare Access link on HHC.org website. Then simply enter your user name and password. Be sure to add [access@hhc.org](mailto:access@hhc.org) & [noreply@hhc.org](mailto:noreply@hhc.org) to your safe senders list so that messages from us will not get blocked from your ISP or sent to your spam folder.

#### **Where can I find the most up to date Terms and Conditions?**

Terms and Conditions can be viewed at any time from the home page of the portal - Link is in the lower right corner of the page.

#### **What if I ever have technical problems/questions about the Portal?**

There is a Contact Us section on the Houston Healthcare Access site at [www.hhc.org/contact-us](http://www.hhc.org/contact-us) that allows you to submit any questions that you have about using the Portal. Please do not include any personal information in the email.

#### **What if I have questions about my results?**

Please contact your physician's office for any questions about the results seen in the portal.

#### **Where can I change my e-mail address?**

Emails can be changed in Preferences in the portal.

#### **Where does my health information in the Portal come from?**

The information available within the Portal comes from your Houston Healthcare Electronic Health Record. This ensures that you have access to the most accurate, up-to-date information possible.

#### **Can my family access my Portal?**

Yes, you can give family members access to your information in the Portal. This must be done in medical records at one of your facilities and requires consent from you and your family member(s).

#### **Is my information safe?**

Yes. Portal passwords are encrypted and URLs are re-written so that they can't be copied and pasted. You and authorized family members are the only ones who can access your Portal. Also, a timeout feature protects your information if you leave the Portal page open.

#### **Why is my profile information that I updated not appearing within the portal?**

Please allow up to 2 business days for the requested changes to appear within the portal. Each requested change requires a step on the provider's end.

#### **Who has access to my account?**

To view a list of anyone who has access to your account, open your profile and scroll to the bottom of the screen. You have to give permission for a proxy to have access to your account.