

# myHEALTH

## Frequently Asked Questions



### 1. What is MyHealth?

MyHealth is an online tool that enables Stanford Health Care patients to securely access their health information, communicate with their care team (doctors, nurses etc.), and handle logistics like appointment scheduling and online billing.

### 2. Who can sign up for MyHealth?

Any Stanford Health Care patient can sign up for MyHealth.

### 3. How do I sign up for MyHealth?

While in clinic, ask the staff for a MyHealth activation code or go to: [stanfordhealthcare.org/myhealth](https://stanfordhealthcare.org/myhealth) and select “Get a MyHealth Account” to get started.

### 4. How do I access MyHealth?

The easiest way to get access is to use the Stanford Health Care MyHealth app (iOS/Android). Search for “Stanford Health Care MyHealth” in your mobile app store.

You can also log in to your MyHealth account through a web browser by going to: [stanfordhealthcare.org/myhealth](https://stanfordhealthcare.org/myhealth).

### 5. Is MyHealth secure?

Yes, MyHealth uses the latest encryption technology that is the industry standard.

### 6. Can I send messages to my clinic using MyHealth?

Yes, you can securely communicate with your care team through MyHealth regarding non-urgent issues.

### 7. Is there a charge for MyHealth?

No, MyHealth is a free service for our patients and caregivers.

### 8. Can I print information from MyHealth?

Yes, you can log-in to your MyHealth account from our website and use the “Printer Friendly Page” feature to print your information. Simply click the printer icon that is located in the upper right corner of most screens.

### 9. As a caregiver, can I use MyHealth to manage care for my child or another adult?

Yes, MyHealth Share Access provides online access to health information for others. Visit [stanfordhealthcare.org/shareaccess](https://stanfordhealthcare.org/shareaccess) for more information and to find out how to request access.

### 10. Who else can access my MyHealth information?

Your doctor and clinic staff have access to your electronic medical record. However, only you and those you allow through Share Access will have access to your MyHealth information.

### 11. Can I schedule or cancel an appointment using MyHealth at all clinics?

Many Stanford Health Care clinics offer appointment scheduling through MyHealth. However, in some cases you may need to call the clinic. Please check with your clinic to confirm.

### 12. Can I pay my bill through MyHealth?

Yes, you can view and pay your bill through MyHealth.

### 13. What if I am having trouble signing in to my account in MyHealth?

Please go to: [stanfordhealthcare.org/myhealth](https://stanfordhealthcare.org/myhealth), and use the “Forgot MyHealth ID” or “Forgot Password” feature to regain access. If you’re still having trouble, please call the MyHealth Help Desk at 1.866.367.0758.

For more information about MyHealth, visit [stanfordhealthcare.org/myhealth](https://stanfordhealthcare.org/myhealth) or talk to your doctor or a clinic staff.