Special Features for Families

- Portal access is available for parents of children under 13.

- If you are the parent of young children, you can set up the portal so you can see their records.

- Each child in the family will have their own tab. So, you can view their health record, request appointments, and request medication refills for them.

Additional Benefits

- You can see a complete summary of your or your child's medical record including medications, lab tests, procedures, and more.

- You can communicate with your provider, or pull up your or your child's medical record even if you see a doctor in another city or state.

Neighborhood HealthSource

Central Clinic: 2610 Central Ave NE, Minneapolis 55418
Fremont Clinic: 3300 Fremont Ave N, Minneapolis 55412
Heritage Seniors: 1015 4th Ave N, Minneapolis 55405
Sheridan Clinic: 342 13th Ave NE Minneapolis 55413

Phone: 612-588-9411
Website: www.neighborhoodhealthsource.org
Patient Portal: portal.neighborhoodhealthsource.org

Neighborhood HealthSource is Going Online

For Patients at Fremont, Sheridan, Heritage Seniors, and Central Clinics

portal.neighborhoodhealthsource.org

Get Online!

Starting in March, you will be able to enroll in our Patient Portal.

Once you get enrolled, you can access the Patient Portal from a computer, or a mobile device, like a tablet or Smartphone. This portal is safe and secure.

There are great features that let you save time and help you track your health. You can use the portal to:

- View your health record
- Request to schedule and cancel appointments, view appointments
- Communicate with your provider
- Request medication refills
- Request lab results
- … and more

How to Get Connected

Our front-desk staff will ask you for your email address. Once we have that, you will get an email with instructions to set up your portal access. You will need to follow the instructions carefully. Each step in the setup is important to keep the portal safe and secure. The instructions are also included in this brochure.

Getting Access to the NHS Patient Portal

Here are step-by-step instructions to getting access to our patient portal for you and/or for you child.

1. Give your email address to the front desk staff at your clinic.

2. In a few days, you will get an email from Neighborhood HealthSource with the subject of: "A secure message from your provider's office". This email gives you a link to click.

3. Click the link and follow the prompts to access and read the message.

4. The secure message invites you to sign up for our Patient Portal. It gives you instructions and has two important pieces of information:

   a. A PIN that is active for 30 days
   b. Your name as it appears on your medical record

5. You will need to enter your name and PIN number exactly as they appear in the message. It is a good idea to write the PIN number on a piece of paper, or to print the message.

6. To sign up for access to your own records:

   a. On a computer, click *Verify My Identity* at the very top of the screen

   OR On a mobile device (cell phone or tablet), click on the 3 bar symbol at the very top of the screen and select *Verify Identity*

   b. Check '*I have a PIN for my own chart*' and click *Next*

   c. Enter your
      - First and last name (as they appear in the message)
      - Birth date
      - Sex
      - PIN
   d. Click *Verify* and this completes the enrollment

To sign up for access to your child's records:

   a. On a computer, click on *Edit [your name] Account* at the very top of the screen

   OR On a mobile device (cell phone or tablet), click on the 3 bar symbol at the very top of the screen and select *Edit Account*

   b. Click on *My Family* tab
   c. Click on *Add family member*
   d. Select an item from the drop down for *Relationship to you*
   e. Click *Next*
   f. Enter your child's
      - First and last name (as they appear in the message)
      - Birth date
      - Sex
      - PIN
   g. Click *Verify* and this completes the setup

7. To view a complete summary of your or your child's medical record:

   a. From the Portal Welcome Page (Home Page), click *View My Health Record*
   b. Click *Chart Summary* from the list on the left