myHealth

Patient Portal

Manage Your Health 24/7

Frequently Asked Questions

1. What is myHealth?
myHealth is the new patient portal for CHRISTUS St. Vincent patients that gives you access to your health records from home.

2. Why should I register for myHealth?
It is Free! You will gain 24/7 access to your health care records. Just as you manage your bank account online, now you will be able to manage your health online.

3. What can I do with myHealth?
As a myHealth user, you can do things like check your lab results, view immunization records, view discharge instructions, review your medication history, send secure (but non-urgent) messages to your provider, request prescription refills, view scheduled appointments, and much more.

4.) Why are there separate systems for the hospital and clinics?
The electronic health record (EHR) system the clinics (your doctors or providers office) use is a different system than the hospital's electronic health record. The different systems are in response the different needs of a clinic setting and a hospital setting. Each EHR system has its own patient portal. Therefore, you're required to access your information in each separately.

While we recognize this might be an inconvenience to some users who utilize both the hospital and our clinics, but we believe systems that address the unique needs of these different settings improve the patient experience.

5. What are the differences between the two?
A detailed chart explaining the different capabilities between the platforms can be found here. (Link)

6. How do I enroll in myHealth?
When you check-in for your appointment, you'll be asked to provide an email address to access the patient portal. You'll receive an email invitation with instructions on how to complete the enrollment process and change your password within 24 hours.

7. Is myHealth secure?
Yes. We take your concerns about the privacy and security of your health information seriously. You can rest assured that myHealth is completely secure and in compliance with the Health Information Portability and Accountability Act (HIPAA).

8. What if I forget my username and/or password?
If you forgot your username or password, you can recover this yourself on the myHealth login page. If you are experiencing trouble logging in to your account, or have other technical issues, please call the CHRISTUS St. Vincent Help Desk at (505) 913-4850.

9. What if I find an error in myHealth health information?
If you would like to change something in your medical records, please contact CHRISTUS St. Vincent Medical Records at (505) 913-5320.

10. Can I access my family member's myHealth myClinic portal account?
Parents and guardians of children under 13 have full access to their child's myHealth Portal.

Parents and guardians of teens who are between the ages of 14 and 17 are not given access to their child's myHealth Portal because of New Mexico state privacy laws.

Patients between 14 and 17 years of age can ask their provider to not share certain medical information with a parent or guardian.

All test results, medications and visit summaries are posted in the myHealth portal, so the clinic wouldn't be in compliance with the law if parents and guardians had access. However, a parent or guardian may request their child's health records through the clinic as an alternative.

11. How do I know I have a message or result in the portal?
When a provider sends you a message, or a result is available, an e-mail will be sent to your personal e-mail account you provided when enrolling. This e-mail will not contain any personal health information, it will just direct you to myHealth where you can view your personal health information.

When you first sign up for the portal, you may get multiple e-mails during the first two days. These e-mail alerts are from historical labs and visit summaries being loading into your portal.