

Frequently Asked Questions

What is the purpose of mySJPHHealth?

mySJPHHealth is your personalized and confidential patient portal provided by St. John Providence. Get convenient, secure online access to your health information — anytime, anywhere, including: your health record, diagnostic results, patient education, current medication, lab results, immunization records, and health reminders.

How do I register for mySJPHHealth?

To register for **mySJPHHealth** :

***Self- Registration**

Self-enrollment is available for patients who are age 18 or older. Follow the instructions on your Discharge Instructions in order to self-enroll.

***Email Invitations**

Check your email for an enrollment invitation from noreply@iqhealth.com. The email includes a link to enroll. You will need a PIN number, which is your birth year or a number you identified if you completed the portal registration during your visit.

***Brochure**

Mail the completed mySJPHHealth patient information form on the brochure. See Brochure for details. Click [here](#) for the brochure.

Is there a app that can be used?

mySJPHHealth is available as an app on [iPhone](#), [iPad](#), and mobile devices running [Android](#). Download the HealtheLife app published by Cerner Corporation in the App Store. If a app is not available for your device, use your internet browser to go to the website: <http://www.stjohnprovidence.org/mysjphealth>

How to View Information from other Health Management Apps

mySJPHealth is dedicated to helping improve your overall health care experience by providing convenient, streamlined resources to help you better manage your health. We now offer the ability for you to securely connect some of the health management apps you may use (i.e. fitness trackers, dietary trackers, etc.) to your health record. [Contact Health Connect 1-866-501-DOCS \(3627\) to begin the process of connecting your information to the app.](#)

What information can I find in mySJPHealth?

You should be able to see your current medications, allergies, immunizations, and recent lab results. You may also see documents from an inpatient stay or office visit, including your discharge instructions, any patient education materials, and radiology reports.

Will I see all my results in mySJPHealth?

To respect our commitment to comply with patient privacy standards, we may have to block certain results from the Patient Portal. For any questions regarding results, contact your physician.

When will my data be available?

Your health information will go to mySJPHealth within 36 hours of your discharge from the hospital or visit to your physician. Some lab results and documents take longer to complete. In those cases, lab results and documents will be available when they have been completed.

Will behavioral health information be posted in mySJPHealth?

Patient medications, diagnoses, and chronic health problems will go to mySJPHealth. If you have a behavioral health diagnosis or problem, this will display in mySJPHealth. Specific notes from group or individual therapy will not go to mySJPHealth.

What should I do if I believe the data is incorrect?

If the data is from a doctor's appointment, contact that physician's office. If it is related to a hospital stay, procedure or a St John Providence outpatient facility visit contact St. John Providence Health Connect at 1-866-501-DOCS (3627).

Who do I contact if I have questions about how to use mySJPHealth or the information in mySJPHealth?

Contact St. John Providence Health Connect at 1-866-501-DOCS (3627) with any **mySJPHealth** questions regarding a hospital stay or visit to a St John Providence outpatient facility. If you registered for **mySJPHealth in a physician office, contact that office with any questions.**

What should I do if my account security has been compromised?

If you have concerns that someone has accessed your account without your permission, follow the instructions located on the portal to change your password and contact St. John Providence Health Connect at 1-866-501-DOCS (3627), who will advise a St. John Providence information security officer.

How do I ensure someone else doesn't sign up for mySJPHealth acting as me?

If you share an email account with another person, it is possible that the other person could use your invitation to gain access to your mySJPHealth. For this reason, St. John Providence recommends not using a shared email account for your mySJPHealth invitation.

What do I do if I can't remember my password?

On the login page, select the link just below the password field that says "Forgot Password?" The system will ask you for your email address and direct you to type in a few characters that are displayed. An email will be sent to you with a link to change your password.

What do I do if I want to change my password?

Log in to the portal. Click your name in the upper right corner and click Account. Click Update Account Settings and click Password.

Can I print from mySJPHealth or save it?

Saving a Document:

- Select the Download button on the right of the document.
- Select Save.

Printing a Document:

- Select the Download button on the right of the document.
- Select Open.
- Print

Printing your Medical record:



- Select Health Record.
- Select the Print Icon on the right of the screen.
- Select the sections you wish to print.

Printing your Labs:

- Select Results.
- Set Date Range you wish to print.
- Right click under date range and select print.
- Labs will print for the date range you have selected.

How can I email a document from the portal?

Most documents in mySJPHealth will need to be downloaded and then sent from your private email. Visit Summaries can be sent directly from mySJPHealth to anyone you may choose.

Send Visit Summaries:

- Select Health Record.
- Select Visit Summaries.
- Select send.

How do I access my minor dependent's information?

If the child is under 14 years of age and not seeking services for drug or alcohol use, reproductive, sexual or mental health services, the parent ~~will~~ can be enrolled in mySJPHealth on behalf of the patient. If the child is 14 or older or seeking services for drug or alcohol use, reproductive, sexual or mental health services, the child will be enrolled. The parent can be enrolled if the child has given consent. Contact St. John Providence Health Connect at 1-866-501-DOCS (3627) for more information.

If I am a noncustodial parent, can I access my minor dependent's information?

Yes, if the child is under 14 years of age and not seeking services for drug or alcohol use, reproductive, sexual or mental health services, the parent will be enrolled in mySJPHealth on behalf of the patient. If the child is 14 or older or seeking services for drug or alcohol use, reproductive, sexual or mental health services, the child will be enrolled. The parent can be enrolled if the child has given consent. Contact St. John Providence Health Connect at 1-866-501-DOCS (3627) for more information

If I am the legal guardian of a dependent, can I access their mySJPHealth?

Yes, if you have documentation that you are a legal guardian and there are no other extenuating circumstances, you can be enrolled in the patient's mySJPHealth. If the patient is under 14 years of age and not seeking services for drug or alcohol use, reproductive, sexual or mental health services, the guardian can be enrolled in mySJPHealth on behalf of the patient. If the patient is 14 or older or seeking services for drug or alcohol use, reproductive, sexual or mental health services, the patient will be enrolled. The parent can be enrolled if the child has given consent. Contact St. John Providence Health Connect at 1-866-501-DOCS (3627) for more information.

If I am named durable power of attorney for a friend or family member, can I access their mySJPHealth?

No, durable power of attorney does not allow for access to the patient's Portal. This is because the durable power of attorney may expire based on the patient's condition or wishes, and becomes active at a certain point in time. The Portal shows the entire health record for the patient and may show information outside of the timeframe of the power of attorney. If you need to have a copy of the record, please contact the provider or the HIM department for the facility where the patient received care.