



WELLSPACE HEALTH **Connect!** (Patient Portal)

Frequently Asked Questions for Patients

- **Is the Patient Portal the same as an email?**

No. WellSpace Health Connect uses a secure web portal (website) to send messages to **Your** health care team.

- **Who is my Health Care Team?**

The Health Care Team (your health care team) consists of your primary care provider (PCP), your provider's Medical Assistant and additional support personnel (front desk representative) as well as a Health Educator, Patient Advocate, Behavioral Health Coordinator and RN.

- **How do I enroll and log-in to WellSpace Health Connect (patient portal) website?**

To access WellSpace Health Connect, you need a temporary user name and password which will be provided at your first/next office visit. Once you receive your temporary user name and password simply:

- ✓ Visit <http://portal.wellspacehealth.org>
- ✓ Login under "already a member" using your temporary login information
- ✓ Secure your account by changing your password upon login

- **How do I retrieve my user name?**

You can retrieve your user name by clicking the link ***Need help with your user name and password?*** On the log in page, you must select ***I'm having problems signing in*** and enter your personal information. You will receive an email with a URL (link) to reset the password after you enter the correct details.

- **How do I retrieve my password?**

If you have forgotten your password, you can reset it by entering the user name and answering the forgotten password security question. After answering the security question, you will receive an email with a URL (link) to reset the password.

- **How do I reset my password if I do not remember the answer to the password security question?**

If you do not remember the answer to the password security question you can select ***I'm having problems signing in*** and enter your personal information on the log-in page. You will receive an email with a URL (link) to reset the password after you enter the correct details.

- **What should I do if I am having difficulty resetting the password?**

If you are having difficulty resetting the password, you can request WellSpace Health to provide you a password reset link and token. You will receive an email containing the password reset link. You can reset the password using the link and the password reset token.

- **Can someone else log-in to my account?**

The system is secure. No one can access your account unless they have access to your user name and password. You must always create a strong password with a combination of alpha-numeric and special characters for your account. If anyone else tries to access your account with an incorrect user name or password, the system will lock your account after four (4) attempts. However, the system automatically unlocks your account after 20 minutes.

- **Can I send a message about my family member (child, spouse, parent, etc.) through my patient portal account?**

NO. The patient portal includes "Care Manager/Dependent" functionality. The Care Manager function allows you to designate who the message is concerning. This must be set-up by your PCP before you may send messages concerning your family member (spouse, child, parent, etc).

Please note that any messages you send will become part of your permanent medical record, therefore messages should be sent through each individual patient portal account. Please contact WellSpace Health if you need help setting up any Care Manager/Dependent functions. The Care Manager/Dependent functionality will only be activated after the identity of the Care Manager has been verified.

- **Can I set-up an account for my child under my name?**

You may be set-up as the Care Manager for your dependent(s) under the age of 12. You may have full access for all dependent(s) added to your account.

Any access to your child(s) account will be automatically terminated on their 12th birthday in order for WellSpace Health to comply with California's Minors Confidentiality Laws.

Any persons who may explicitly request a Care Manager will need to sign an authorization form that will be valid for no longer than 12 months at a time.

- **How quickly can I expect a response to my message?**

Patients should allow at least two (2) business days to receive a response to their message.

- **I have been locked out of my account, how can I unlock it?**

Accounts can become locked after three (3) unsuccessful login attempts but will automatically unlock after 30 minutes.

- **I have a new email address, how can I change it?**

Login to <http://portal.wellspacehealth.org> and click on the "My Account Tab". Go to "My Information" and scroll down to email addresses where you can make the change. Please let us know at your next visit of any changes on demographics so we can update your chart.

- **My care team said I was sent a portal message, but I never received an email letting me know that a message was available. What should I do?**

The email notification was likely lost in your Spam filter. Search your Spam folder and correct the filter to prevent it from identifying these notifications as Spam. Even if the notification was lost, any messages or documents that were sent via the NextGen Patient Portal can be retrieved by logging into <http://portal.wellspacehealth.org> and reviewing your inbox.

- **Why am I unable to open a PDF or other documents received from WellSpace Health?**

Many NextGen Patient Portal documents are in Adobe Acrobat format. To view these documents, you need Adobe Acrobat Reader. Ensure you have the latest Adobe Acrobat Reader installed in your system.

- **Why am I unable to open any documents received from WellSpace Health, even though I have Adobe Acrobat Reader installed?**

If Adobe Acrobat Reader is installed, however, you still cannot open any documents, then verify if JavaScript is enabled in your computer. JavaScript is required to display messages and it may not be enabled on your browser. Click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to enable scripting.

- **What should I do if I see an error message when trying to open or download a document sent from WellSpace Health?**

When trying to open or download a document, if you are receiving an error message such as those below, there could be issues with your Internet Explorer security settings.

- ✓ Internet Explorer cannot download 50PPM from nextmd.com
- ✓ Internet Explorer was not able to open the internet site
- ✓ The requested site is either unavailable or cannot be found. Please try again.

If you do get one of the messages, click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to fix this issue.

- **Can I see lab results on the NextGen Patient Portal website?**

Yes! Lab results will be available for you to see once they have been received and signed by the Provider. There are only a few lab results that cannot be automatically uploaded to the website; they need Provider approval prior to upload. You should send your health care team a secure message through your patient portal account asking for the status of a recent lab result. When you are sent an electronic copy of the lab result, you will receive an email notification indicating a document is available in the **Inbox**.

- **Why does the Submit button appear to be frozen?**

Check the following:

- ✓ If you are using a mobile device, then try using a computer instead.
- ✓ If you are not using a mobile device, try a different browser, if possible.
- ✓ If JavaScript is disabled in the browser, click the ***Having Trouble?*** link on your NextGen Patient Portal page for instructions to fix this issue.