



ESTES PARK HEALTH

Estes Park Health Patient Portal Moves to My Health Connection

After a careful and thorough search, it was decided that UHealth's instance of Epic would serve Estes Park Health patients and providers best. Many of our patients also see healthcare providers at UHealth and seamless access to clinical charts at both Estes Park Health and UHealth will improve quality of and continuity of care for our patients.

It is important to remember that while Estes Park Health will be sharing our Electronic Health Record system with UHealth, we are and will remain an independent organization.

How do I create a My Health Connection account?

Step 1: Go to the My Health Connection page and select "Sign up now."

Step 2: Answer the questions and create an account using your email address and date of birth. Then select "Sign-up Now".

Step 3: You will be taken to a form page where you will fill out the requested information, which includes choosing your username and password. Then select "Sign up"

Step 4: Once you have created your username and password, you will be able to access your account.

My Health Connection

[Home](#) > My Health Connection

Username		Forgot Username
Password		Forgot Password
Sign up now	Sign in	

Download the UHealth app
today to access your
My Health Connection account:



- View test results
- Email your doctor
- View your medical record
- Request an appointment
- Receive appointment reminders
- Renew or refill a prescription

My Health Connection
<ul style="list-style-type: none">• FAQs• Terms and Conditions
Support
Monday – Friday, 8am – 5pm MST
Call 855.395.9031 or Contact Us

When can I see my lab/test results or why are they not appearing in My Health Connection?

Many test results are released to your My Health Connection within 24 hours. Tests of very sensitive nature are not released until you are contacted by your provider. In general:

- Laboratory tests, x-rays and most ultrasounds release immediately, with a few exceptions.
- CT, MRI, PET, Mammograms release to patients after a 7-day delay.
- Pathology and Cytology release to patients after 14 days.

You may contact your clinic directly to ask them about releasing your results.

If some of my health information on My Health Connection is not correct or is incomplete, what should I do (such as general info, medication lists, etc.)?

Your My Health Connection information comes directly from your electronic medical record at your provider's office. If you believe something is incorrect, contact your provider.

If I send a message to my provider or nurse, when can I expect a reply?

For non-urgent medical advice, you will generally receive an answer within two business days.

NOTE: Please contact your provider directly if the situation requires immediate attention or dial 911 if it is an emergency.

How do I schedule an appointment online with my provider?

Website

Step 1: Login to My Health Connection.

Step 2: Click "Schedule Appointment" on the right side "Quick Links".

Step 3: Click on the appointment type you would like (Example: Office appointment).

Step 4: Select the provider you would like to schedule with.

Mobile App

Step 1: Login to the UCHHealth Mobile App.

Step 2: Click "Appointments" on the homepage.

Step 3: Click "Schedule appointment".

Step 4: Click on the appointment type you would like (Example: Office appointment).

Step 5: Select the provider you would like to schedule with.

How can I see my provider's note from my visit?

To access your provider's note follow the below steps on the My Health Connection website:

1. Visits
2. Appointments and Visits
3. Find the appointment you want to view

4. Click on “View notes”

- PLEASE NOTE: The UCHHealth mobile app will not display your provider’s note. Please login to your My Health Connection account from your computer web browser to view. We apologize for this inconvenience.
- More information about Open Notes: Our research indicates that patients who read their providers’ notes understand their medical condition better, and develop a more trusting relationship with their providers, resulting in better outcomes.

How do I change who is listed as my primary care provider (PCP) in My Health Connection?

Contact your clinic to make this change for you.

Can I view another person’s health record in My Health Connection?

Visit [Sharing My Health Connection accounts](#) for details and forms.

- My Health Connection Website: From the top navigation menu, go to “Tools” and “Share My Account”.
- UCHHealth Mobile App: You will need to share your account through the My Health Connection website (see above directions). If you already have a shared account, you can find that account by clicking on the menu button in the top left of your screen, go to “Family” and find the shared account.

Can I ask questions regarding a family member from my own My Health Connection account?

My Health Connection offers an adult and child authorization access feature. Please read the “Share My Health Connection Accounts” section on this page for more information.

Can my spouse and I share one My Health Connection account?

My Health Connection does offer an adult and child authorization access feature. Please read the ‘Can I view a family member’s health record in My Health Connection?’ section above for more details.

Can I view more than one My Health Connection account at the same time?

No, only one account can be logged in at a time.

Where can I update my personal information (home address, phone or email)?

Log in to My Health Connection and from the top navigation menu, go to “Settings” and “Personal Information”.

Where can I change my password?

- My Health Connection Website: Log in to My Health Connection and from the top navigation menu, go to “Settings” and “Security Settings”.
- UCHHealth Mobile App: Go to the Menu in the top left corner and click on “Settings”.

How is my My Health Connection secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, usernames and passwords. Each person controls their password, and the account cannot be accessed without it. Further, My Health Connection is accessed using current compatible browsers with the latest SSL encryption technology during your session with My Health Connection. Unlike conventional email, all My Health Connection messaging is done while you are securely logged on to our website.

I was logged out of My Health Connection – what happened?

We aim to protect your privacy and security of your information. While logged into My Health Connection, if your keyboard remains idle for 20 minutes or more, you will be automatically logged out of My Health Connection. We recommend that you log out of your My Health Connection session if you need to leave your computer for even a short period of time.

When I try to log in to the website, why does it just take me back to the login page?

Delete your browser's cache and cookies (*see below*), close all of your open browser windows, and then try to log in again. If you're using Internet Explorer, it's notorious for caching pages and showing them when it shouldn't. Make sure you change the following setting in IE:

- Go to Tools, then Internet Options.
- Under the Browsing History section on the General tab, click the "Delete" button.
- Check only the Temporary Internet files and the Cookies boxes, and then click the "Delete" button.
- Under the Browsing History section on the General tab, click the "Settings" button.
- Make sure that the button labeled "Every time I visit the web page" is selected.
- Click the "OK" button.
- Click the final "OK" button.
- Close all programs and restart your computer.

If you're using another type of browser, refer to your browser's Help function for more information. Deleting the cache will tell your browser to always look for a new version of the current web page and display it instead of a cached version. It usually alleviates the issue that you were having

What does this error message mean?

Message – "Username or password may be incorrect."

Action – Remember, passwords are CASE sensitive (i.e. 'Password' is not the same as 'PASSword'). Use the "Forgot username" and/or "Forgot password" links to ensure that you're using the correct credentials. Often, people use their email address for their username when their username isn't their email address.

Who do I contact if I have additional technical questions?

If you have additional questions about how to access your account or navigate within My Health Connection, please use <https://www.uchealth.org/contact-us/> and select My Health Connection in the reason dropdown. You can also call us toll-free at 1-855-395-9031.

Support Hours: Monday – Friday, 8 a.m. to 5 p.m. MST. Depending on volumes, please allow up to one business day to receive a reply. The Contact Us form is not a secure email account and should NOT be used for sharing personal identity or medical information. We recommend only providing your full name and email information. Do NOT send your username and password in the same email and never give your entire Social Security number to anyone.

What happens with a patient's My Health Connection when they are deceased?

Once a patient is marked as deceased in our system, their account is automatically deactivated. We are not able to reactivate the account and any request for documentation will need to be requested with Health Information Management.

Is there a fee to use My Health Connection?

My Health Connection is a free service offered to our patients.

What operating systems does the mobile app support?

- Android version 5.0 and higher
- Apple iPhone version 10.0 and higher