



# Frequently Asked Questions

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## **What is MyHealth?**

MyHealth is Lawndale Christian Health Center's patient portal. This secure website allows patients to access their health information in a safe and convenient way 24-hours per day, 7 days per week.

## **What can I do using MyHealth?**

Patients who are registered users of MyHealth can request test results, view their medical information, request appointments and send secure messages to their doctor.

## **Who can use MyHealth?**

Any established adult patient can receive a PIN and use MyHealth. Parents of children (ages 0-11) may use the patient portal on behalf of their child. An adult proxy may access an adult patient's portal with the patient's consent.

Non-emancipated adolescents (ages 12-17) will not be able to use a portal account. Parents of non-emancipated adolescents will also be unable to access their child's medical information through the patient portal.

## **What should I do if I'm having problems or have a question?**

If you have problems with the website or have a question about the website, you can email [myhealth@lawndale.org](mailto:myhealth@lawndale.org). Our staff will respond to your message within 1-2 business days.

## **Can I view a family member's (a child, spouse or parent) medical information in MyHealth?**

Parents can have access to their children's medical information on MyHealth if they request a PIN for their child. This PIN will allow the patient to register their child and connect their child's information to their own account.

For access to a family member's account, permission must be granted by the family member and a PIN will also be required in order to gain access to that person's account.

## **Is my personal health information safe?**

Your personal health information is completely safe and secure. You must log in to view your personal health information and you are the only person with the password to your account.