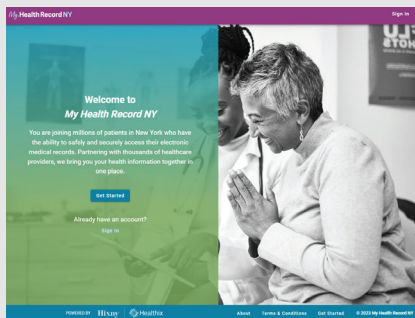


Frequently Asked Questions



myhealthrecordny.com

Healthix Customer Support is available Monday through Friday from 8am to 6pm and can be contacted by calling 877-695-4749 or 24 hours a day, 7 days a week through our support website [HERE](#). Once there, choose a case type of **My Health Record NY** and you will be contacted within one business day.

Reviewing Terms & Conditions will also help guide your understanding of what may be available to you in **My Health Record NY**.

My Health Record NY

Welcome to the Healthix Patient Portal, My Health Record NY

Powered by Healthix and Hixny

New York State privacy requirements and reliable identity verification ensure that your records are securely and safely available to you anytime and anywhere you need them.

What is My Health Record NY?

My Health Record NY is a secure online web service available to anyone who has received care in New York State. If your care provider shares data with [Healthix](#), the New York City/Long Island Health Information Exchange (HIE) or [Hixny](#), the HIE that serves the greater Capital Region, your treatment information may be found in My Health Record NY.

How Do You Know if the Person Asking for Access is Me?

We take your privacy and security very seriously. We partner with [CLEAR](#)® to authenticate all requests for access to the patient portal. Every time you log in, it will ask you security questions specific to you that, if answered incorrectly or not at all, will not allow you access.

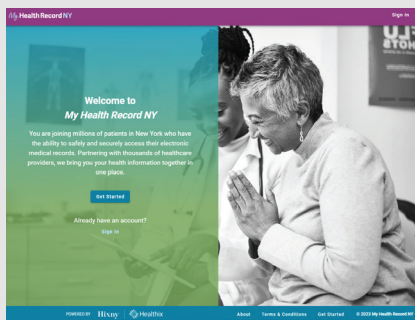
Getting Started

Before an account is created for you, we need to verify your identity and Zip Code eligibility. We've partnered with CLEAR to make this process quick and easy - and possible right from your smartphone! Once your identity is confirmed, an account will be created and you will receive an email with instructions on how to log into your My Health Record NY account.

Go to myhealthrecordny.com and click on "Get Started." This process requires a smartphone and a government-issued ID, such as a driver's license or passport.

- Enter your Zip Code to check eligibility. If you are not eligible, the session will end.
- If eligible, a success message with instructions for navigating the CLEAR verification process will be displayed.
- **IMPORTANT:** If viewing the page on a desktop, you will be prompted to scan the QR code to start the Clear process on your mobile device. **Do not use a QR scanner. You must use phone camera to scan QR code.**
- On your mobile device, enter your phone number and CLEAR will send a code, enter it on the next screen.
- Instructions will be given on how to take a selfie for verification. CLEAR may need to access your camera to take a selfie. It is best to place ID on a dark background to be accepted.
- Upload images of the front and back of the government- issued ID. Images must not have a glare or shadow.
- If successful, you will receive a message "Thanks for Verifying with CLEAR": This will prompt a welcome email "Finish getting up your My Health Record NY account."
- The email will contain your username and additional steps to log in. If you do not receive the welcome email, please check your junk folder.

My Health Record NY



To learn more about Healthix and how it serves the community, visit www.healthix.org

Setting Up Your My Health Record NY Account

1. To set up your account, click the Sign In button and select "New user? Finish creating your account."
2. Enter your username and email address (this triggers a verification code sent to your email). Your username is available in the welcome email that was sent to you when your account is created.
3. Enter the verification code in the email.
4. Enter date of birth to further confirm identity.
5. Create a password.
6. Once the new password is entered, hit continue to sign in again using the new password.

Note: "Don't Share" Option - If "don't share" is selected, this will prevent the creation of an account. Users who agree to "share" data with My Health Record NY will be able to move forward with the process to gain access to the portal.

How do I know if my providers contribute my information to Healthix and/or Hixny?

To identify whether the facility that provided your care is a data contributor, follow the links below to their Participant Lists. There may be some limitations since not all providers participate in HIE.

- [Healthix](#)
- [Hixny](#)

Is Access Free?

Yes, accessing the My Health Record NY is a free service provided by Healthix and Hixny.

What if Information in the My Health Record NY is Incorrect?

Healthix cannot change, define, add or delete any information in My Health Record NY. You can contact your provider, or the Healthix Customer Support and they can assist.

Who Sees This Information Besides Me?

The information viewed by you is also available to any provider to whom you have provided [Healthix consent](#) to view your information. If you have not provided consent to a provider, or if your provider does not participate in Healthix or Hixny, they cannot view your information. Few exceptions include cases where you arrive at a hospital emergency room and are unable to give consent. Authorized clinicians treating you in an emergency may temporarily access your information through Healthix or Hixny in order to render more effective, timely medical treatment.

Maintenance of My Health Record NY

From time to time, Healthix performs routine maintenance to its system. You can view our performance page, Systems Status Updates, located on our [homepage](#).