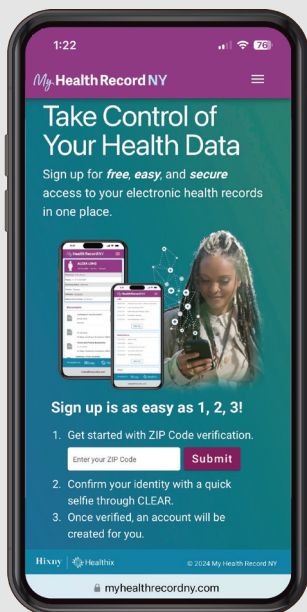# Healthix

Frequently Asked Questions

Scan the QR code to get started!

myhealthrecordny.com/sign-up

My Health Record NY

FREE

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) or Hixny (the HIE serving 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. Each time you log in, you will be asked security questions specific to you. If these questions are answered incorrectly or not at all, access will be denied.

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—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.

1. **Visit the Website:** Go to myhealthrecordny.com/sign-up and enter your Zip Code to check eligibility. If you are not eligible, the session will end.

2. You will need a smartphone and a government-issued ID, such as a driver's license or passport.

3. **Begin Verification:** If eligible, you will see a success message with instructions for navigating the CLEAR verification process.

   IMPORTANT: If you are viewing the page on a desktop, you will be prompted to scan the QR code using your phone camera (do not use a QR scanner).

4. **Verify Your Phone Number:** On your mobile device, enter your phone number. CLEAR will send a code to your phone; enter this code on the next screen.

5. **Selfie Verification:** Follow the instructions to take a selfie for verification. CLEAR may need to access your camera to take a selfie. Ensure your ID is placed on a dark background for better accuracy.

6. **Upload ID Images:** Upload images of the front and back of your government-issued ID. Ensure the images are clear and free of glare or shadow.

7. **Confirmation:** If successful, you will receive a message saying, "Thanks for Verifying with CLEAR." This will prompt a welcome email with the subject "Finish setting up your My Health Record NY account."

8. **Email Instructions:** 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
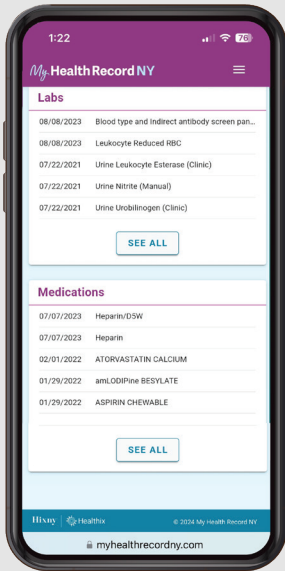
To learn more about Healthix and how it serves the community, visit www.healthix.org

Healthix Customer Support

Phone Support: Available Monday to Friday, 8 am to 6 pm at 877-695-4749.

Online Support: Available 24/7 at Healthix. org/contact. Select "SUPPORT," choose "My Health Record NY," and you will be contacted within one business day.

For more information:

Terms & Conditions: My Health Record NY Terms & Conditions at healthix.org/ myhealthrecordny-terms-conditions/

About CLEAR: Learn more about CLEAR at www.clearme.com/

Setting Up Your My Health Record NY Account

1. Start Account Setup:

- Click the "Sign In" button.
- Select "New user? Finish creating your account."

2. Enter Credentials:

- Enter your username and email address. This triggers a verification code sent to your email. Your username is available in the welcome email sent when your account was created.
- Enter the verification code from the email.
- Enter your date of birth to further confirm your identity.
- Create a password.

3. Complete Setup:

- Once the new password is entered, click "Continue" to sign in again using the new password.

Note: Selecting "Don't Share" will prevent the creation of an account. Users who agree to share data with My Health Record NY can proceed 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, visit the following websites and check under Healthix's "Participant List" or HIXNY's "Data Providers." These lists are updated regularly.

- https://cx.healthix.org/directory
- https://hixny.org/healthcare-community/partners/#DataProviders

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 Can See This Information Besides Me?

The information you view is also accessible to any healthcare provider to whom you have given Healthix consent (visit healthix.org/for-patients/consent-choices/). If you have not given consent to a provider, or if your provider does not participate in Healthix or Hixny, they cannot access your information. There are a few exceptions, such as when you are admitted to a hospital emergency room and are unable to provide consent. In such cases, authorized clinicians treating you in an emergency may temporarily access your information through Healthix or Hixny to provide more effective and timely medical care.

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 website.