



Who is eligible for the Consumer Portal?

Currently, the Consumer Portal only supports Adult/Older Adult Mental Health Programs.

Consumers under 18 and/or consumers receiving treatment at substance abuse programs are not eligible at this time.

What is the Consumer Portal?

The sfHealthConnect Consumer Portal is a website that provides Behavioral Health Services (BHS) consumers with secure access to select portions of their electronic health records (EHR).

How secure is the Consumer Portal?

The Consumer Portal meets federal standards set by the Health Insurance Portability and Accountability Act (HIPAA) and the Office of the National Coordinator for Health Information Technology. Only You or someone you have designated (as a proxy) can only access the Portal.

For security, the consumer portal will automatically log you off after five (5) minutes of inactivity.

Can I use the Consumer Portal to seek psychiatric or medical treatment?

No. The portal is not a substitute for professional medical care and advice.

If you think you or your family member(s) are having a psychiatric emergency, please dial 911. Other services available to help you during a mental health crisis:

- Suicide Prevention: 1-800-273-8255
- Behavioral Health Access Center: 415-255-3737
- Mobile Crisis Team: 415-970-4000
- Comprehensive Crisis Services
Adult: 415-970-4000
Child: 415-970-3800

How do I access the Consumer Portal?

Please contact the Portal Help Desk at **855-224-7782**. The Portal Help Desk is available Monday-Friday 9 AM-4 PM (excluding Holidays).

What if I do not remember my Portal password?

Go to

<https://myhpconsumer.netsmartcloud.com/Account/Login>

and click the Forgot Password link. Once you click the link, you will receive an email to reset your password. Follow the directions to set up your new password.

What do I need to access the Consumer Portal?

You will need access to the internet and a valid e-mail address to establish your account.

****Always remember that public computers are not secure or private. Please do not store any personal information on a public computer. Remember to log off and pick up any printed health information.***

How do I get more information on how to use the Consumer Portal?

If you have technical questions, please contact the Portal Help Desk at **855-224-7782**.

What can I do after I have created my Consumer Portal account?

- Receive appointment reminders a day before your scheduled appointment.
- View Appointments
- View Allergies
- View Visit History
- View Medications
- View Problem List
- View Lab Results

How are my medications listed in the new portal?

Your medications are listed by name and include your dosages. For any other questions contact your clinician.

What is a Proxy?

You have the option to authorize your caretaker as your Proxy. This allows them to access the portal on your behalf (such as a trusted family member).

How do I designate a Proxy?

If you are registered in the Portal:

Please ask your clinic or contact the Portal Help Desk at **855-224-7782** for assistance.

Will the Consumer Portal be available in other languages besides English?

Multiple languages are available. Please ask your clinic or contact the Portal Help Desk at **855-224-7782** for assistance.

How do I correct or what if I have questions regarding information in my personal health record?

Please talk to your provider to discuss your concerns. The information in the Consumer Portal is pulled directly from your medical records.

Whom do I contact for questions about the portal?

For IT-related questions, contact the Portal Help Desk at **855-224-7782**. For health-related questions, please contact your care provider.

What can the Consumer Portal Help Desk do for me? What are the things they cannot help me with?

The Portal Help Desk is available Monday-Friday 9:00 AM-4:00 PM (excluding Holidays), toll-free at **855-224-7782**. They can aid with portal navigation, and logging-in issues and assist in setting up appointment reminders and portal configuration. They will not be able to answer clinical questions about information in your portal.

What do I do when my screen does not display correctly?

You can select the Function Key, F5, on your keyboard to refresh the screen.

How can I get appointment reminders?

When you set up your Consumer Portal account, you can choose to set up text message reminders on your cell phone, **or** you can choose to get e-mail reminders. Inform the Portal Help Desk of which method you prefer.

Note: Text charges from your carrier may apply. If you want e-mail reminders, you must have an e-mail account.

If I no longer want text or e-mail reminders, can I stop receiving them?

Yes, please contact the Portal Help Desk at **855-224-7782** for assistance.

Will I have access to the Consumer Portal 24/7?

Yes. However, the system may be unavailable due to maintenance and updates. We will make every effort to limit portal maintenance to off hours and will try to send you notifications of when maintenance will occur. If the portal is not accessible, please try again later.

For More Information, please contact the sfHealthConnect Help Desk:

Toll-Free Phone Number: 1-855-224-7782 Monday-Friday 9 am-4 pm



San Francisco Health Network
Behavioral Health Services

