

# How to use your FREE online health management tool — Tuality MyHealth



**Tuality Healthcare**


*Building a healthier community.*

**Help**

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Home  
Tuality Healthcare Website


- **To access this User Guide** from the home page, to view it again or print it for reference, click “Help” and then “How to Use This Site,” or click the same link from the quick pick list in the center of the screen.
- **To access the Tuality Healthcare website**, click “Help” and then “Tuality Healthcare website,” which will open a new window. To return to Tuality MyHealth, just close the Tuality Healthcare website window.

 **Inbox and Secure Messaging**

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Inbox  
Questions about your Hospital Bill?  
Send General Message  
Sent Items

- **To access messages received**, click “Inbox and Secure Messaging” and then “Inbox,” or click “View Messages” from the quick pick list. Click on a message to view its content. You can “Reply” to the sender or “Forward” the message to another provider.
- **To send a message to your provider**, click “Inbox and Secure Messaging” and then “Send General Message.” Select a provider from the pull down list to send “To” and type in your question or message in white box below. Click “Send” button.
- **To confirm whether the messages you have sent have been opened** by the clinic staff, click “Inbox and Secure Messaging” and then “Sent Items.” Status will be displayed as “Opened” or “Unopened.”

 **Appointments**

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Manage upcoming Appointment  
Request an Appointment  
Reschedule an Appointment  
Cancel an Appointment


- **To view currently scheduled appointments**, click “Appointments” and then “Manage upcoming Appointment.” You can also add your appointments to your personal calendar by clicking on “Add to Calendar” and then “Open” within this section.
- **To request a new appointment**, click “Appointments” and then “Request an Appointment.” Enter reason for visit, preferred clinician, and first and second choice for a date & time of appointment. Click “Send.”
- **To reschedule an appointment**, click “Appointments” and then “Manage upcoming Appointment.” Click “Reschedule” for appointment to be rescheduled. Enter reason for visit, preferred clinician, and first and second choice for a date & time of rescheduled appointment. Click “Send.”
- **To cancel an appointment**, click “Appointments” and then “Manage upcoming Appointment.” Click “Cancel.” Enter reason and phone number. Click “Send.”

 **Health Profile**


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Clinical Record Summary  
Lab Results  
Discharge Information  
Personal Information

- **To view allergies, immunization history, health issue list, medication list, and surgeries/procedures list**, click “Health Profile” and then click “Clinical Record Summary.”
- You may view your lab test results anytime after the seven-day waiting period that is required by state law. **To view lab test results** from as far back as 2008, click “Health Profile” and then “Lab Results.” Select “View by Timeframe” or “View by Date/Time Range” using the pulldown menu. Your lab results display in the left column with the right column displaying normal ranges.
- **To view personal information**, click “Health Profile” and then “Personal Information.” If any of the data is incorrect, you can send updates by clicking the “Send Update” button at the bottom of the screen. Change the item(s) that are incorrect and then click “Send.” Registration staff will use this information to update your record.

 **Pre-visit Questionnaires**

- **For patients with an upcoming surgery** and asked by their provider to fill out a questionnaire, click “Pre-visit Questionnaires” and then “Begin your Questionnaire.” It will take about 30 minutes to click through the screens and reply to questions about health history, medication list, and emergency contact information. The information is sent to the surgical-care team.

 **Search Health Topics**

- **For patients who desire more information**, click on “Medline Plus” or “FamilyDoctor.org” to research specific health topics. Patients can also connect with local resources by looking under the “Resources in Washington County” or “Can’t find the information you need?” headings.



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## **Answers to Frequently Asked Questions**

### **How do I access Tuality MyHealth, the online health management tool?**

Once you have an account set up, you can access your Tuality MyHealth account anywhere that you have access to the internet – at home, work, school, library, etc.

### **Is my information secure?**

Yes, this tool is compliant with the protections of the Healthcare Insurance Portability and Accountability Act (HIPAA). It provides you with the ability to securely view, store, and share your health information.

### **How do I get signed up to use Tuality MyHealth?**

Bring a valid picture ID and email address to Admitting (front desk) at any Tuality facility to start the steps for setting up your account.

### **How do I know when I have a new message?**

When a new message arrives in your inbox, an email alert message will be sent to the email address that was entered for your account during registration.

### **More questions?**

For technical questions that are not addressed online, please call 877-621-8014 between 5 a.m. and 5 p.m., Monday through Friday (except holidays), or send email: [support@myhealthexchange.com](mailto:support@myhealthexchange.com)