



myHealthPointe Patient Portal

FREQUENTLY ASKED QUESTIONS

(FAQ)

How do I sign up for myHealthPointe?

Discuss signing up with myHealthPointe with your provider. Once you discuss the portal with your provider, you will receive an activation email and instructions on how to set up your portal access, including a User ID, Validation Code, and Activation Link.

PLEASE DO NOT TRY TO SIGN UP ON YOUR OWN.

Who can use myHealthPointe?

At this time, myHealthPointe is limited to clients the following programs:

- Outpatient Behavioral Health
- Children's Long Term Support (CLTS) Program

Are there plans to expand the portal to other programs?

Not at this time.

Who can access myHealthPointe?

- Clients aged sixteen (16) or older can have their own login for myHealthPointe.
- Parents/Legal Guardians can have a login for their minor children and Guardians for adults may also have logins for their adult wards.
- Parents/Legal Guardians can access the records for their minor children, except when prohibited by law.
- Once a minor client turns eighteen (18) years old, their parents no longer may access their child's records, though a guardian for the now eighteen (18) year old adult may be granted access once we receive the proper paperwork (e.g., letter of guardianship or related court papers).

What are the benefits of myHealthPointe?

Signing up for myHealthPointe allows you to view and e-sign forms, request refills, gain quick access to continuity of care documentation (CCD), and sign up for appointment reminders via text or email.

For your privacy and the protection of your health information, text messaging can only be used for appointment reminders.

At this time, direct messaging with providers, scheduling requests, and detailed record requests are not enabled. Please reach out to your Service Coordinator if in the CLTS program or contact us at (262) 548-7666 during normal business hours (Monday through Friday, 8:00 a.m. to 4:30 p.m., excluding holidays) to reach out to your providers or schedule appointments. For record requests, please contact us as HHSRecordsRequest@Waukeshacounty.gov or at (262) 548-7212 during normal business hours.

How do I sign up for and opt out of appointment reminders?

Please see this guide [here](#).

I am handling the affairs of a client who passed away. How do I gain access to the client's records?

Once a client passes away, we deactivate the patient portal. Access to the client's records can be obtained by contacting our Centralized Records Unit at by phone at (262) 548-7212 during normal business hours or by email at HHSRecordsRequest@Waukeshacounty.gov. We may need proof of your authority to handle the client's estate.

Why was my access to the portal terminated?

We reserve the right to terminate your ability to access and/or use mHP Portal for any reason. Access may be terminated for a violation of our terms and conditions or because you no longer have legal rights to the client's information, such as due to a minor client turning eighteen (18) years old or a guardianship terminating. If you are a client whose portal access was terminated, you can still access your health information by contacting Centralized Records.

I lost the email with the link to the portal. How do I get to myHealthPointe?

Please go to <https://myhpconsumer.netsmartcloud.com/Account/Login>.

If you have additional questions about myHealthPointe, please contact your Service Coordinator if in the CLTS program; otherwise reach out to us at (262) 548-7666 during normal business hours (Monday through Friday, 8:00 a.m. to 4:30 p.m., excluding holidays) or at HHS@Waukeshacounty.gov.