

## The Patient Portal

is a link to your personal electronic health record. It is a great resource regarding your personal health and medical information.

The Patient Portal will have more features added in the future. Today, the biggest benefit in signing up for the portal is that it will give you an easy way to sign documents electronically, without having to make a trip to the office. During the COVID-19 pandemic, signatures were waived and we were allowed to accept your verbal agreement on plans and documents. However, beginning in 2022, signatures will again be required. You will be able to sign documents in the Patient Portal at your convenience in your own location.

**To get started with your Patient Portal, please contact your primary worker.**

## Whom to Contact

If an individual is at immediate risk of seriously harming themselves or someone else call 911

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For crisis call 1-833-295-0616 (TTY 711)

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To access services call (231) 922-4850 or 1-800-492-5742 or one of the four offices listed below

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To access Substance Use Disorders Services call NMRE 1-800-834-3393

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For Customer Services call 1-800-337-8598

OFFICE HOURS MONDAY-FRIDAY 8 AM-5 PM

### ADMINISTRATIVE OFFICE

105 Hall Street, Suite A 2715 South Townline Road  
Traverse City, MI 49684 Houghton Lake, MI 48629  
(231) 922-4850 (989) 366-8550

527 Cobb Street 204 Meadows Drive  
Cadillac, MI 49601 Grayling, MI 49738  
(231) 775-3463 (989) 348-8522

[northernlakescmh.org](http://northernlakescmh.org)

If you speak a language other than English, language assistance services, free of charge, are available to you. Call Customer Services 1-800-337-8598 (TTY 711). Northern Lakes Community Mental Health Authority (NLCMHA) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. NLCMHA is a member of Northern Michigan Regional Entity ([www.nmre.org](http://www.nmre.org)) and receives its principal funding from the Michigan Department of Health and Human Services.

This information was reviewed by consumers.

NOVEMBER 2022



## Patient Portal

How to maximize health benefits by accessing your Northern Lakes Electronic Health Record



Access Your Information  
via the Patient Portal

[www.northernlakescmh.org](http://www.northernlakescmh.org)

## PORTAL MENU

### My Home

This is the starting spot and holds your health record information.

### My Personal Information

Here you will see the names, phone numbers and other information for the people you indicated should be contacted when needed.

### My Health Record

This section has five areas you can access to learn about your health. View your allergies, your diagnosis, the medications you are taking, your blood pressure, weight, and other “vitals.” When tests are done at a laboratory (for example blood, urine) results can be seen here.

### Documents

Here you can see health information that you have asked for or your agency has sent to you.

### My Appointments

Here you can see if you have an appointment coming up. You can learn what day, what time and where it is.

### My Account

Here you can update your account information (name, email address, password) and view account usage history.

### My Home

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### My Personal Information

-  Contact Information
  -  Emergency Contacts
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### My Health Record

-  Documents
- 

### My Appointments

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### My Account

-  Change Account Info
-  Change Password
-  Health Facilities
-  Access History

## Future Direction for the Patient Portal

In the future, the Patient Portal will grow to provide more ways you can communicate about your health and wellness.

For example, in the future you may be able to:

- Review information from your last appointment including your diagnosis, prescribed medications, and vital signs.
- Share this information with your primary care physician or specialist.
- Request medication refills at the time you notice they are needed.
- Request your personal records. They will be uploaded to your Portal where you can print or share them.
- Request information on a health-related topic to be uploaded to your Portal.