

## Sending A Message To Your Provider Through Your Patient Portal Account

Your patient portal account is a great way to conveniently and securely communicate with your provider and their medical care team. The instructions below will guide you through the process of accessing your account then creating and sending an electronic message to your provider. Please feel free to use this communication tool to send your provider any inquiry related to your health that is not an emergency or requiring urgent care.

### *Accessing Your Patient Portal Account:*

The homepage of the Patient Portal is shown below. You can access the Patient Portal login page from the following 3 sources:

1. The green Patient Portal button at the top left corner of HHP's homepage, [www.huntingtonhealthphysicians.org](http://www.huntingtonhealthphysicians.org). Please note, this button only appears on the desktop version of our website; it does not show on the mobile version of our website.
2. Through the "Find It Fast" drop-down menu on HHP's homepage. This is the ideal option when on a mobile device.
3. By entering the following URL into your internet browser, then clicking on the green "Go To Patient Portal" button: [www.huntingtonhospital.org/hhppatientportal](http://www.huntingtonhospital.org/hhppatientportal)

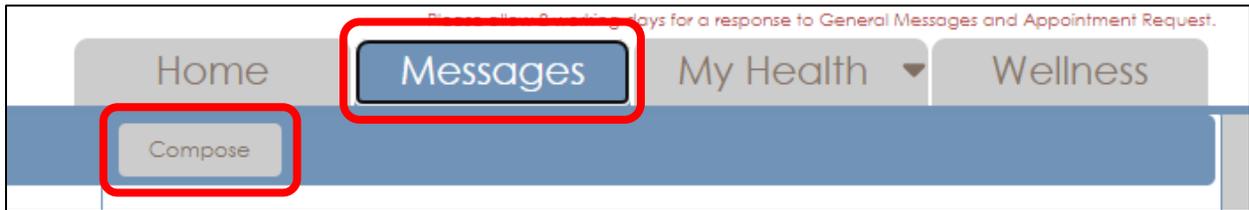
Once at the login screen, shown below, we recommend saving the page to your favorites for future use.



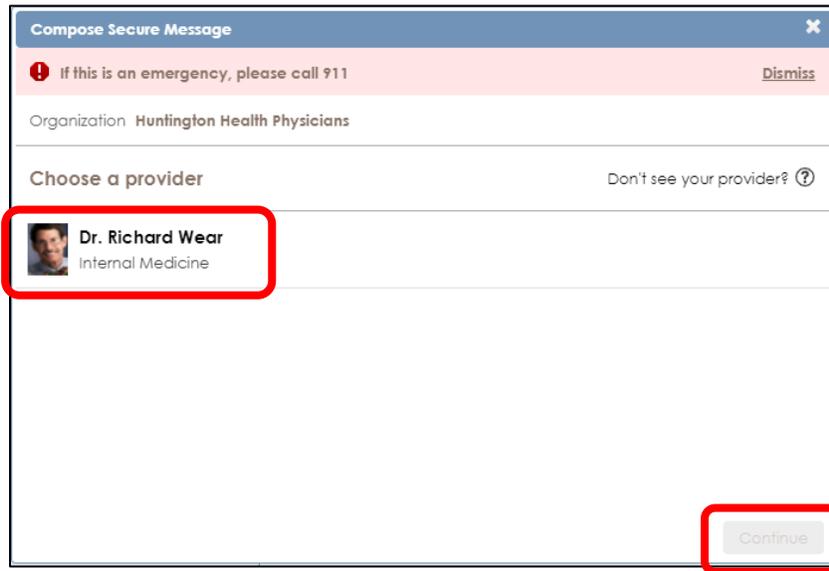
The screenshot shows the Huntington Health Physicians Patient Portal login page. At the top left is the logo and name "Huntington Health Physicians". To the right is a photo of a doctor smiling. Below the logo is a photo of a family. The main content area features a login form with a heart and stethoscope icon, a "Username" field, a "Password" field with an eye icon, a "Sign In" button, and links for "Forgot your password?" and "Forgot your username?". Below the form is a horizontal line, a box containing "or, use an alternative", and a "I need to sign up" button.

## Creating and Sending a Message to Your Provider:

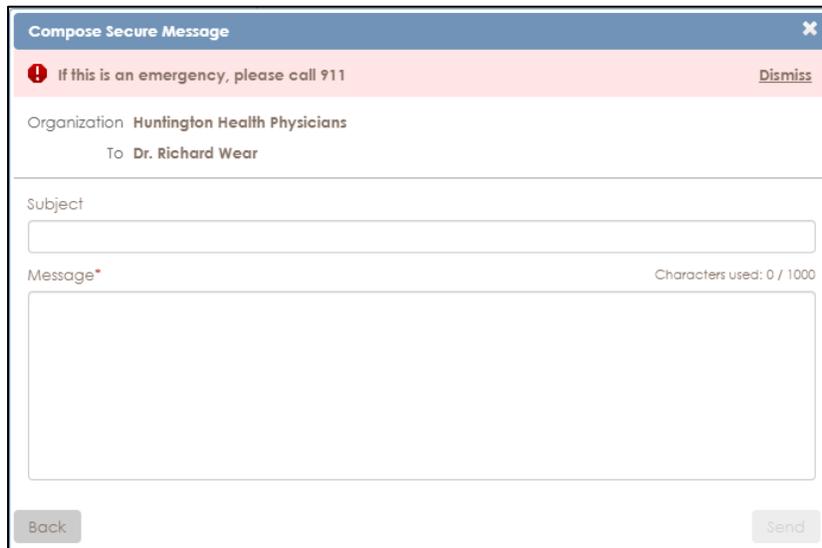
Once logged in, select the “Messages” tab in the top menu, then select “Compose”.



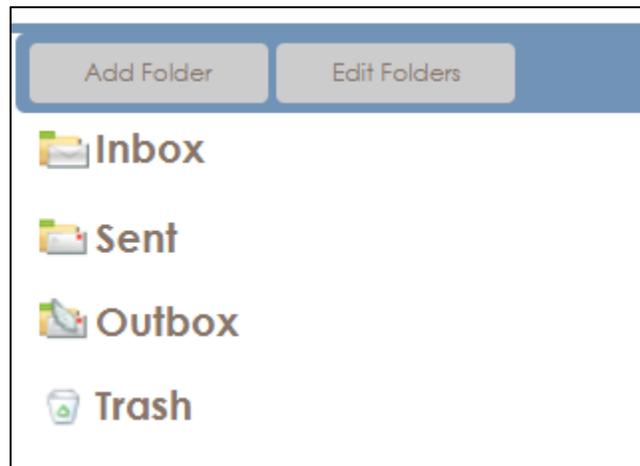
The prompt below will display asking you to select the provider that you want to message. Please note, your options will be limited to your primary physician of record. Select your provider, then click on “Continue”.



You'll then be able to prepare the message to your provider, with a subject line and body field. Please note, there is a 1,000 character limit for your message, including spaces. Once your message is complete, click on “Send”.



Once you send your message, feel free to confirm the message was actually sent by checking your “Outbox” folder on the left-hand menu. Once you open the folder, you should see your message displayed on the right-hand side of your screen.



Thank you for using your Patient Portal account to communicate with us. We hope you find it a convenient and helpful tool to keep in touch.

While logged in, we encourage you to explore the other features and setup your communication preferences under “My Account”. This will ensure that you are notified when new messages or updates are sent to your account.

For any questions or concerns, please contact our Patient Portal Support Team at (626) 397-8354, Monday – Friday, 8:00am – 5:00pm. Thank you for trusting Huntington Health Physicians with your care.