

Excellent service. Every patient. Every time.

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*We put your health first*



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Meet your Care Team at  
[nwphysicians.com](http://nwphysicians.com)

## Frequently Asked Questions

### Can I manage my child or dependent's Personal Health Record through MyHealthConnection?

At this time, the Patient Portal does not support registration for children under the age of 18. Caregivers with a Power of Attorney (POA) who wish to have a proxy account, need to provide a copy of the POA to their New West Physicians providers office.

### How will I know when I have a new message?

When a new message arrives in your MyHealthConnection Patient Portal inbox, an email alert will be sent to the email address you provided when you set-up your account. NOTE: Please notify your provider's office if your email address changes.

### Who can I contact if I have trouble logging in or accessing MyHealthConnection Patient Portal?

Contact the Patient Portal Support Hotline by calling **(888) 670-9775** or sending an email to: [support@followmyhealth.com](mailto:support@followmyhealth.com).

### What if I have additional questions?

Please visit our Website at [www.nwphysicians.com](http://www.nwphysicians.com) - Select Patients, then Patient Portal.

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Every Time**



## Management Services Organization

1707 Cole Boulevard, Suite 100  
Golden, CO 80401

### Office hours:

Monday – Friday  
8:00 am – 5:00 pm

New West Physicians does not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs and activities.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Please call 303-763-4900 Ext. 10507.

ATENCIÓN: Si habla español (Spanish), hay servicios de asistencia de idiomas, sin cargo, a su disposición. Llame al 303-763-4900 Ext. 10507.

請注意：如果您說中文 (Chinese)，我們免費為您提供語言協助服務。請致電：303-763-4900 Ext. 10507.

## MyHealthConnection Patient Portal

*Secure, on-line health management  
for our patients.*



New West Physicians is proud to offer...

# MyHealth Connection



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## Your Online Health Management Tool

New West Physicians offers patients a convenient and secure website to help manage your health. Our Patient Portal, MyHealthConnection lets you message with your provider, request appointments and prescription refills, and view your health data and lab results.

MyHealthConnection is a state-of-the art, secure health management tool you can use anywhere you have access to the Internet. All messages are encrypted to ensure security and your health record is password protected.

MyHealthConnection Patient Portal Users Can:

- Correspond with your providers on non-urgent health issues
- Request appointments
- Request prescription renewals
- Review test results as soon as they are available
- Review medical history and keep your record up-to-date with allergies or other health information
- Update your address, phone number or other personal information to save time during your next office visit

## Medical Emergencies And Urgent Health Matters

MyHealthConnection Patient Portal is ideal for routine health management. **The Patient Portal should not be used for emergencies or urgent health needs. For medical emergencies, always call 9-1-1 immediately!**



## Patient Portal Registration

In order to join the Patient Portal, patients are required to provide some basic information. Once basic information has been provided, you will receive an email invitation to begin the registration process.

### To Begin The Registration Process

Complete the form located on this brochure, and hand it to a staff member at your providers office,

Within three business days you will receive an "Invitation to Join" MyHealthConnection Patient Portal. The Invitation email will contain an invitation code specifically for you, and is not transferable. The email will provide step-by-step instructions on how to register for MyHealthConnection Patient Portal.

Once you have successfully completed the registration process, you will receive a confirmation email and can begin to enjoy the benefits of an online, secure, password protected, Personal Health Record at MyHealthConnection Patient Portal.

## Patient Portal Support Hotline (888) 670-9775

Email: [support@followmyhealth.com](mailto:support@followmyhealth.com)

MyHealth Connection **Request an Invitation to Join**

Please take a moment to complete and give this form to your provider (do not mail). An invitation with registration instructions will be sent to you via email within 3 business days.

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Email Address: \_\_\_\_\_

Please Note: \_\_\_\_\_

\*You must be 18 years of age or older to sign up for MyHealthConnection.

\*You will receive New West Physicians' Quarterly Newsletter, and may unsubscribe at any time.

\* Remember, you will receive an invitation to register within 3 business days – look for it in your email!