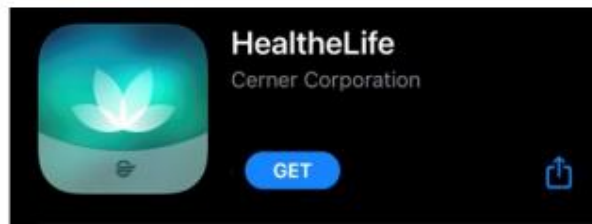


JCH&L Patient Portal Web address:

<https://jchealthandlife.org.ighealth.com>

You can also access the portal from our JCHHealthandLife.org, from the Patient Portal link in the upper right corner

OR by downloading the HealtheLife app on your mobile device (IOS or Android.) In your app store, search for **HealtheLife**

**How do I sign up?**

When you receive services at any JCH&L facility, you will be asked if you would like a portal invitation. A portal invitation will be sent to you by email. If you have not had an appointment and would like to sign up for the portal, please call 402-729-3351 and ask for Patient Portal information.

You must receive an email invitation from JCHL in order to sign up. You can't sign yourself up online without the email invitation.

Is there a fee to use the portal?

No, the portal is free.

How long will it take for test results to show up in my portal?

Once test results are available it will typically take about 72 hours for test results to be viewable in your portal.

Can I also access my family members' health records?

When you register, you can name an authorized representative (such as an adult child, for example) who will have access to your health portal. You will need to provide their email address for them to receive an invitation.

If you are the guarantor for your children, you will have access to their portals. Please let our staff know when you are registering that you would like portal access for your children.

If you register and later decide you need to establish an authorized representative, please call and ask for Patient Portal assistance.

What's available through the JCH&L Patient Portal?

- View your health profile—medications, immunizations, allergies and current health issues
- Request medication refills
- View test results
- View history of procedures
- View health record and visit summaries
- Send a message to a health care provider
- View upcoming appointments
- Request an appointment

What if I need more information than is available in the portal?

If you need more information than the portal provides, you should call the JCH&L Release of Health Information line at 402-587-5221. Staff will need to know your name, date of birth and social security number

What if there is an error in my portal information?

Call 402-729-3351 and ask for Patient Portal assistance.

What if I have medical concerns?

To make a clinic appointment call 402-729-3361, option 1. To talk to a nurse about whether you need to come to the Emergency Room, call 402-729-3351 and ask for nursing.

If you are experiencing a medical emergency, call 911.