My Health Record Frequently Asked Questions:

How do I send a message to my doctor?

1. Click **My Messages** on the top menu bar. Click **+ New** to create a new message.

2. Use the drop down menu to choose the physician you see at Minneapolis Clinic of Neurology.

    To: ▾
    Abols, Ingrid
    Aggarwal, Rajiv
    Aldinger, Janiece
    Aletky, Patricia
    Altafullah, Irfan

3. Choose your type of question from the drop-down list

    I would like to... Please choose ▾
    Please choose
    ask a medical question
    request a medical record
    ask an insurance question
    ask a general question
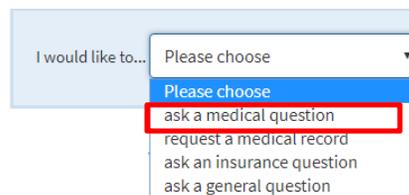
4. Type the **subject** of your message in the "What is the symptom/condition?" box.

    What is the symptom/condition?
    please answer

5. Type the **content** of your message in the "Anything else you would like us to know?" box.

    Anything else you would like us to know?
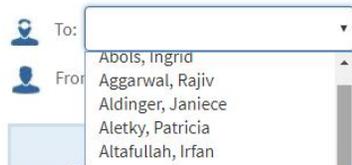   Type your notes here

6. Click **Attach File** to attach a file to your message (PDF, JPG, TIFF, PNG, GIF formats only).

7. When message is complete, click **Send**

How do I see my test results?

Click **My Messages** on the top menu bar. Next, click **+ New** to create a new message.

1. Use the drop down menu to choose the physician you see at Minneapolis Clinic of Neurology.

2. Choose "Request a Medical Record" from the drop-down list
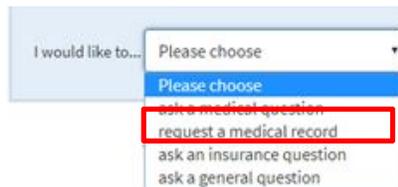
3. Type the subject of your message in the "Which record do you need?" box (i.e., medical records, lab results, etc.)
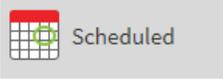

4. Type the body of your message in the "Anything else you would like us to know?" box.

5. Click **Send**

6. When your message is received and processed, your records will be sent to you through MyHealthRecord as an attachment to a secure message.

How do I see my upcoming appointments?

Click ⊞ **My Appointments** on the top menu bar. Click 📅 Scheduled on the side menu bar to see your upcoming appointment(s).

How do I request an appointment?
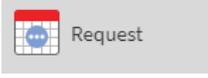
1. Click ⊞ **My Appointments** on the top menu bar. Click 📅 Request on the side menu bar. Click **+ New** to request an appointment.

2. Use the drop down menus to choose the physician you see at Minneapolis Clinic of Neurology, his/her location, and how soon you would like to be seen

   🏥 **Location**   Golden Valley ▾

   👤 **Physician** *(required)*   ▾

   How soon?   First Available ▾

3. Use the following menu to populate your appointment preferences.

   Preferred Day(s)
   ☐ Monday   ☐ Tuesday   ☐ Wednesday   ☐ Thursday   ☐ Friday

   Time
   ○ No preference   ○ Morning   ○ Afternoon

   Reason for visit *(required)*

   Please give us a little more information about your visit.

4. Click on **Submit** to send your appointment request.
5. Your physician's patient care coordinator will schedule your appointment per your preferences and send you a secure message through MyHealthRecord with the appointment information.

How do I know when I have a new message in the MyHealthRecord system?

An email will be sent to you to inform you that you have a new message on MyHealthRecord. The email will state: You have a new message from Minneapolis Clinic of Neurology waiting for you! You can view this message by logging into your account on **https://myhealthrecord.com**

How soon will I receive an answer to my question on MyHealthRecord?

Please allow up to 48 hours to process and return messages. Note: Any requests sent on the weekend or a holiday will be received on the following business day.