

Frequently Asked Questions & Answers

Can I use the Portal for urgent medical needs?

The Patient Portal is NOT meant for urgent care requests or emergencies. **Call 911** in any and all emergency situations.

Urgent needs, including action needed within 3 business days, should be requested by telephone. Please call your provider's office.

Do I have to participate in the Patient Portal?

Using the Patient Portal is completely up to you. People engage in their health care in many different ways. The Patient Portal is one option for connecting with your health care team.

Is the Portal secure?

Notice the 's' after 'http' in your web browser when logged into the Patient Portal. This signifies the connection is secure. The information is pulled from UGL's Electronic Medical Record system, where all information is safely and securely stored.

Can I manage my child's Patient Portal account?

A child's legal guardians can gain access to the child's Patient Portal account for children ages 0-12. Only one account can be created for each patient. The healow Kids app may assist guardians with managing their child's account. Children ages 13-17 cannot have accounts due to legal restrictions of protected health information.

Can I manage multiple accounts for my family?

Multiple accounts for family members can be managed by the same e-mail address, however, each account must have a different password. Users will need to agree to the Terms & Conditions for each account. The healow apps can help manage multiple accounts associated with same email address.

Locations

Calumet Family Health Center

56720 Calumet Avenue, Calumet, MI 49913
906-483-1177

Gwinn Family Health Center

135 E. M-35, Gwinn, MI 49841
906-346-9275

Hancock Family Health Center

500 Campus Drive, Hancock, MI 49930
Family Practice: 906-483-1060
Pediatrics: 906-483-1700
OB/GYN: 906-483-1050

Houghton Family Health Center

600 MacInnes Drive, Houghton, MI 49931
906-483-1860

Ice Lake Family Health Center

1500 West Ice Lake Road, Iron River, MI 49935
906-265-5378

Lake Linden Family Health Center

945 9th Street, Lake Linden, MI 49945
906-483-1030

Menominee Family Health Center

1110 10th Avenue, Menominee, MI 49858
906-290-5000

Ontonagon Community Health Center

751 South 7th Street, Ontonagon, MI 49953
906-884-4120

Sawyer Family Health Center

301 Explorer Street, Gwinn, MI 49841
906-346-9275

After Hours Services

A provider is on call for the clinics after hours, on weekends and during holidays.

For urgent after hours needs in Iron, Marquette or Menominee Counties call 906-228-9440 or in Houghton, Keweenaw or Ontonagon Counties call 906-483-1000.

In an emergency, go to your local emergency department or dial 911.

U.P. CRISIS LINE

Call 906-482-4357 or 1-800-562-7622

Text 906-35NEEDS (63337)

Live Chat: www.dialhelp.org



Upper Great Lakes Family Health Center

506 Campus Drive
Hancock, MI 49930
(906) 483-1705

www.UGLHealth.org

Upper Great Lakes Family Health Center provides service to all people in the Upper Great Lakes region regardless of age, religion, language, physical and mental capacity, gender, sexual orientation, housing status and ability to pay.

Revised 1/2017

Welcome to the
Patient Portal
www.UGLHealth.org/patient-portal



Providing exceptional health care services for all people in the Upper Great Lakes region regardless of their ability to pay.

Patient Portal Access

- Visit or call any Upper Great Lakes Family Health Center (UGL) location to sign up for the Patient Portal.
- Provide a personal email address.
- Visit UGLHealth.org and click on the 'My Patient Portal' button in the top right-hand corner.
- A new browser window or tab will open with a login screen. The login area is on the right side of the screen.
- Log in using the assigned username and temporary password.
- Review and agree to the Terms & Conditions.
- When prompted, change the temporary password.
- Full access to the Patient Portal should now be available.

Contact help@healow.com or your UGL health center if assistance with the Patient Portal is needed.

Remember: Always keep your username and password in a safe place.



Patient Portal

Patient Portal Features

Health Record Access

Access, view, download or print health records anytime.

View Visit Summary

Review visit summaries from past visits to see recommendations, instructions, medications lists and vital signs.

Request or View Appointments

Look up scheduled appointments or request to schedule appointments with providers you have seen previously.

View Lab Results

Review lab results. Providers may wait to post lab results until after consulting with the patient.

Request Prescription Refills

To refill medications, login and request a refill or send a message to your health care team. The request will be reviewed and you will be contacted if there any questions or concerns. Prescription requests through the Portal will be communicated to the preferred pharmacy of your choice within 2 business days.

Receive Reminders

Login to view reminders about upcoming appointments and recommended preventive health screenings and immunizations.

Send and Receive Secure Messages

Communicate with your health care team by sending and receiving messages through the Patient Portal.

**If you require urgent or immediate medical care, call 911.
The Patient Portal is intended for non-emergencies use.**



What are you waiting for?

Get secure, anytime, anywhere access to your important health information on your phone or tablet by using the **FREE** healow, healow Mom or the healow Kids app. Download the **FREE** app today!



Health Center Code for the healow app: **JJCAD**

How do you prefer to hear from us?



EMAIL



TEXT



PORTAL



PHONE CALL

Contact your health center today!