

## 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

Scan the QR code with your mobile device's camera to view this brochure on your phone or tablet!



## After Hours Services

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

For urgent after hours needs in Marquette or Menominee Counties call 906-449-3000 or in Houghton, Iron, 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](http://www.dialhelp.org)



**Upper Great Lakes Family Health Center**  
506 Campus Drive  
Hancock, MI 49930  
(906) 483-1705  
[www.uglhealth.org](http://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.*

*Upper Great Lakes Family Health Center (UGL) is a Federally Qualified Health Center and is a Federal Tort Claims Act (FTCA) Deemed Facility.  
UGL receives funding from The U.S. Department of Health and Human Services and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.*

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## Welcome to the Patient Portal

[www.uglhealth.org/patient-portal](http://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](mailto: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 Features



# Patient Portal

## 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!