1. The **Health Record** is where you will find information that one of our providers, or hospitals, may have on file for you or your family member including: medications, immunizations, allergies, lab results, and health conditions. In this area you have the ability to print your health information or request a medication renewal. Please note, at this time provider documentation regarding visits, and results for some tests (including HIV results) are not available.

2. **Messaging** should only be used for non-urgent communications with your provider or practice. Your messaging inbox is a secure place to exchange messages with your family’s provider(s) or healthcare teams.

3. **Appointments** gives you the ability to view upcoming appointments, request non-urgent appointments, directly schedule certain appointments such as your flu shot, and cancel or reschedule an existing appointment that is more than 24 hours away.

4. **Find a Provider** is a link to Northern Light Health’s self-scheduling functionality. It’s also available as a widget on the homepage of the portal.

5. **COVID Center** includes COVID vaccinations and test results. It allows you to pull a QR code for those organizations that still require it for entry/travel.

6. **Medical Education Resources** directs you to our Krames education website to offer a Northern Light Health-approved alternative to Google.

7. **Privacy Policy** directs you to the Northern Light Health Privacy Policy.

8. **Support** takes you to the Patient Service Center.

9. **Request Full Medical Records** directs you to the Northern Light Health Information Management website for medical record requests.

10. **Pay My Bill** Pay a Northern Light Health bill; request a payment plan, loan, or financial assistance; or get an estimate for services.

### HELPFUL TIPS

Have a question about **myNorthernLightHealth**? Our **Patient Service Center** is here to make sure our tools work for you. If you need help installing, navigating, or just have a question about how things work, we are here to help:

**Tel.** 833.217.9640, **Monday through Friday,** 8 am - 4:30 pm

**Email** TeleHelpdesk@northernlight.org