



What to do if you have lost your CDC Vaccination Card

First, please know that Northern Light Health is not able to reproduce CDC Vaccination Cards. We will be happy to help you receive a paper record of immunization, which is perfectly acceptable as a replacement for the card. Please see below for additional information and steps you can take.

If you lost or misplaced your vaccination card and:		
you received a vaccine from a Northern Light Health facility and are one of our patients If enrolled in our patient portal, go to mynorthernlighthealth.org and download the information from there. If not enrolled in the patient portal, see below to learn how to get set up.	you received a vaccine from a Northern Light Health facility and are not our patient You can call Health Information Management at (207) 879-3373 or email NLHreleaseofinformation@northernlight.org to request a copy of your vaccination information. You can also enroll in our patient portal. You do not need to have a provider at Northern Light Health to enroll and use the portal.	you are a Northern Light Health patient but got your vaccine elsewhere You may call your Primary Care Provider. If enrolled in our patient portal, go to mynorthernlighthealth.org and download the information from there. If not enrolled, see below to learn how to get set up.

You may also request a copy of your vaccination record from the Maine CDC by going to **www.maine.gov/dhhs/forms/impact-immunization-record-request**

myNorthernLightHealth

To register for the Patient Portal, call the **Northern Light Telehealth Patient Help Desk at 833-217-9640**. Our hours are 7 days a week, 8 am - 4:30 pm.

We will email you an invitation link to get registered. The invitation will provide you with an access link to **[myNorthernLightHealth.org](https://mynorthernlighthealth.org)** along with general information about the portal.

If at any time during your portal account setup you have questions, please contact the Northern Light Telehealth Patient Help Desk at 833-217-9640

SETTING UP YOUR PATIENT PORTAL ACCOUNT

To complete your portal account setup,

Step 1:

Click on the **Click Here** link in the email you receive. The email subject will be myNorthernLightHealth. The sender will be noreply@iqhealth.com.

Step 2:

Verify your identity --OR-- the identity of your family member.

- Enter your or your family member's date of birth
- Enter the answer to the security question chosen while signing up
- Check the box **I agree to the Northern Light Health Terms of Use and Privacy Policy**
- Click **Next, Create Your Account**

Step 3:

Complete all fields to create your Cerner Health account.

- Click on the blue links to review the **Terms of Use** and **Privacy Policy**
- Check the box **I agree to the Cerner Health terms of Use and Privacy Policy**
- Click **Create Account**