Frequently asked Questions

Do I need to have an e-mail address to sign up for My Health?
Yes, an e-mail address is required to create an account in *MyHealth*. This allows your doctor's office to send you notification that you have messages, test results, or other new information available on *MyHealth*.

How do I log into the *MyHealth* patient portal and where can I find the web address?
A registration e-mail will be sent to the e-mail address provided to your doctor's office when you signed up for *MyHealth*. The registration e-mail will contain your user name, password, and the web address for *MyHealth*. Upon logging into *MyHealth* for the first time you will be asked to verify your information and to set-up a new password. You may also reach the *MyHealth* portal by navigating to the following web address: **www.rsfh.com/myhealth**.

How do I find my password for *MyHealth* if I do not remember what it is?
You can request your password to be sent to your e-mail address. Select the "Forgot Password" link from the *MyHealth* sign in page. You will be asked to enter your user name. *MyHealth* will send directions to recover your password to the e-mail address provided to your doctor's office when you registered for *MyHealth*.

What do I do if my account for *MyHealth* has been locked?
If you're *MyHealth* account has been locked you will need to contact your doctor's office. The office staff may ask you to verify your information and confirm your e-mail address. Once your account has been unlocked you will receive an e-mail notification with your new *MyHealth* password. You will be asked to validate your personal information and create a new password the next time that you log into *MyHealth*.

How can I change the e-mail address that is linked to my "*MyHealth*" account?
While you are logged in to *MyHealth* select the option for "Personal Information" from the menu to the right of the screen. From this screen you can update your e-mail address. You can also update your home address, phone number and emergency contact information.

Is my personal health information secure when I use *MyHealth*?
The Roper Saint Francis *MyHealth* Patient Portal is a secure website that provides encrypted communication between your computer and the *MyHealth* web servers. This is the same technology commonly used by banks and online retailers to keep your financial information secure. Additionally, when you activate your *MyHealth* account you will be asked to validate your personal information, create a new password and set-up a secret security question that only you know. These items work together to further secure your personal health information.

I have multiple e-mail addresses which account is best to use for *MyHealth*?
We recommend you always use a non-work, non-shared e-mail address. This will help to ensure that only you have access to your personal health information through *MyHealth*.

Can I make a Payment to my doctor's office from *MyHealth*?
Yes, you are able to access the Roper St. Francis Healthcare online bill pay site from within *MyHealth* by selecting the "Make a payment" link located on the upper right corner of the page.