Consumer Portal

Frequently Asked Questions

Here are answers to the most frequently asked questions regarding the Behavioral Health Consumer Portal.

What is the Consumer Portal?
The Consumer Portal is a personal healthcare website that provides Behavioral Health Services consumers with secure access to select portions of their electronic health record (EHR). It is a safe and secure portal to view, download and print information regarding your personal care.

How secure is the Consumer Portal?
The Consumer Portal is a secure website. It meets federal standards set by Health Insurance Portability and Accountability Act (HIPAA) and Office of the National Coordinator for Health Information Technology. It can only be accessed by you or someone you have designated (as a proxy).

As protection, the consumer portal will automatically log you off after five (5) minutes of inactivity.

Can I use the Consumer Portal to seek psychiatric or medical treatment?
No. The portal is not a substitute for professional medical care and advice.

If you think you or your family member(s) is having a psychiatric emergency, please dial 911. Other services available to help you during a mental health crisis:

- Suicide Prevention: 1-800-273-8255
- Behavioral Health Access Center: 415-255-3737
- Mobile Crisis Team: 415-970-4000
- Comprehensive Crisis Services
  - Adult: 415-970-4000
  - Child: 415-970-3800

How do I access the Consumer Portal?
You will receive a PIN and instructions from your Behavioral Health Clinic regarding how to sign up. Go to the website: https://www.sfdph.org/sfhealthconnect

You will create your own password. If you need further assistance please contact the Portal Help Desk at 855-224-7782. The Portal Help Desk is available Monday-Friday 9AM-4PM (excluding Holidays).

What if I do not remember my Portal password?
Go to https://www.sfdph.org/sfhealthconnect and click the link Forgot Password. Once you click the link you will be guided through a password reset process which includes entering in your e-mail address and security question.

What do I need in order to access the Consumer Portal?
You will need access to the internet and a valid e-mail address to establish your account.

*Always remember that public computers are not secure or private. Please do not store any personal information on a public computer. Remember to logoff and pick up any printed health information.

How do I get more information on how to use the Consumer Portal?
Instructions will be provided to you at the front desk of your clinic. If you have technical questions, please contact the Portal Help Desk at 855-884-7782.

What can I do after I have created my Consumer Portal account?
- View Appointments
- Receive appointment reminders
- View Visit History
- View BHS Medications
- View Allergies
- View Problem List
- Link to other online health information (Medline)
- View certain Lab Results (in the future)
- Print selected health record items

What if the picture in my Medication List does not match what I receive at the pharmacy?
Do not be alarmed if the medication image in the Consumer Portal Medication list does not have the same appearance as the one you receive at the Pharmacy. These pictures are examples and not to be used to identify medication. If you have medication questions please contact your care provider or pharmacist.
Why does my Medication List have medication where there is no prescriber listed?
If there is no prescriber listed, the medication was not prescribed by your Behavioral Health Provider. These medications are primary care medications (for example: diabetes or high blood pressure) or over-the-counter medications or supplements. The information for these medications comes from a variety of sources, including: your self-report, your pharmacy or your medical records, and can become out of date. Please let your doctor, pharmacist or nurse know if this information needs to be updated.

What is a Proxy?
You have the option to authorize a person, your Proxy, to access the portal on your behalf (such as a trusted family member).

How do I designate a Proxy?
If are already register in the Portal:
Once you login to the Portal, go to the “My Account” section located on the Navigation Bar. Scroll down to “Associated accounts” and click the “Add a Proxy Account” link. You will be prompted to fill out a Proxy Authorization form. Once the form is completed, Click the “Submit” button.

If you are not registered in the Portal:
Please ask your clinic Front Desk Staff for more information or contact the Portal Help Desk at 855-224-7782 for assistance.

Will the Consumer Portal be available in other languages besides English?
No, the Consumer Portal is only available in English. You can designate a Proxy to access and translate information from your portal (see question “What is a Proxy”).

How do I correct or what if I have questions regarding information in my personal health record?
The information in the Consumer Portal is from your medical record. Please talk to your care provider to discuss your concerns.

Who do I contact for questions about my portal?
For IT related questions, contact the Portal Help Desk at 855-224-7782. For health related questions, please contact your care provider.

What can the Consumer Portal Help Desk do for me? What are the things they cannot help me with?
The Portal Help Desk is available Monday-Friday 9:00AM-5:00PM (excluding Holidays), toll free at 855-224-7782. They can provide information about portal navigation, logging in issues and provide assistance setting up appointment reminders and portal configuration. They will not be able to answer clinical questions about information in your portal.

What do I do when my screen does not display correctly?
You can select the Function Key, F5, on your key board to refresh the screen.

How can I get appointment reminders?
When you set up your Consumer Portal account, you can choose to set up text message reminders on your cell phone and/or you can choose to get e-mail reminders. If you want text message reminders, you have to give your cell phone carrier information (for example: ATT or Sprint).

Note: Text charges from you carrier may apply. If you want e-mail reminders you must have an e-mail account.

If I no longer want text or e-mail reminders, can I stop receiving them?
Yes, you will need to disable the reminders from within the Consumer Portal. Go to the “My Account” section located on the Navigation Bar. Scroll down to “Notifications for” and click the “Edit notification settings” link and remove your e-mail account.

Will I have access to the Consumer Portal 24/7?
Yes. However, the system may be unavailable due to maintenance and updates. We will make every effort to limit portal maintenance to off hours and will try to send you notification of when maintenance will occur. If the portal is not accessible, please try again later.

Why does my Visit History include times when I didn’t come into my clinic?
The Visit History includes all care provided in your visit, not just clinic visits. For example, calls made to you or to other your providers (such as your pharmacy or primary care doctor) will show in your Visit History.