



Sign up today!

A secure online health management tool for you and your family to stay informed.



Connect to your **HealthLife** account more easily by downloading the free **HealthLife** app or syncing to Apple Health.

How do I register for the Patient Portal?

Visit Mon Health Medical Center or a Mon Health Clinic and ask the registration staff to sign you up for the portal access.

OR

Self-Enroll for the Patient Portal by using your legal name at the following link:
<https://mymongen.iqhealth.com/self-enroll>

How do I gain access to my portal account?

Once you have been signed up for the Patient Portal, you will receive an email from Cerner Health asking you to claim the invite. You will need to set up a username, password, and security questions for your account. If the invite is not in your inbox, please check your junk/spam mail.



How do I reset my password for my portal account?

To reset your password, you can click the Forgot Password link. This will then prompt you to enter the email that is associated with your portal account and a reset link will be sent.

How do I reset my security questions for my portal account?

To reset your security questions for your portal account, you will need to call Cerner Health at 1-877-621-8014.

Can I have 2 portal accounts associated to the same email?

No. You are only able to have one unique email address associated to a Patient Portal account.

How do I gain access to my parent, spouse, or child's portal account?

You would need to be added as an Authorized Representative for their Patient Portal account. This can be done at any Mon Health Registration point. The Healthlife app allows family sharing for up to six family members.

What do I do if I see another person's Health Information in my portal account?

You need to report this immediately to Mon Health Medical Center Medical Records/HIM at 304-598-1375.

What do I do if I see incorrect information regarding name, DOB, or phone number in my portal account?

You need to report this immediately to Mon Health Medical Center Medical Records/HIM at 304-598-1375. They will be able to verify and correct this information.

Features within the HealtheLife Portal:

- Health Profile
- Results
- Documents
- Medications
- Visit Summary
- Radiology
- Pathology
- Family History
- Microbiology
- Social History
- COVID Center
- Pay Bill
- Messaging
- Appointments

Health Profile - Where you will be able to view Current Medications, Immunizations, Allergies and Health Issues that were documented at a Mon Health facility.

Results - Where you can see results that have been reported within a defined date range. Lab and Radiology results will post immediately after verification.

Medications - Where you can view the current medications that were documented by a Mon Health facility. You are also able to refill your medications from this tab.

Visit Summary - Where you can view and download/send the visit summaries that are printed at the end of each visit. If you select the send button, you will be able to choose if you want to send this via secure direct email or an unsecure email.

Radiology - A tab specific to Radiology results. Lab and Radiology results will post immediately after verification.

Family History - Where you can view the family histories that were documented at a Mon Health facility. If there are errors in this documentation, please call the location where you were last seen to have this corrected.

Microbiology - A tab specific to Microbiology lab results. Lab and Radiology results will post immediately after verification.

Pathology - A tab specific to Pathology results. Pathology reports will display immediately after verification.

Social History - Where you can view the social histories that were documented at a Mon Health facility. If there are errors in this documentation, please call the location where you were last seen to have this corrected.

COVID Center - Where you can view COVID vaccination records. If you would like to have your records imported into the portal, please contact your clinic and ask them to import your vaccine records from the state registry. If you click View Vaccine Verification, you will be able to print a COVID Vaccination Record Card.

Pay Bill - Where you can enter your Name, DOB and Access Code from a Patient Bill to pay your statement balance online.

Messaging - Where you can contact your clinic to reach the staff or providers with questions or concerns. To message a clinic, please use the Clinic Naming convention that is located on the Mon Health Portal Homepage.

Appointments - Where you can view upcoming appointments with Mon Health as well as Request, Reschedule or Cancel an appointment. If you have not established care at the clinic, we request that you call Pre-Access to obtain a NEW Patient Appointment at 304-285-2250 and not make this request via the Patient Portal.