

Patient FAQs

- **Do I have to do this?**

Yes. All patients must register for the portal and the 30-day trial. After the 30-day Portal Connect trial you will have the opportunity to opt out if you do not wish to participate with the premium service. If you do opt-out, you will still have basic access so that our office can communicate with you electronically.

- **Why do you need my credit card?**

Health insurance plans have changed over the past few years, and many of our patients have higher deductibles and coinsurances for their office visits. We need a credit card on file in case we are unable to collect from a patient. In addition, we want all patients to register for a 30 day trial of our new healthcare management system. This requires a credit card, but you will have the option of opting-out of this after 30 days without being charged.

- **I'm not comfortable leaving you with my credit card information.**

Hello Health uses the same security and privacy standards as major financial institutions and retail stores. If you are still not comfortable, you can pay by cash or check.

- **I refuse to pay for this program.**

(This conversation cannot happen at the front desk and must be approved by the doctor)

We have been afforded a small number of free accounts that we are entitled to give to our patients. Please fill out this paper form and we will email you information to setup your free account.

- **Why can't you charge my insurance company?**

Insurance companies currently do not pay for our office to provide online communication tools. Our practice wants to give each patient the best care possible and online communication is part of that.

- **How secure is my medical information?**

Our healthcare management system is HIPAA compliant and is encoded with the same security as financial institutions. Your information is highly secure and will NEVER be shared with any third parties.

- **I don't have the internet.**

Do you have a caregiver who helps you manage your healthcare or helps you make your appointments? They might benefit from being able to access your health information online in case of emergencies.

- **Why do you need my email?**

We need an email on file in order to setup your account. Office communications, including appointment reminders, will be sent to your email address. In addition, your email will act as your unique login to our website.

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- I have not registered with Hello Health, why am I getting emails?

If you have previously given your email to our office, this email was uploaded when we switched to our new healthcare management platform.

- I don't have a credit card on me today.

You can pay by cash or check as well. The check should be made out to the office.

- Who should I make my check out to?

Please make your check out to our office. You will receive an email within 24 hours with further instructions for setting up your account.

- Why can't patients under 18 subscribe with the tablet?

Hello Health cannot establish a financial relationship with a minor. Their parent/guardian must be the owner of the account.

- Is Hello Health able to accept FSA or HSA?

Yes, you can charge this fee to either type of account.

- If I opt out of the 30-day trial, will the doctor still be able to communicate with me?

If you decide to opt out after the trial period, you will retain your username and password and continue to receive messages from the office. You will not be able to send messages to the offices, view your test results, or schedule appointments online.

- If I decide to abandon the iPad at the credit card screen, am I still checked in?

No, if you do not complete the credit card screen, you are not fully checked into the office.

- If I decide to abandon the iPad at the credit card screen, will I be registered and receive emails?

Yes, you will continue to receive messaging from the office.

- I don't remember my username or password.

Your username is your email and if you can't recall your password, you can click on reset password.

- The iPad can't find my appointment.

Please confirm that the patient DOB you are entering matches the DOB in the system.