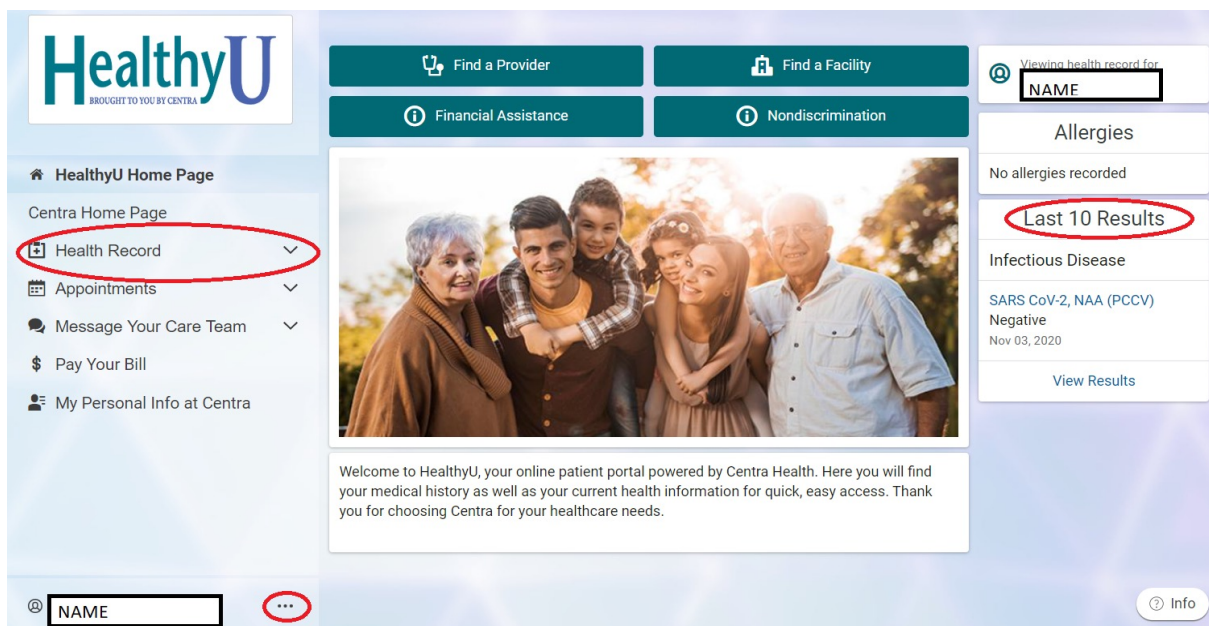


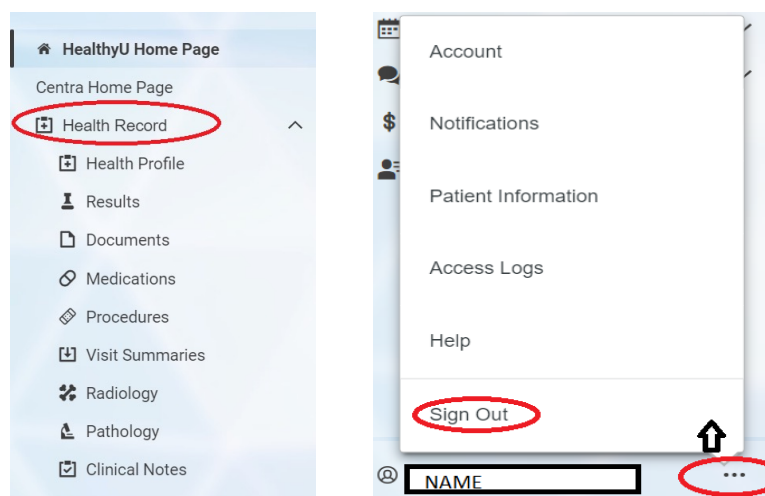
To Self-Enroll in HealthyU

1. Your email must be in the Centra System. At any of your appointments, give your email and request an invitation (this method is quick and easy). If you have any problems, email CentraHealthyU@centrahealth.com for assistance with emails, invitations and questions.
2. If your email is in the Centra System, you can self-register by going to CentraHealth.com and clicking on **“Sign in to HealthyU”** at the top of the screen. From there, click on **“Sign Up”** and follow the instructions (as long as your email is in the system, you shouldn't have a problem).

Once you are registered and you login to your HealthyU Account, this is what you should see:



*In **“Last 10 Results”** you will find your latest lab results.



Click on any of the titles and explore the contents.

See the back to find answers to frequently asked questions (FAQs).

If you have additional questions or problems, email us at CentraHealthyU@centrahealth.com.

Search **“By Name”** – located in bottom left corner.

Frequently Asked Questions (FAQs)

How do I communicate with my provider?

To send a message:

1. On the left side of the screen, click on **“Message your care team”**.
2. Click on **“Inbox”** and then at the top, click **“Send a message”**.
3. In the **“To”** box, begin typing the name of the facility where your provider is (such as CMG Nationwide).
A list will drop down and you can choose from the options.
4. In the **“Subject”** box, type the name of the physician you are messaging.
5. Type the message in the message box below.

Will I get an alert that there is a new message or result, or do I need to log in?

Notifications are sent when new information is added to your portal. You can choose how to receive those notifications (text, email or mobile push).

How long after I am seen will I be able to see my results?

Typically these are the turnaround times:

- Lab results: **36** hours
- Radiology: **72** hours
- Pathology: **120** hours

Can I change my appointment on the portal?

You can change your appointment by messaging your provider’s office as instructed above.

Whom do I contact if I have questions or need technical assistance?

You can email CentraHealthyU@centrahealth.com and you will be contacted.

Can my spouse and I use the same email to set up our HealthyU portals?

No, each HealthyU account must have a different email.

Can I set up a HealthyU Account for someone else, such as a parent, spouse or child?

Proxy Accounts are available. This allows the proxy to access the patient’s HealthyU account. Please contact CentraHealthyU@centrahealth.com for more specific information.

- A Proxy Account can be established for adult patients who wish to have another adult assist them with managing and will be able to access their HealthyU account. By completing the proxy access form, you are indicating that the person you assign is to be involved in your care and will be able to message with your healthcare team.
- There are also Proxy accounts for individuals that have Legal Guardianship of a patient. This is different than being on a HIPAA form as it includes access to all medical records. Documentation of Legal Guardianship must be on file prior to establishing a Guardianship Proxy.
- Proxy accounts for minors (age 0-13) will be available in the near future. To obtain records for a minor, you can go to <https://www.centrahealth.com/form/release-of-information> to learn more about how to obtain records for minors or call the Health Information Management Office at **434.200.3144**. You also may be able to obtain records from their primary care provider’s office.