

# HealthyU Help Sheet

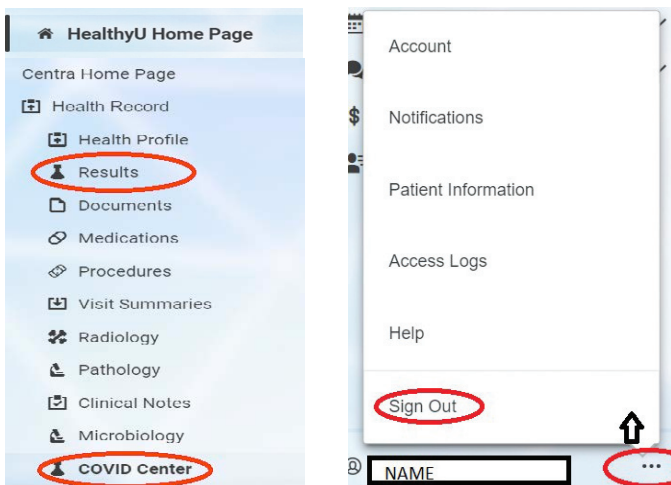
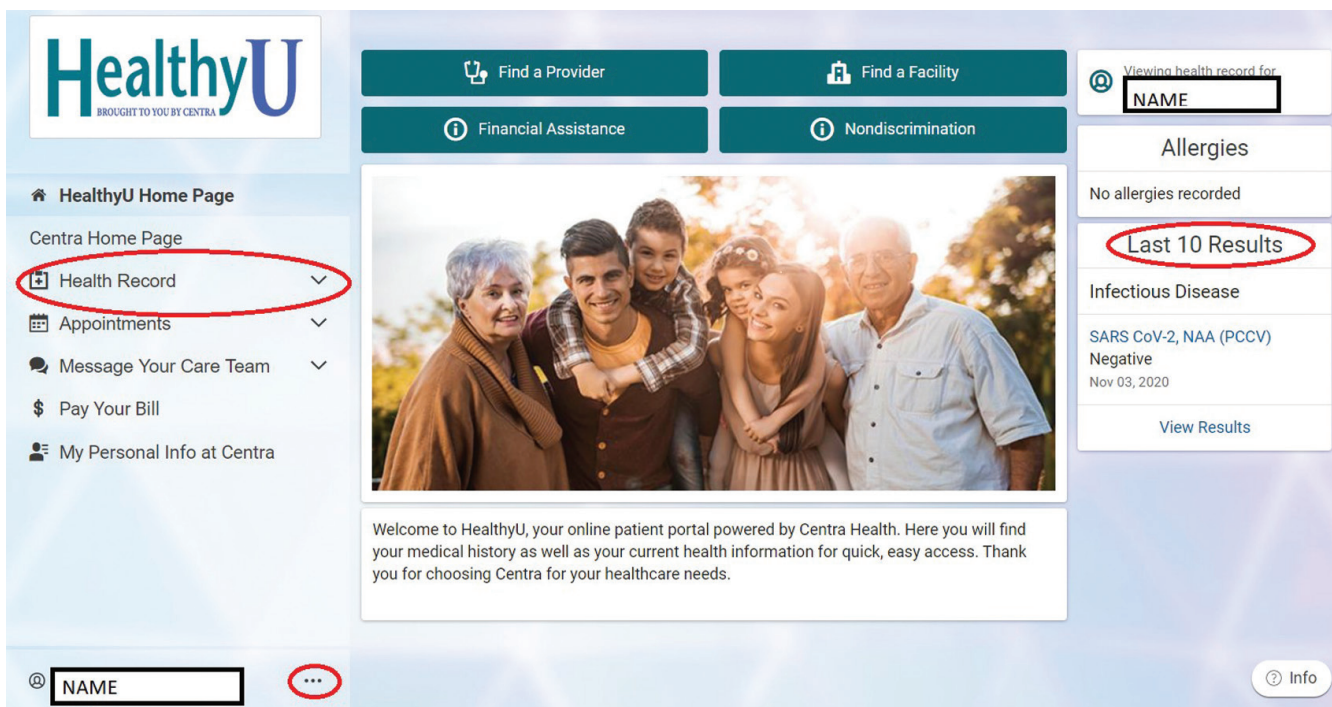
## To Register For HealthyU

- 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 problems, you can email [CentraHealthyU@centrahealth.com](mailto:CentraHealthyU@centrahealth.com). We can assist with emails, invitations and questions.
- You can self-register by going to [CentraHealth.com](http://CentraHealth.com). Look for the HealthyU logo and click on Register. (As long as your email is in the system, you shouldn't have a problem.)



To log in to your HealthyU account after setting up your account, go to [www.CentraHealth.com/HealthyU](http://www.CentraHealth.com/HealthyU).

Once you are registered and you log in to your HealthyU account, this is what you should see:



\* In Last 10 Results – you also will find latest lab results.

Click on any of the titles and explore the contents.

Easily locate your COVID results in the COVID Center.

See the back to find answers to frequently asked questions.

If you have additional questions or problems, email us at [CentraHealthyU@centrahealth.com](mailto:CentraHealthyU@centrahealth.com).



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## Frequently Asked Questions

### *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). A list will drop down and you can choose from the list.
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?*

No alerts are sent – you will need to log in to your account and check your INBOX.

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

Typically these are the turn around times:

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

### *Do I get any Visit Summary notes of my office visit?*

There should be visit summaries. Each office should enter these into your HealthyU account.

### *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 call if I have questions or need technical assistance?*

You can email [CentraHealthyU@centrahealth.com](mailto: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 a minor have a HealthyU account?*

Centra does not permit HealthyU accounts for minors. To obtain records for a minor, you can go to <https://www.CentraHealth.com/release-information> to learn more about how to obtain records for minors, or call the medical records department at 434.200.3144. You also may be able to obtain records from their PCP.

### *Can I set up a HealthyU account for someone else, such as my child or a parent?*

With the exception of court appointed guardians of adults, Centra does not allow individuals to set up accounts for others. Please email [CentraHealthyU@centrahealth.com](mailto:CentraHealthyU@centrahealth.com) if you need more information.

