An introduction to the basics

Getting Started with MU Healthe
This guide will cover:

The following guide will provide basic information to get started with MU Healthe. It includes screen shots from MU Healthe to help explain the site and to give instructions for common tasks. A **red box** will be used throughout the presentation to highlight important areas on the screen.

Topics will include:
- Overview of MU Healthe
- How to log into MU Healthe
- How to send a message
- How to schedule an appointment
- How to manage your health record
- How to view your lab results
- How to get help
Overview of MU Healthe

What is MU Healthe?

- MU Healthe is a way to access trustworthy health information, communicate via secure messaging with your health care team, manage appointments and prescriptions, and track your personal health history.

Why use MU Healthe rather than other types of electronic communication?

- MU Healthe is the only approved and completely secure messaging system for University of Missouri Health Care providers. In order to maintain privacy and to comply with HIPAA regulations MU Health Care providers will be using MU Healthe to communicate electronically with patients.

What is HIPAA?

- The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) required the Department of Health and Human Services (HHS) to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers.
- It also addressed the security and privacy of health data.
- [www.cms.hhs.gov/hipaageninfo/](http://www.cms.hhs.gov/hipaageninfo/)
How to log in to MU Healthe

- Navigate to MU Healthe: http://www.muhealth.org/muhealthe
- Enter the username and password you created during the account claim process.

If you experience problems, please contact MU Healthe Support at 877-621-8014, 24 hours a day, 7 days a week.
Once logged into MU Healthe, the icons at the top of the screen will help you move through the site quickly.

Click on the Inbox & Secure Messaging icon. This will open up your MU Healthe message center. From here, you can check your inbox, send a message to your health care team, and check the status of sent messages.
Click on **Send a message**.

To search for your provider begin typing the provider’s name in the **To** box. Your provider’s name will appear as you type. For example: If you are looking for Dr. Jack Colwill who practices at Woodrail Family Medicine, you may type in Colwill, Jack, Jack Colwill, or Woodrail Family Medicine to find him.

Type the details of your message in the box below and click **Send**.
How to schedule an appointment

- Click on the **Appointments** icon along the top.
- Click **Schedule an Appointment** on the left.
- Choose a provider from the box.
- Select either First Available or Choose a Date. If Choose a Date is selected, choose a specific date from the calendar.
- Click Search.
A list of open appointments will appear. Click the Select button for the appointment that you would like to book.
If you are unable to find an appointment with the selected provider you can search for open appointments with other providers at that same clinic by clicking on the link at the top of the search results.
How to schedule an appointment (cont.)

- Select a location from the dropdown box.
- Select either First Available or Choose a Date. If Choose a Date is selected, choose a specific date from the calendar.
- Click Search.
- A list of open appointments will appear. Click the Select button for the appointment that you would like to book.
How to schedule an appointment (cont.)

- Type in a brief reason why you need the appointment.
- When finished with the reason for visit, click the Confirm Your Appointment button to book the appointment. You will be returned to the Scheduled Appointments screen and a message will display confirming the appointment was successfully booked.
Your health record is pulled directly from your provider’s electronic medical record.

It includes a view of your:

- Allergies
- Immunizations
- Medications
- Health Issues
- Surgeries and Procedures

To view this information, click on the *Health Record* icon along the top.
To view this information, click on the Health Record icon and then click on Results.

For questions about specific values please contact your provider. For more information on a specific test click on the Learn More link.

Not all results are viewable through MU Healthe. HIV, STD and pregnancy results are not viewable online.
If you are experiencing any difficulties at all, please contact our support line at:

**Phone:** 1 (877) 621-8014

**Hours of operation:** 24 hours a day, 7 days a week