



Student Health & Well-Being
Mental Health Services

MyHealth Portal – Information & Frequently Asked Questions

Mental Health Services (MHS) has transitioned to a new electronic health record platform on January 18, 2024. Primary Care also uses this system, so you may be familiar with the [MyHealth Portal \(https://myhealth.wellbeing.jhu.edu/\)](https://myhealth.wellbeing.jhu.edu/). Click the link or scan the QR code to access the portal:



Frequently Asked Questions

Who can view or access my mental health records?

Both the Mental Health Services and Primary Care consent forms authorize clinicians to consult about your care coordination. At this time, access to mental health records is limited to Mental Health Services staff and Primary Care providers who are collaborating in your care.

Once the implementation phase of the new system is complete, patients will be able to view their medical and mental health records in the MyHealth Portal. Your provider should discuss the ways that your records can help support your engagement in your care and collaboration with your clinical team. To safeguard your protected health information, please do not share your JHED ID or password with anyone.

Your mental health treatment records are confidential. Information about the limits of confidentiality, mandatory reporting, and collaborative care with SHWB Primary Care can be found the MHS Consent for Treatment form in the MyHealth Portal. Any disclosures other than those outlined in the MHS Consent for Treatment require your consent.

What is the CCAPS, and why do I fill it out at every session?

The Counseling Center Assessment of Psychological Symptoms (CCAPS) is a questionnaire and clinical tool to help clinicians and patients establish a baseline at the start of treatment and track progress over time. You'll take the CCAPS 62 one time at the start of treatment and the CCAPS 34 at follow-up visits. It takes just a few minutes to complete and you'll be able to launch the questionnaire from the MyHealth Portal once you've checked in, 30 minutes prior to your appointment. Your provider can view the results

summary with you, as well as the graph of responses over time so that you can collaborate on next steps in your treatment plan.

Can I update my pronouns and gender identity in my chart?

Yes – you can edit your profile in the MyHealth Portal. Click on “Profile” in the left side menu, and you can update your information as frequently as desired. Please note: any changes to editable demographic or contact information fields will remain in your chart only. Changes made in the MyHealth Portal do not update information in the Student Information System (SIS) or other official university records.

Do I have to fill out new consent forms and paperwork if I have already been a client this academic year?

Yes, the migration to the new system required us to update our consent forms and initial visit information. Please complete any required forms and questionnaires promptly and ensure that you check in to your first appointment 20-30 minutes before your appointment time to complete any required items in the portal. We appreciate your assistance in keeping our records up to date and helping the implementation of the new system run as smoothly as possible.

MyHealth Portal Information

The [MyHealth Portal](#) allows students and learners to:

- View your medical and mental health records
- Check-in for appointments and complete associated questionnaires
- Electronically sign consent forms
- Complete, upload and submit important health forms and records
- Securely communicate with your health care team via secure message
- *Coming soon:* Self-schedule initial consultation and same-day visits online!

Before You Use the [MyHealth Portal](#)

- Do not use the MyHealth Portal to request an urgent appointment or to communicate about a crisis. If you are experiencing a mental health crisis, please call the [Behavioral Health Crisis Support Team](#) at 410-516-9355 go to the nearest emergency room.
- Secure Messaging is not an alternative to scheduling an appointment; we do not provide clinical care via secure message.
- Secure Messaging is not the best way to schedule an appointment or give feedback – please call our offices instead.
- The [MyHealth Portal](#) is **not the same** as MyChart (the patient portal for JHH/Epic). **The MyHealth Portal is only for Student Health and Well-Being Mental Health Services and Primary Care.**

Below, you will find instructions for how to use the [MyHealth Portal](#).

Initiate Your Account

The [MyHealth Portal](#) is equipped with single sign-on capabilities using your JHU credentials or JHED ID.

Your username will be you JHED ID followed by **@jh.edu**, and your password is the same one you use for single sign-on.

If you do not have JHU credentials or a JHED ID, please contact the clinic so that we can assist you.

Please note: To maintain your privacy, Do NOT share your JHU credentials (JHED and password) with others; this will enable others to have access your confidential medical records.

Update Your Profile

Click on the Profile link on the left sided menu to view and edit your personal profile information.

Complete Required Forms & Immunizations

Whether you are new or returning, various forms will be assigned to you to complete annually and before visits.

To access forms, click on the Required Forms & Immunizations link on the left sided menu.

The information provided will be automatically added to your electronic health record.

Health History

Click on Health History link on left sided menu to review allergies, medications, and personal health history. These entries will need to be reviewed by your provider prior to becoming part of your medical record.

Appointments

Click on Appointments link on left sided menu to access any questionnaires related to your appointment. Most of these forms will only be available 30 minutes before your appointment time and must be completed PRIOR to your visit.

This is also where you access your barcode for self-check-in when you arrive in clinic.

Optional Forms

This is where you can complete a release of information to have your medical records sent to SHWB or another provider.

Medical Records

This is where you can access your historical visit information and clinical notes.

Send and Receive Secure Messages

The [MyHealth Portal's](#) secure messaging feature provides students with a HIPAA compliant means of communicating with their health care team. **Do not send secure messages for urgent matters.**

To send a secure message:

1. Log into your [MyHealth Portal](#) account
2. Select "Messages," then "New Message."
3. Click on the button next to "Mental Health Services."
4. Select the clinic you'd like to contact. See [Eligibility information](#) if you aren't sure which clinic to choose.
5. At this time you will only be able to message the front desk staff to request an appointment, or make a request for case management and referral services.

To view and reply to a message:

1. You will receive an automated email notification informing you of a new secure message.
2. Log into your [MyHealth Portal](#) account.
3. Select "Messages," then "Read."
4. To reply, click "Reply", which can be found above the message.
5. Type your response in the field provided.
6. Click the "Send" button.

Mental Health Services (MHS) – Clinic Contact Information			
MHS-Homewood Counseling Center	MHS-East Baltimore	MHS-Washington DC	MHS-Consultation Services
3003 N. Charles Street, Suite S-200 Baltimore, MD 21218 Phone: 410-516-8278 Fax: 410-516-4286	933 N. Wolfe Street Baltimore, MD 21205 Phone: 410-955-1892 Fax: 410-614-8639	555 Pennsylvania Avenue NW Washington, DC 20001 Phone: 443-287-7000	MHS-Consultation@jhu.edu Phone: 443-287-7000