



New Patient Portal

Important Frequently Asked Questions

WHY IS THERE A NEW PORTAL?

The new portal is a secure place and more accessible than ever to access your medical records and manage your health.

WHEN IS THE NEW PORTAL AVAILABLE?

The new patient portal will be available starting Monday, September 25, 2023. As a result, we will be shutting down the existing portal on Friday, September 29, 2023.

WHAT ARE THE BENEFITS?

Here are some new features you will experience in the new Patient Portal (by Intelichart).

- Secure communication between you and your Care Team at Gila River Health Care
- Easy to navigate
- Increased access to your records and test results
- Access to your clinic visit records, as well as your Emergency Department and Inpatient records
- Additional features to come in future phases!

HOW DO I ACCESS?

If you are a current portal user, you will receive an email on September 25 with instructions on signing up for the new portal and taking advantage of all it has to offer. You must click for instructions to update your password and access your records.

You can expect another email from Intelichart; it will read:

- no-reply@patientportal.net (this is not SPAM; please do not delete)

WHO SHOULD I CALL IF I NEED HELP?

Should you have any questions, please call the **Health Information Management Office** at (602) 528-1399, (602) 528-1332 or email PatientPortal@grhc.org