If you need assistance with your patient portal, call HealtheLife Support at 1-877-621-8014

GENERAL INFORMATION

Watch your email for an invite. Once received, click on the "Accept Invitation to Black River Memorial Hospital's HealtheLife" link. **Note: This link is only valid for 90 days.**

The answer to the challenge question will be your zip code.

Note: Each child will have a separate patient portal. Once created, it can be linked to a parent's portal. A separate invite email will be sent for each child.

Black River Memorial Hospital is inviting you to join Black River Memorial Hospital's HealtheLife to connect with the medical information for (patient name).

To get connected with Black River Memorial Hospital, just follow these easy steps:

1. Access this link: Accept Invitation to Black River Memorial Hospital's HealtheLife
2. Follow the steps outlined on the page.
3. Don't forget to complete this process soon because this email invitation will expire after 90 days. We will send you a reminder before it expires. However, if you forget, just contact Black River Memorial Hospital to receive a new email invitation.
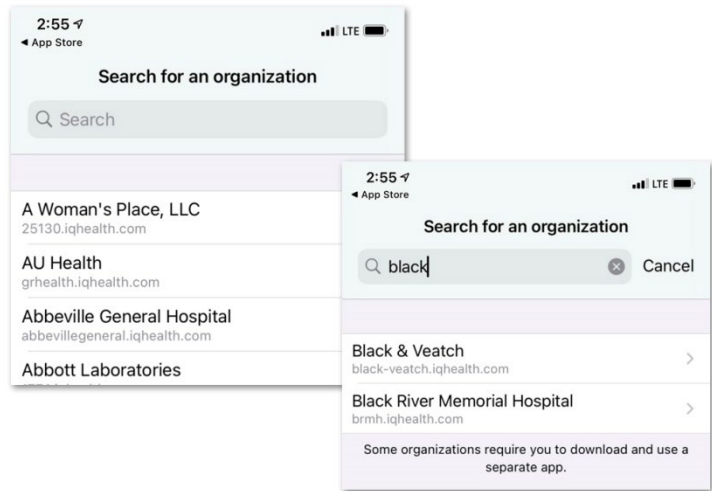
After you're connected, visit https://brmh.iqhealth.com/ to continue interacting with Black River Memorial Hospital.

The HealtheLife app is available to download for both Android and iPhone through the App Store on your mobile phone.

You can also download the app by scrolling to the bottom of this webpage: hospital.brmh.net/patient-portal

HealtheLife App icon

HealtheLife
Cerner Corporation

HealtheLife

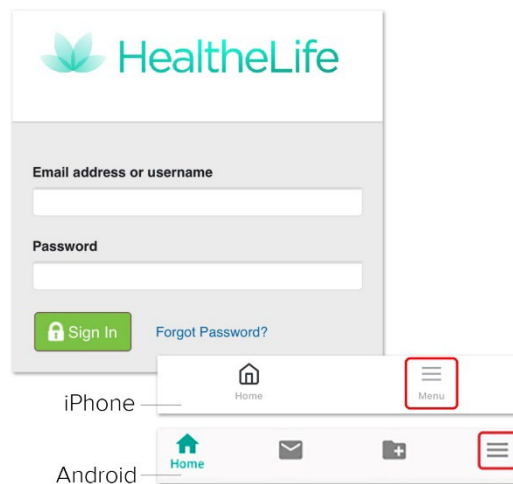**DOWNLOAD THE HEALTHLIFE PORTAL APP FOR YOUR PHONE**

iPHONE   ANDROID

MOBILE APP VERSION

When first logging into your HealtheLife mobile app, you will need to search for "Black River Memorial Hospital."
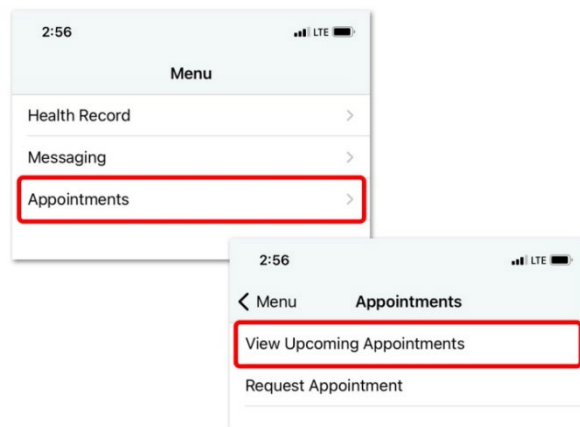
Enter your username and password to log into your HealtheLife portal.

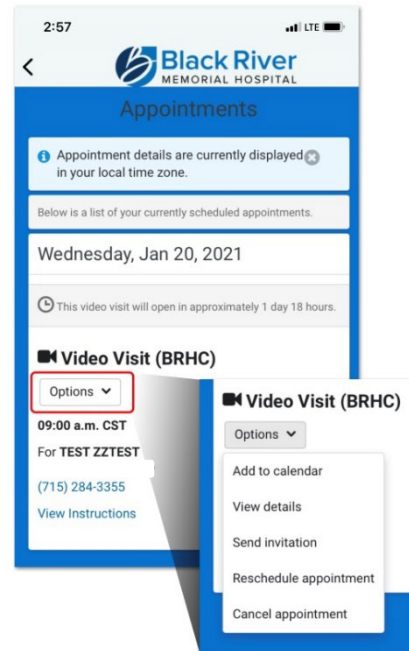Once you are logged in, click on the Menu button on the bottom of the screen. (Identified in the red square.)

Select "Appointments" and then "View Upcoming Appointments."

You should now be able to see all upcoming appointments listed. Video visit appointments will have a camera icon next to the appointment name.
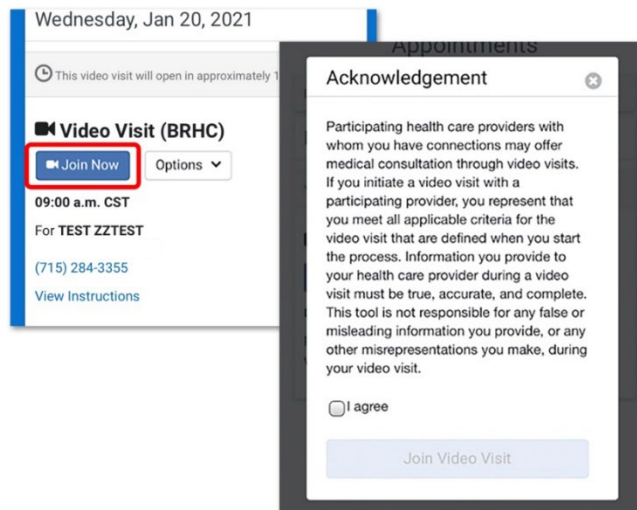
All appointments are displayed in your local time zone.

If you click on the Options drop down, you can add the appointment to your calendar, view more appointment details, invite another user to your appointment, or cancel your appointment.
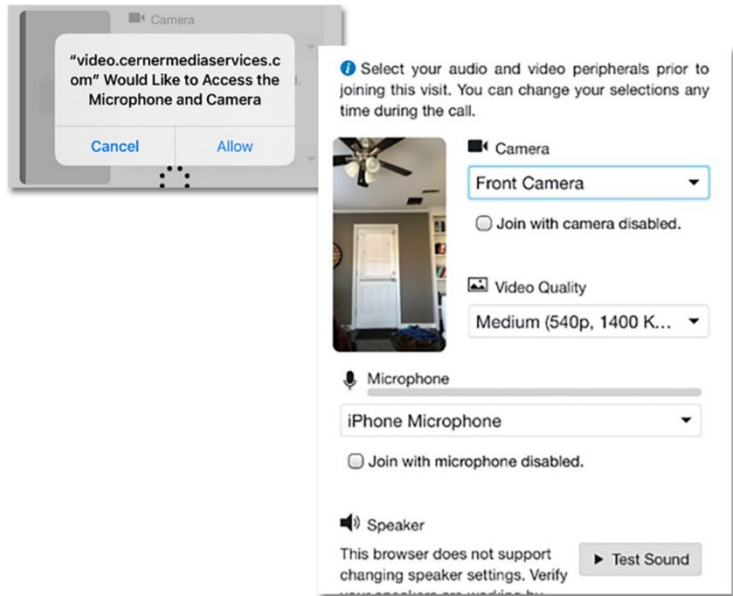

The Join Now button will be made available to you 30 minutes before your appointment begins.

When you click on the Join Now button, an Acknowledgement window will open up. You must agree to the terms in order to proceed with your video visit. After agreeing to the terms, you will be taken into a browser for the video visit.
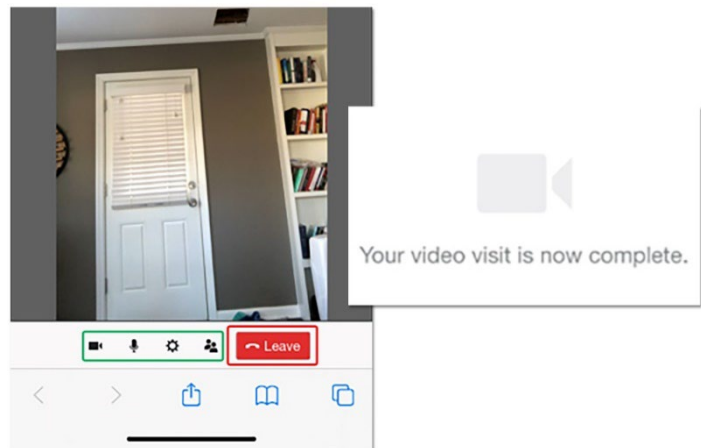
![Black River Healthcare Clinic logo]

You will need to allow access to both your camera and microphone for the video visit to function properly.

Once you allow access to both your camera and microphone, you can choose which camera will be used for the visit. You can now test your connection prior to the provider joining the video visit.

Until the care team joins the video visit, you will just see yourself. Located at the bottom of the screen are options that allow you to disable your camera or microphone or see a list of all participants on the call. (These options are identified by the green rectangle.)

When the visit is over, you can click the "Leave" button (identified by the red rectangle) and a screen will appear informing you that your video visit is now complete.
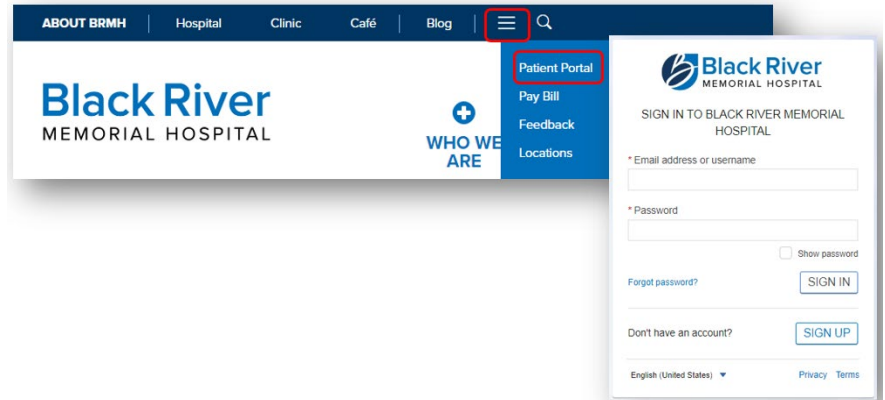
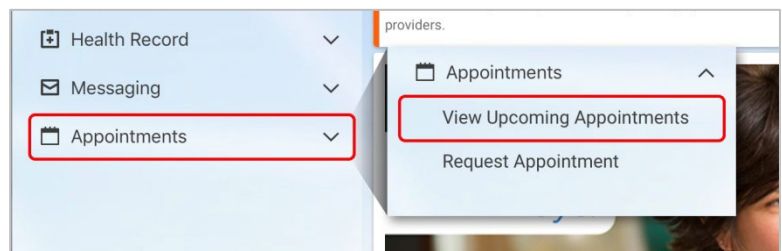You can join the visit 30 minutes prior to the appointment start time.

DESKTOP VERSION

Log into your patient portal by going to brmh.net and clicking on the menu button. A dropdown will appear. Select "Patient Portal."
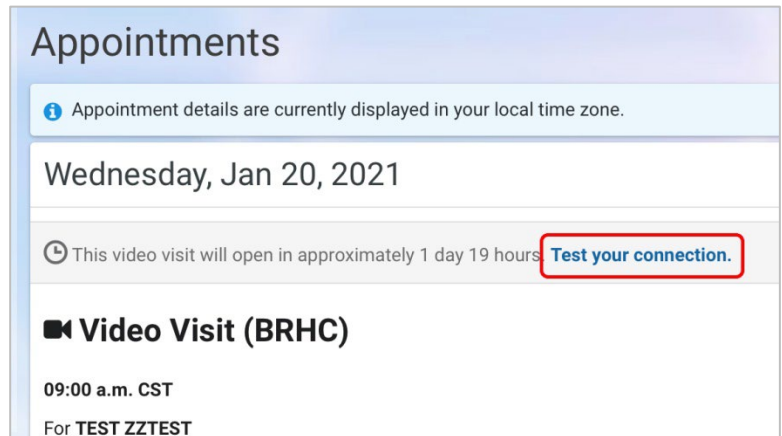
Be sure you are using one of the following browsers: Chrome, Edge, Firefox, or Safari.

In the side bar menu, click on "Appointments" to open the drop down menu options. From the drop down menu options, click on "View Upcoming Appointments."

You should now be able to see all upcoming appointments listed. Video visit appointments will have a camera icon next to the appointment name. To start your visit, click on "Test your connection."

You will need to allow the program to access both your camera and microphone for the video visit to function properly.