

FAQ's – NKHS Portal

GENERAL INFORMATION

What is the client portal, and why is it being introduced?

The client portal is a secure online platform that allows you to easily access important information about your care any time, day or night. The portal also allows you to receive secure communication and sign documents from your NKHS provider.

The NKHS Portal provides a centralized location for managing your care, all while ensuring your personal health information is protected. Whether you're at home or on the go, the portal is a reliable tool to help you stay informed and engaged in your wellness journey.

What can I do on the portal?

Through the portal, you can:

- View upcoming therapy and psychiatry appointments and details about your scheduled sessions.
- Receive therapy and psychiatry reminders and updates.
- Sign documents sent to you by your provider.
- Join your telehealth appointment directly from the portal.

Is there a cost to use the client portal?

No, the portal is completely free for anyone receiving services from NKHS.

Can I contact someone for more information about the portal?

Please get in touch with your NKHS provider for assistance using the portal.

ACCOUNT SETUP AND ACCESS

How do I create an account?

For the launch of our portal on **February 28**, all existing clients who have scheduled therapy and psychiatry appointments and have provided us with their email address will receive an email from [<portal@nkhs.net >](mailto:portal@nkhs.net) with the subject "**New form to complete.**" The email contains a link to access the portal.

If you start services after February 28, 2025, providing us with your email address will automatically result in you receiving an invitation to the portal.

What information is needed to register for the portal?

You need to provide NKHS with your personal email address to receive a secure link to the portal. Once you click on that link, you must provide your birth date and set up a password. If you are accessing the

portal on a mobile device (such as a smartphone), you need to download the Google or Android app to access the portal.

What should I do if I forget my portal login information?

If you forget your password, you can click on the following link: [Password Reset](#)

Enter the email address and date of birth associated with your account, and you'll receive further instructions for resetting your password.

Can multiple family members access the same portal account?

Currently, each client's portal access requires a unique email address. If you would like assistance setting up an additional email address, please contact our help desk at oncall@nkhs.net.

How do I update my contact information in the portal?

Once you log into the portal, you'll see your name on the top right. Click in the dropdown arrow next to your name and select settings.

Can I change the language on the portal?

Yes, you can change the navigation language and hard-coded information. You'll see the information entered by your NKHS provider will remain in English. To change the navigation language, use the dropdown on the top right that says "English." You can change the language to Spanish, French, Dutch, or Portuguese.

APPOINTMENTS

How are appointments displayed on the portal?

Once you log into the portal, your next therapy or psychiatry appointment is displayed on the main page. You can view all future appointments by pressing the "View All Appointments" link or clicking the Appointments tab. Once on that page, you can also view all past appointments.

Can I cancel or reschedule appointments through the portal?

You can cancel appointments through the portal. However, to reschedule, please call our front office. To cancel in the portal, click the "Cancel Appointment" link next to the appointment you'd like to cancel, then call the front desk to reschedule.

Note: Any canceled appointment is considered a no-show. Please refer to the No Show Policy in the Consumer Guide on our website. <https://nkhs.org/about-nkhs/>

Will I continue to receive reminders for my appointments?

You will receive reminders about all therapy and psychiatry appointments. These will include any virtual appointments.

Can I access my virtual appointments through the portal?

Yes, all virtual appointments are accessible in the portal, a "Join Video Session" button will appear 10 minutes before your scheduled appointment.

To make your virtual experience seamless, download the Zoom app for your computer or appropriate mobile device. While the Zoom app is not required for a telehealth appointment on your computer, it is required for a telehealth appointment on your mobile device.

PRIVACY AND SECURITY

Is the portal secure?

Protecting your privacy and the confidentiality of your personal health information (PHI) is always our highest priority. One of the reasons we chose to have a portal is that it offers a more secure way to communicate with you.

We have implemented robust security measures to safeguard your information and use the latest technology to ensure the portal is as secure as possible. While no system can guarantee absolute protection, we continuously evaluate and update our practices to stay ahead of evolving security challenges.

We deeply value your trust and are committed to doing everything we can to protect your privacy. If you have any further questions or concerns, please don't hesitate to contact us.

How is client information protected in the portal?

The portal complies with the [ONC Certification Criteria for Health IT](#). It has been certified by an ONC-ACB by the applicable certification criteria adopted by the Secretary of Health and Human Services.

Is the portal HIPAA-compliant?

Yes, the portal is HIPAA compliant for proper client privacy.

What should I do if I suspect unauthorized access to my account?

If you suspect that there has been unauthorized access to your account, please let your NKHS provider or the NKHS front desk staff know. We will then investigate and let you know if we can identify unauthorized access to your information.

USING THE PORTAL

Can I upload documents or forms through the portal?

You can sign forms that are sent to you by your NKHS provider. However, the portal currently does not allow you to upload other documents.

What browsers or devices are compatible with the portal?

You can use almost any current browser for access (Chrome, Edge, Firefox, Safari). For mobile access, download the NKHS Portal through the Google Play Store for Android phones or the App Store for iPhones.

Who can I contact if I have technical issues while using the portal?

Please reach out to your NKHS provider or the front desk for assistance.

COMMUNICATION

Can I message my NKHS provider through the portal?

The portal does not allow for direct messages to or from a provider and should not be used for immediate support.

Can I send emergency messages or contact crisis services through the portal?

Anyone experiencing a mental health or substance use crisis should call our Enhance **Mobile Crisis team at 800-649-0118** or **call 988**.

If you'd like to be immediately seen for a mental health related emergency, please visit the **Front Porch, Mental Health Urgent Care** at 235 Lakemont Road, Newport City, VT. The Front Porch is open 24/7.

OPTING OUT

Can I opt out of using the portal?

You are not required to use the portal, although it offers a more secure and efficient process for sharing information and documents with you.

What are the alternatives if I do not wish to use the portal?

Information and documents will continue to be shared with you directly by your provider.

Can I choose not to receive email or text notifications about the portal?

You may ask to have your email address removed from our system at any time. Text notifications require a signed consent form, which you can withdraw anytime.