MyWhidbeyHealth Patient Portal
Accepting Shared Access Invitation

Shared Access allows patients of WhidbeyHealth with a portal account to grant another person, such as a family member, friend, or caregiver, access to their portal account.

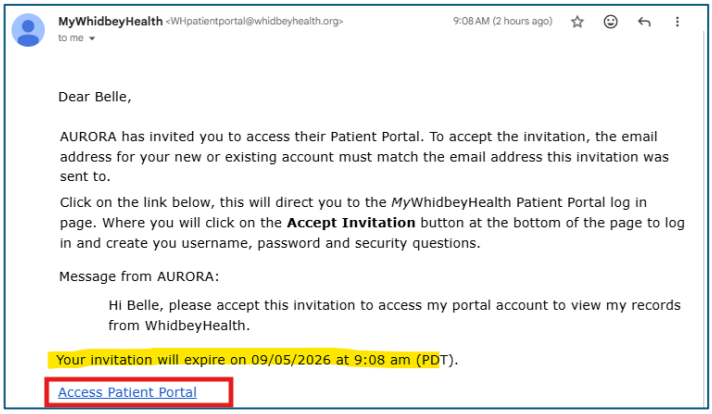
Patients manage this process directly from their own portal by sending an email invitation to the desired person they wish to share their portal with.

How to accept a Shared Access Invitation

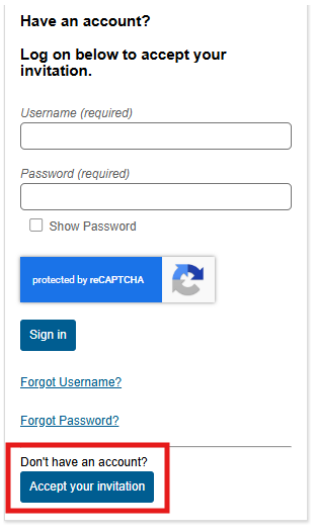
The invited person will receive an email invitation to access the patient's portal account. The invitation link expires after **72 hours**. The expiration date and time are included in the invitation email. The email will come from the address: 'WHpatientportal@whidbeyhealth.org'

1. Select the link in the invitation email.
   a. Check your spam/junk folder if you do not find the email in your inbox.

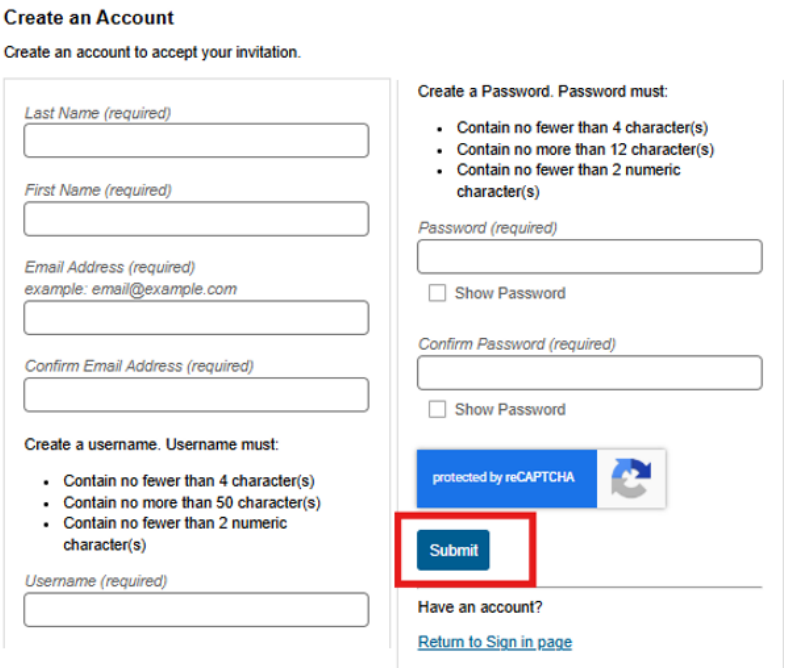
   b. You will be directed to the Patient Portal sign-in page.



2. Scroll to the bottom of the page and select **Accept Invitation**.



3. Fill out the required fields presented. *You must use the same email address the patient entered when sending the invitation.*

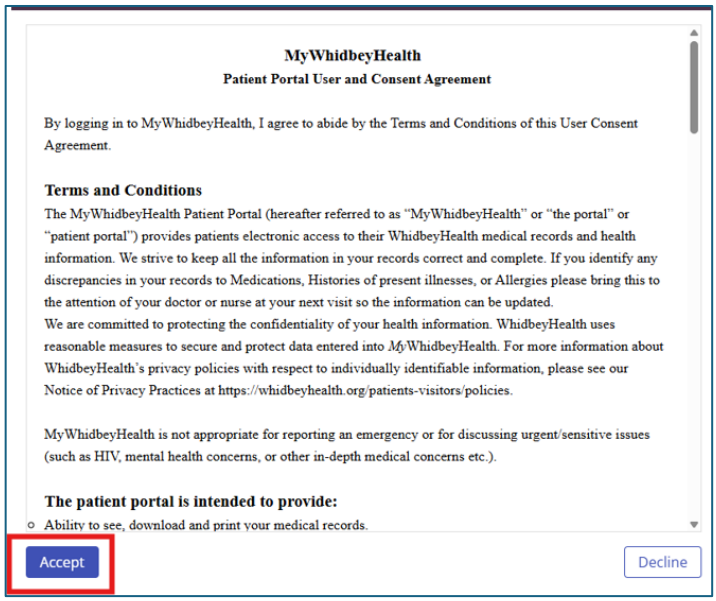


4. Select **Submit** at the bottom. The screen will prompt you to create security questions.
5. Select your desired security questions from the drop-down and enter your answers. *It is recommended to keep the answers in a secure location.*



6. Click **Submit.**

7. You will be prompted to then accept the **Patient Portal User and Consent Agreement**. ***If you select decline, access will not be granted.***

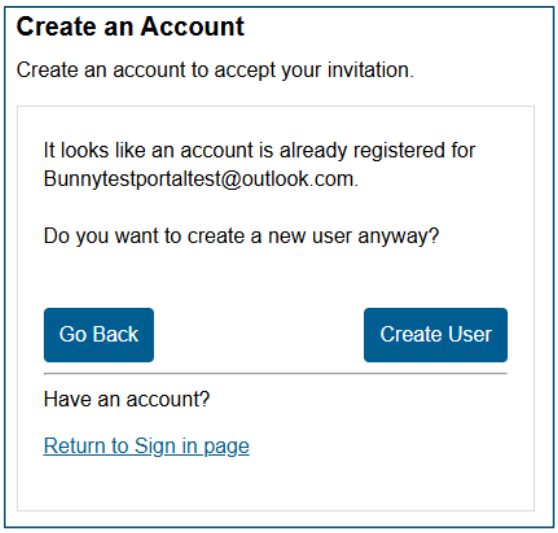


8. After accepting the user and consent agreement, you will be directed to the patients portal account Dashboard and have access to the records they have allowed.

This completes accepting the Shared Access Invitation.

Existing Account Holders

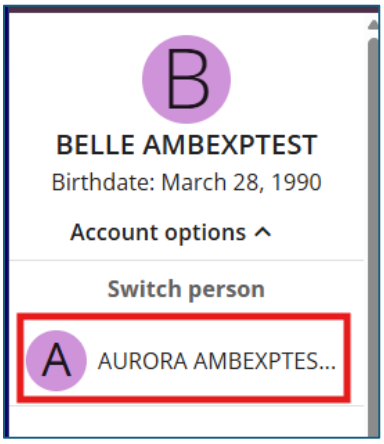
If you receive a Shared Access invitation and enter your information in the create account fields, but you have an existing portal account for yourself, you will receive this message:



1. Select the **Go Back** button and sign in to MyWhidbeyHealth with the username and password you use to access your own account.
2. You will automatically have access the patients account after you sign in. That "accepts" the invitation from the patient.

To access a shared portal moving forward:

1. Log into your own portal account
2. Click on **Account Option** in the main menu
3. Click on the patients name under **Switch person**



a. This will take you to the patients portal, where you can view their records as they have allowed.

Important Notes:

- Shared Access is managed directly by the patient. WhidbeyHealth Staff cannot initiate, manage, or make changes to Shared Access on behalf of a patient.
- Please speak with the patient who shared their portal with you regarding your access level.
- If you do not accept the invitation within 72 hours, it will expire. You will need to contact the patient directly to request a new invitation.

Patient Portal Support is available 8:30AM-5:00PM, Monday-Friday via:

- Phone: (360) 678-8605
- Email: helpatmywhmc@whidbeyhealth.org

Please provide your full name, phone number and a description of the issue you are experiencing. *Portal support cannot initiate, manage, or make changes to Shared Access on behalf of a patient*.