

Patient Portal FAQ

If you are experiencing any technical issues or require assistance with the HealthLife, our dedicated consumer care team is available 24/7 to provide prompt assistance.

About HealthLife

HealthLife is a secure online health management tool provided by Chinese Hospital for patients. Patients who wish to participate will be issued a welcome email during their visit. This email will enable you to log in and create an account. HealthLife is a free service offered to our patients. We take great care to ensure the privacy and security of your health information. Access to information is controlled through secure personal usernames and passwords. Each person controls their password, and the account cannot be accessed without it. Unlike conventional email, all messaging is done securely while you are logged into the HealthLife website.

Your Medical Record

Your test results are released to your HealthLife account after your physician has reviewed them. This generally occurs within 1-7 days. You will generally receive an answer within 1-3 business days. Please note that HealthLife should not be used for urgent situations. Please contact the hospital if the situation requires immediate attention or dial 911 if it is an emergency. Notification settings allow you to receive a notification each time your care team sends a message to you or updates your health care record.

You can change your notification preferences by logging into your HealthLife account and selecting 'Notifications' on the left side of your screen. Select the check boxes for the notification methods you prefer (text or email). Your provider is able to determine which types of test results can be accessed through HealthLife. Additionally, tests of a highly sensitive nature are not released through HealthLife. Your HealthLife information comes directly from your electronic medical record at Chinese Hospital. Please contact the Health Information Management Department to correct any inaccurate information.

Phone: 1-415-677-2460

Email: HIMDept@chasf.org

Technical Issue

If you forget your password, you can reset your account by clicking the 'Forgot Password' link on the sign-in page. If you haven't enabled the mobile option, a password reset email will be sent to the email address associated with your account.

Follow the instructions on the password reset page to change your password. Consumer care technical assistance line is available 24/7 at 1-888-338-9741.