

About the MLCHC Patient Portal

An easy, secure way to stay connected with your care team from wherever you are

The MLCHC patient portal allows you to easily access your medical information 24/7 in one secure place.

What can I do with a portal account?

Visits & Scheduling

Request a medical appointment	✓
Cancel a medical appointment	✓
View upcoming appointment details	✓
View past appointment details	✓

Messaging your Care Team

Send and receive messages from your medical care team	✓
Send and receive messages from your Behavioral Health care team	✓
Request a prescription refill	✓
Ask about your referral	✓

Health Records & Information

View and update demographic information	✓
See Office Visit Notes for medical visits	✓
See your current health summary, including allergies, immunizations, vital signs and diagnoses	✓
See your medication list	✓
See your lab, test or imaging results	✓
Send and receive messages from our medical records department	✓

Billing

Pay your bill	✓
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Any patient age 18 or older may have a MLCHC patient portal account.

Questions? We can help! Answers to frequently asked questions are below. Or call your clinic:

Moses Lake: (509)765-0674

Quincy: (509)787-6423

Frequently Asked Questions

Getting Started with your Portal Account

Who can sign up for a portal account?

All patients of MLCHC who are age 18 or older may sign up for a portal account.

How do I sign up?

If your new portal account has been activated and you have a temporary password: Go to the Patient Portal Log In page and sign in using your email and the temporary password.

To activate a new portal account: If you are an existing patient, you may self-register by following the instructions on the Patient Portal Log In page. If you need help registering, please speak with our Welcome Center staff at the clinic or give us a call.

Messaging my Care Team

When can I expect a reply from my provider or care team?

You will typically receive a response from our team within two business days. Portal messaging should not be used for urgent situations. If you need immediate attention, please call your clinic or dial 911 for an emergency.

What if I need a prescription refill?

The fastest way to get your refill is to contact your pharmacy. Your pharmacy will contact us directly if they need an additional refill authorization from your provider.

If the pharmacy was unable to refill your prescription, use the PRESCRIPTIONS section of the portal to request a refill. Our typical response time is within two business days.

If you will run out of your medication in the next few days, please call your clinic.

Where can I find...?

Where can I find it?

Portal Main Menu	Where can I find it?
Home	
Messages	Send a Message, Messages Sent & Received
Appointments	Upcoming Appointments & Appointment Requests
Prescriptions	Current Medications & Request a Refill
Billing	Pay your MLCHC bill
Profile	Demographic, Insurance, and Contacts Information
Medical	Allergies, Problem List, Immunizations, Vital Signs, Diagnostic Results
Documents	Office Visit Notes, Documents, Letters, Diagnostic Results
Settings	
Logout	

Where can I find my lab or test results?

Your lab or test results will become available to you after your provider has reviewed them. You can find them in the MY MEDICAL section of the portal with your Clinical Information.

When can I view my lab or test results?

Your lab or test results will become available to you after your provider has reviewed them. You may choose to have those results made available to you in your portal account immediately when we receive them, without provider review or interpretation, by selecting that option in the SETTINGS section of your portal account.

Where can I see my medications?

Currently active prescriptions that have been written or reviewed with you by your MLCHC provider will show in the PRESCRIPTIONS section of the portal. Prescriptions that have expired will not show on your medication list.

Where can I update my personal information?

You may request changes to your address, contact information, and other personal details in the PROFILE section of the portal.

Where can I view information about my Dental visits?

We will be adding access to dental patient information in the future. At this time, our Patient Portal is available for medical care and records. You can request your dental health record by contacting our Medical Records department.

Where can I view information about my Behavioral Health visits?

Due to privacy and protected health information laws, behavioral health visit summaries and health records are not included in the electronic health record available through the portal. You can request access to your full medical record by contacting our Medical Records department.

Where do I find my complete medical record?

MLCHC abides by federal and Washington State laws regarding patient privacy and protected health information. Our policies regarding what is accessible to the patient through their portal account reflect this adherence alongside the capability of the electronic portal. Any patient can request available medical records by contacting our Medical Records department.

Family Members

How can I access my child's medical information?**Children aged 0-12**

For children ages 0-12, a parent, legal guardian or other authorized caregiver can receive access to a minor patient's health record by linking to the child's MLCHC electronic health record through their own portal account. You can then view their health record by signing into your own portal account, choosing an action (e.g., message the Medical care team), and selecting the patient's name from the drop-down menu.

Our Welcome Center or phone reception staff can enable this proxy access. Just call the clinic or ask at our Welcome Center. When the child reaches age 13, this access will automatically be terminated.

Can a spouse and I share one portal account? Can I access my elderly parent's account?

Each adult must establish their own portal account. Your portal account is linked to your individual health record.

Your spouse, partner, parent or other adult can grant access allowing you to view their medical records. Please speak with one of our customer care representatives or our Medical Records department about completing the necessary paperwork to authorize this access.

Technical Support**How do I update or change my password?**

You can update your password in the SETTINGS section of your portal account.

I forgot my username. What do I do?

It should be your email address. If you have changed emails or are having trouble, please call your clinic.

I forgot my password. What do I do?

Click "Forgot your password?" on the portal Login page.