INDIAN HEALTH BOARD
Quality Healthcare for Our Community

IHB Patient Portal Frequently Asked Questions

What is a patient portal? As a patient, the portal is a secure way to manage your non-urgent care issues outside of the doctor's office. It allows direct interaction with your clinic staff. All you need is an internet connection.

Is my information and messaging secure? Yes. IHB's portal is a secure Internet site and provides encrypted communication in full compliance with State and Federal requirements. Access is granted only to users that have registered with our clinic and have completed an authorization form. Access is secured by your personalized ID and password, known only to you.

How do I get access? You may sign up for the portal at your next clinic visit. You will be given a portal pin or registration key that will allow you to register an account.

May I access my children's medical records? Yes. You are granted full authority to access your child's medical chart if you child is between the ages of 0-12. These age ranges are to comply with state regulations designed to protect minors who seek treatment for pregnancy, chemical abuse and sexually transmitted diseases. For further information on access to your child's medical records please contact the Medical Records representative at IHB.

What if I'm locked out of my account? You will have 3 attempts to log into the Patient Portal. If you are not successful, your account will be locked for 30 minutes. You may re-attempt after that time has passed. If you have forgotten your password, click on I Forgot My Password in the sign-in box and follow the instructions.