

What You Need to Know About Your New Portal

Why are you changing myWakeHealth to MyAlleghanyHealth?

Alleghany Health is moving to a new, improved patient portal on March 2, 2024. MyAlleghanyHealth will replace myWakeHealth for Alleghany Health patients. The name of the portal also reflects our Alleghany Health brand.

Are Atrium Health Wake Forest Baptist patients also changing to a new portal?

Yes, on March 2, 2024, MyAtriumHealth will be the new portal for Atrium Health Wake Forest Baptist patients. The name of the portal reflects the Atrium Health brand.

What do I need to do for this change to MyAlleghanyHealth?

On March 2, 2024, simply use your same myWakeHealth username and password to log in to [MyAlleghanyHealth](#). In the rare case of a duplicate username, you will receive an email with instructions on how to set up a new username.

What if I am a patient at both Alleghany Health and Atrium Health Wake Forest Baptist?

You can use either your MyAlleghanyHealth or MyAtriumHealth patient portal, whichever you prefer. You will be able to see and access all your health information through either portal.

What if I already have a MyAtriumHealth account?

Alleghany Health and Atrium Health Wake Forest Baptist patients who already have a MyAtriumHealth account do not need to create a new account. On March 2, simply use your MyAtriumHealth username and password to access your information.

Can I set up a new MyAlleghanyHealth account now?

- **If you do NOT currently have a myWakeHealth account**, you can request an account by clicking Sign Up Now from [MyAlleghanyHealth](#) or download the MyChart mobile app. You will be asked a series of questions from Experian. Experian is a third-party service that will verify your identity. Alleghany Health will not be able to see your answers to the Experian questions.
- **If you already have a myWakeHealth account**, you don't need to create a MyAlleghanyHealth account now. Your current myWakeHealth username and password will work in MyAlleghanyHealth on March 2, 2024. In the rare case of a duplicate username, you will receive instructions by email to set up a new username before March 2.

Is MyAlleghanyHealth available for mobile devices?

Yes, you can access MyAlleghanyHealth on your mobile device. For the best experience, use the MyChart app and choose MyAlleghanyHealth as the organization where you receive care. Download the MyAlleghanyHealth app from the [App Store](#) or [Google Play](#).

What will happen to myWakeHealth during the transition?

The myWakeHealth transition will occur in stages:

On February 14, 2024

- myWakeHealth will become **mostly read-only**, and some features will become unavailable as we prepare for the transition. Please be assured that you will not lose any of your health information.

- Between February 14, 2024, and March 1, 2024, please call your clinic directly to schedule or change appointments.

On March 2, 2024

- myWakeHealth will be **completely read-only**. This means you can view records, past appointments, messages and other information in the portal, but the features will not be available to use.
- Please begin using MyAlleghanyHealth as your patient portal. Simply log in with your same myWakeHealth username and password. You will have access to all your health information and can message your doctors and more.
- All new information from Alleghany Health/Atrium Health Wake Forest Baptist visits beginning March 2, 2024 will go into MyAlleghanyHealth.
- On June 30, 2024, the myWakeHealth website will retire.

Why am I getting paper billing statements? I chose to do paperless billing.

As we prepare for the transition to MyAlleghanyHealth, all Alleghany Health and Atrium Health Wake Forest Baptist patients will receive paper statements in the mail for dates of service **before** March 2, 2024.

After the transition, you will receive paperless billing statements in MyAlleghanyHealth for dates of service **on or after** March 2, 2024.

How do I pay my bills during the transition?

To pay for bills for Alleghany Health/Atrium Health Wake Forest Baptist services **before** March 2, 2024, please pay as usual, either in person, by mail or by phone.

For bills for services **on or after** March 2, 2024, you can pay through [MyAlleghanyHealth](#) or online at [Pay As Guest](#).

I do not want to pay my bills online. What other options do I have?

We encourage patients to try the convenience and ease of paperless billing. For patients without a MyAlleghanyHealth account, more information about how to enroll in paperless billing will be included on future statements. If you choose to opt out, you can pay bills in person, by mail or by phone.

Who do I call if I have billing questions?

We're here to help you understand your new bill and this transition process. If you need additional assistance before March 2, 2024, please call 336-716-3966 or toll free 833-662-7921.

For questions about dates of service after March 2, 2024, please call 704-512-7171 or toll free at 844-440-6536.

I can't see/schedule appointments in myWakeHealth anymore. What do I do?

Appointments occurring after March 2 will not appear in myWakeHealth as we prepare to transition the portals for both Alleghany Health and Atrium Health Wake Forest Baptist. To schedule or change any appointments between February 14, 2024, and March 2, 2024, please call your clinic.

Will I lose any of my health information during the transition?

No, you will be able to see three years of your clinical data in MyAlleghanyHealth, and you can always request your health information through Health Information Management. All of your health information will remain fully accessible to your doctors.

How can I get my information out of myWakeHealth?

If you would like to keep something that is more than three years old, we encourage you to save or print any pdfs you may need. You can get your health and visit summary information one of two ways:

1. Use the Sharing Hub in myWakeHealth.
 - Go to Menu and click on “Sharing Hub.”
 - Select “Yourself.”
 - Select “Download or send a snapshot” and then follow the instructions to either download or email the specific records you wish to have. To learn more, you can click on the videos “Your Health Record on the Go” or “Sharing Your Record.”
2. Request Medical Records under Messaging.
 - Go to Messages in the top navigation bar.
 - Select Send a Message.
 - Select “Ask a customer service question” and then choose Request Medical Records.
 - You can submit a medical records request through myWakeHealth before March 2.
 - After March 2, you will submit these requests through your MyAlleghanyHealth account.

Will proxy access transition over?

Yes, proxy relationships to children/legal dependents will automatically transfer to MyAlleghanyHealth. No action is required on your part. If you discover that proxy access is missing, please submit the Request Family Access form in MyAlleghanyHealth for assistance.

What new features will be available in MyAlleghanyHealth?

In MyAlleghanyHealth, patients will have access to a familiar experience with some additional features:

- **MyAlleghanyHealth in Spanish:** In MyAlleghanyHealth, patients can select to view the portal in Spanish. In the mobile app, MyAlleghanyHealth will automatically switch to Spanish when a cell phone language is set to Spanish.
- **Medical Record/Amendment Requests:** You can request release of information (ROI), medical record changes and electronic health information through a new, easy-to-use form.
- **Track My Health:** You can sync health and fitness data from your personal mobile device to MyAlleghanyHealth through Apple Health, Google Fit, Fitbit or Withings.

Who do I call if I need help with myWakeHealth or MyAlleghanyHealth?

For myWakeHealth technical support: You can call the toll-free number at 855-560-5111 until June 30, 2024. Please save your myWakeHealth username and password in a secure location where you can access it if you forget.

For MyAlleghanyHealth technical support: Contact MyAlleghanyHealth Support toll-free at 833-848-0212.