McLaren
HEALTH CARE

REQUEST PRESCRIPTION RENEWALS
THROUGH THE PATIENT PORTAL

Now you can skip calling the office and request prescription renewals anytime, online. Here's how:

1. Log in to your portal account.
   a. Below are two ways you can access the portal.
      – Visit mclaren.org/portal and select Login to **MyMcLarenChart**.
      – Install the HealtheLife app onto your smartphone.
   b. Enter **Email address/Username** and **Password**. Click **Sign In**.

If you don't have a portal account, you can select the Sign Up button to self enroll.

2. From the Dashboard, click the **Prescription Renewal** button.

3. The **Prescription Renewal** window will display.
   a. **View health record for [NAME]** dropdown: If multiple health records appear, choose the appropriate patient record.
   b. Search for and select your provider's name that will review the renewal request.

Note: You must be an established patient with the provider receiving your request.
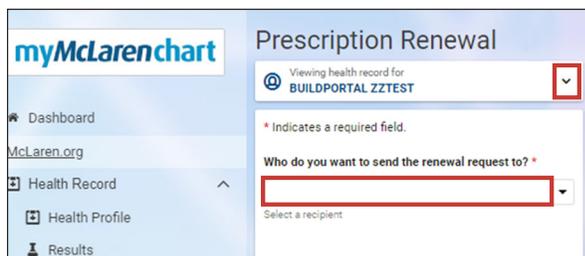
4. Select the checkbox next to the medication needing renewal.
   a. If the medication is not listed, add the medication information.
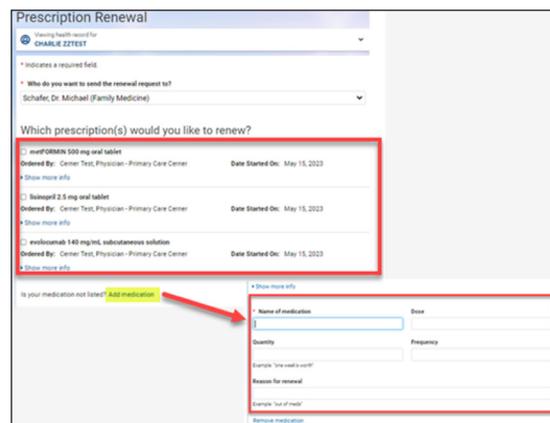
5. Choose the appropriate contact option if the clinic needs to contact you regarding the request.

6. Select where to send the prescription from a list of your preferred pharmacies. You can also add a pharmacy if needed.

7. Add any additional comments regarding the request if needed. Click Send.

8. You will receive notification that the message has been sent and have the ability to view the request if desired.

9. The sent message will also display in the Messages Sent subfolder in an Unopened status. Once the clinic opens the message, the message will display in a Reviewed status.

After your request has been reviewed by the provider, you will receive a message in the portal. If approved, the request will be forwarded to the pharmacy to be filled.