

FAQ Files

Q: *I work for a healthcare practice and I would like an account. What do I do?*

A: We are excited to hear that you are interest in using HealthInfoNet's clinical portal to access Maine's health information exchange!

If you work for an organization that participates in the health information exchange and you would like to get an account, please contact either your supervisor or technical support team.

HealthInfoNet assigns users to each organization to request accounts for the portal. Since each healthcare organization has their own internal process for authorizing accounts, your supervisor or tech support team can best answer what is needed to approve your account request.

If you are a healthcare organization that is not currently participating but would like to enroll, please contact HealthInfoNet by either:

- Email: info@hinfonet.org
- Phone: 207-541-9250

If you have questions or need other assistance, please contact HealthInfoNet Customer Care at the following:

- Email: customercare@hinfonet.org
- Phone: 207-541-9250

Due to technical restraints, HealthInfoNet cannot create accounts for individual users in healthcare practices that are not otherwise participating in the exchange. If your practice or organization have questions about what HealthInfoNet can do to improve your ability to provide excellent care, contact us at the links above!