

# FAQ Files

**Q:** *I am a patient and I would like to see what is in my chart on HealthInfoNet's portal. How can I log in?*

**A:** Unfortunately, HealthInfoNet is not able to provide a patient-level service to the general public. We continue to investigate the possibility of providing this option, but at this time we do not have any current plan to make this available.

If you have questions about how the health information exchange works, please visit our homepage: <http://www.hinfonet.org>. For informational videos about how HealthInfoNet helps your healthcare provider, visit our [YouTube channel](#).

If you would like to know what your options are as a patient, visit our page on [your choices](#). There, you can get information on:

- Who participates in the exchange
- How to opt-out of the exchange
- How to opt back in after opting out
- How to request an access audit log of your record
- How HIV and mental health information is protected.

If you have questions or need additional assistance, please contact HealthInfoNet by either:

- Email: [info@hinfonet.org](mailto:info@hinfonet.org)
- Phone: 207-541-9250

**Q:** *I would still like copies of my healthcare information. How can I get these?*

**A:** For a complete copy of your healthcare record, contact your individual healthcare provider's office. They can help you get copies of your records, including records they may not have sent to the exchange.