

# Secure Your Patient Portal Account

Plain-English how-to. ~25 minutes. The 8 settings every MyChart / Epic / Athena patient should change today.

**The 8 portal settings that actually matter — auth, recovery, family share, alerts, billing, breach response.**  
Print, share, and re-run quarterly.

## Do This Right Now

| #  | STEP  |
|----|---|
| 1. | Generate a strong unique password for your patient portal in your password manager. |
| 2. | Turn on 2FA — authenticator app preferred, SMS if not available.                    |
| 3. | Lock down the recovery email account (strong password + 2FA).                       |
| 4. | Audit current proxy / family access. Remove anyone who shouldn't be there.          |
| 5. | Enable login alerts and add to safe-senders.  |
| 6. | Review billing, insurance info, prescriptions, messages for anomalies.              |
| 7. | Subscribe to breach notifications; claim any free monitoring offered.               |
| 8. | Freeze credit at Experian, Equifax, and TransUnion.                                 |

## Why This Matters

- The HHS Office for Civil Rights reported over 130 million patient records exposed in a single recent year — more than one record for every 100 people.
- Medical identity theft is the hardest fraud to remediate. You can replace a credit card; you cannot replace a diagnosis history. Fraudulent prescriptions can be used to request refills, especially for controlled substances.
- Patient portal accounts are also a prescription-drug diversion target. A compromised account can be used to request refills, especially for controlled substances.