MyChart Patient Quick Start Guide

Welcome to MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyChart, you can:

- View all of your health information in one place. See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.
- Quickly schedule appointments and find care. Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it.
- Connect with a doctor no matter where you are. Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

This guide provides an overview of many of MyChart's features and how to use them.

Access MyChart

- On your computer, go to https://www.uhhospitals.org/mychart
- On your mobile device, download the MyChart app.

Sign up for a MyChart account

To sign up for MyChart, you must be at least 18 years old. There are several different methods of MyChart signup that might be used by different departments across the organization:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a MyChart activation code on your After Visit Summary.
- You might receive a text or email with an activation code when you come in for a visit.
- You might be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record or with third-party identity verification.

Request an activation code if you don't already have one

If you don't have an activation code, you can request one online. To request an activation code online:

1. On the MyChart login screen on the MyChart website or mobile app, click **Sign Up Now**.
2. Click **Sign Up Online**.
3. Click **Match Yourself with Our Records** or **Verify with a Third Party** to supply personal verification items, such as the last four digits of your Social Security number and your date of birth, and have an activation code sent to your email address or mobile phone.

Use your activation code to sign up

1. From the MyChart login screen on the MyChart website or MyChart mobile app, select **Sign Up Now**.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Select **Next**.
3. On the next page, choose the following:
    - **MyChart username**. Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
    - **Password**. Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username. Choose a password that you don't use for other websites.
    - **Security question**. Choose a question you can use to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.
4. On the next screen, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

Log in to MyChart

1. In your web browser, enter https://www.uhhospitals.org/mychart and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

Recover a lost username or password

If you're having trouble logging in, click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so you can recover your username or password. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated and you'll need to contact Customer Service.

Learn how to navigate MyChart

When you first log in to MyChart, you'll see the MyChart home page.

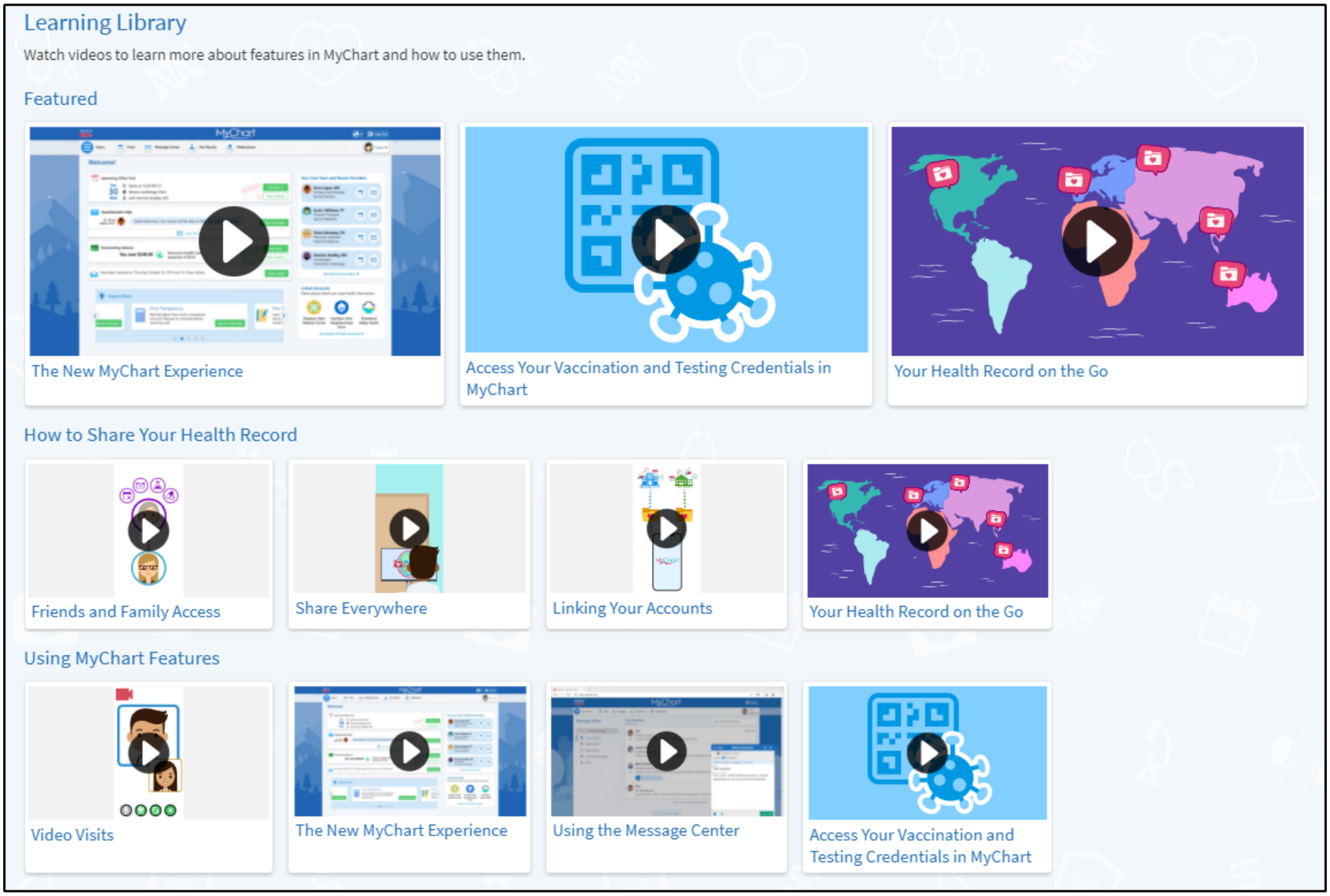
- At the top of the home page are shortcuts you can use to get to the most commonly used activities.

> ℹ You can customize the shortcuts by selecting your account in the top right corner and then **Change Your Shortcuts**.

- Below the shortcuts is the health feed, which shows the most important alerts and information for you and any family member you care for, like a new message from your care team and reminders for an upcoming appointment.
- You can use the searchable menu to easily find any other activities you need to get to.

Learn how to use MyChart

In the Learning Library, you can watch videos about MyChart features. To view these videos, go to **Resources > Learning Library**.



Learning Library

Watch videos to learn more about features in MyChart and how to use them.

Featured

The New MyChart Experience

Access Your Vaccination and Testing Credentials in MyChart

Your Health Record on the Go

How to Share Your Health Record

Friends and Family Access

Share Everywhere

Linking Your Accounts

Your Health Record on the Go

Using MyChart Features

Video Visits

The New MyChart Experience

Using the Message Center

Access Your Vaccination and Testing Credentials in MyChart

Personal Information

Add demographic information in MyChart so your healthcare provider can provide you with the best care. For example, if you're most comfortable speaking Spanish, this lets them know to have an interpreter available for your visit. Including this information helps providers identify trends in healthcare outcomes based on different demographic groups, which allows them to proactively address and find solutions to healthcare disparities.

Keep in mind that your answers are confidential and are visible only to your healthcare provider and anyone with access to your MyChart account.

1. Go to **Account Settings** > **Personal Information**.
2. In the **Details About Me** section, click **Edit**.
3. Select your race, ethnicity, and language from the lists of options.
4. Click **Save changes**.

Health

View your test results

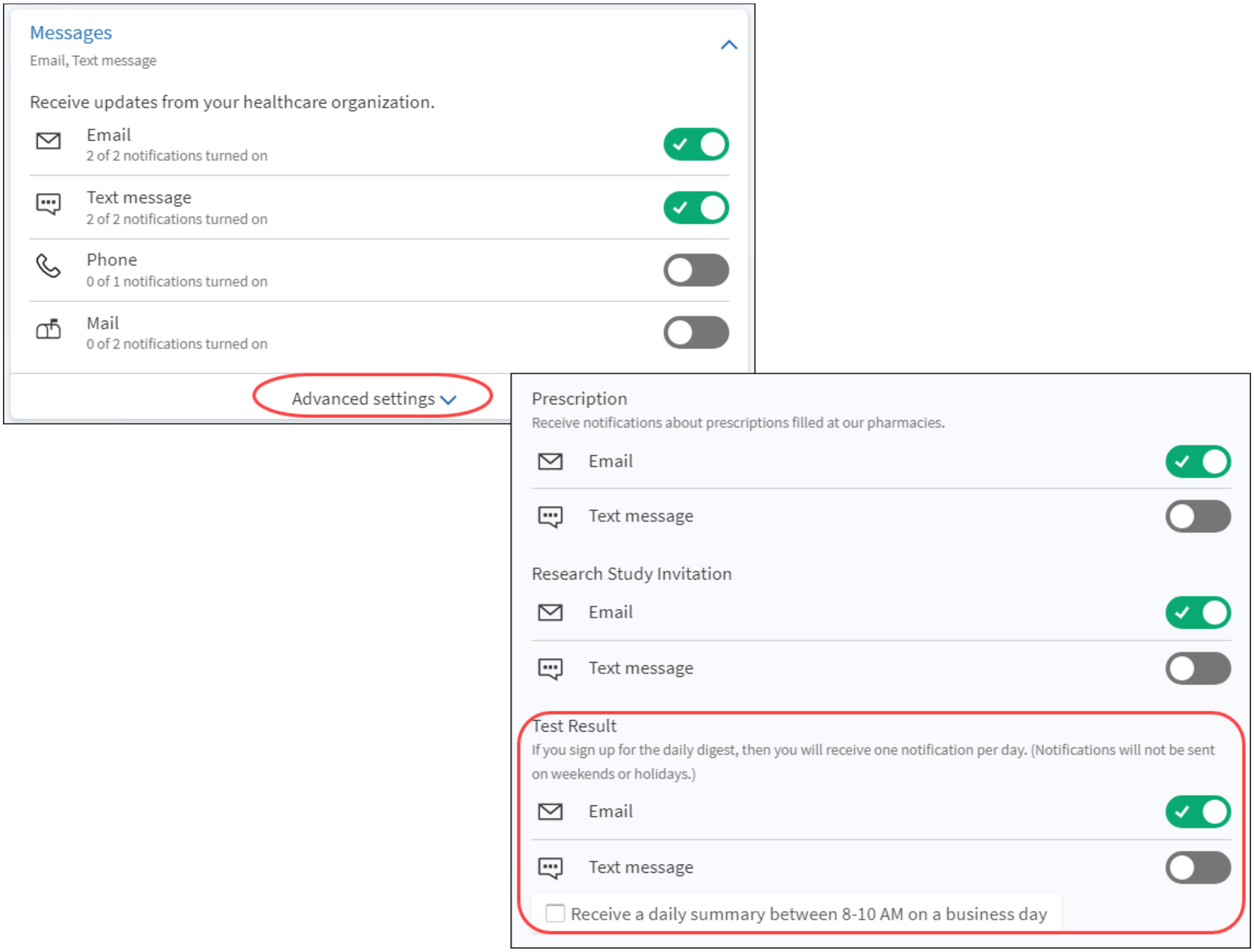
With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **My Record > Test Results**. Select a test to see more information about it, such as:

- The standard range for the result
- Any additional comments your provider entered about the result

ⓘ	If you're looking for a specific result, enter key words in the search field on the Test Results page.

Receive email or text messages when new results are available

1. Go to **Account Settings > Communication Preferences**.
2. Under **Details**, expand the **Health** section.
3. Select **Advanced settings**.
4. Under **Test Result**, toggle the slider next to the communication option you prefer. When it's green with a check mark, the communication type is enabled.
5. Click **Save Changes**.



Messages
Email, Text message

Receive updates from your healthcare organization.

- Email — 2 of 2 notifications turned on ☑
- Text message — 2 of 2 notifications turned on ☑
- Phone — 0 of 1 notifications turned on ☐
- Mail — 0 of 2 notifications turned on ☐

Prescription
Receive notifications about prescriptions filled at our pharmacies.

- Email ☑
- Text message ☐

Research Study Invitation

- Email ☑
- Text message ☐

Test Result
If you sign up for the daily digest, then you will receive one notification per day. (Notifications will not be sent on weekends or holidays.)

- Email ☑
- Text message ☐

☐ Receive a daily summary between 8-10 AM on a business day

Manage your medications

View your current medications

Go to **My Record > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

- Remove a medication you're no longer taking by clicking **Remove** and then adding comments about why you're no longer taking that medication.
- Add a new medication by clicking **Report a Medication** and then adding comments about why you're taking the new medication.

Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

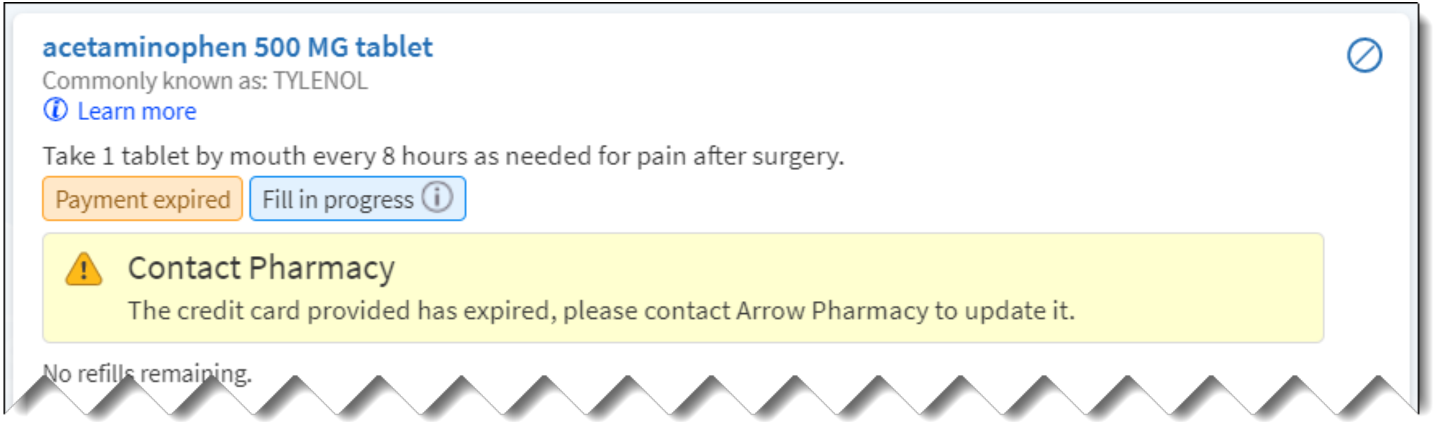
Request a medication refill

1. From the medication list, click **Request Refills**.
2. Select the checkbox next to the medication you need refilled and enter any comments. Click **Next**.
3. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next**.
4. Review the details of your refill request and click **Submit**.

You will receive a message in your MyChart Inbox when your prescription refill is processed.

> You can request refills only for prescriptions that were filled at a pharmacy within your healthcare organization. If you need a medication refill for a prescription at an external pharmacy (for example, Walgreens or CVS), you'll have to contact that pharmacy to request a refill.

If your prescription is delayed or requires action before the pharmacy can fill it, a banner appears under the medication name in MyChart. Review the banner to determine your next step to keep the fill moving. You might need to update a credit card or wait until the pharmacy receives a shipment of the medication.



acetaminophen 500 MG tablet

Commonly known as: TYLENOL

Take 1 tablet by mouth every 8 hours as needed for pain after surgery.

Contact Pharmacy

The credit card provided has expired, please contact Arrow Pharmacy to update it.

No refills remaining.

View a summary of your health information

To get a summary of your medical record, go to **My Record > Health Summary**. This summary includes:

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care

Track your COVID-19 testing and vaccination status

The COVID-19 activity pulls together helpful information and resources for you, including:

- Your COVID-19 testing status and recent results.
- Your COVID-19 vaccination status and details about the vaccine your received.
- Links to educational resources provided by the Centers for Disease Control and Prevention (CDC).

Click to quickly access the activity from the MyChart home page. You can also access the activity from the COVID-19 health feed card or by going to **My Record > COVID-19.**

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic.

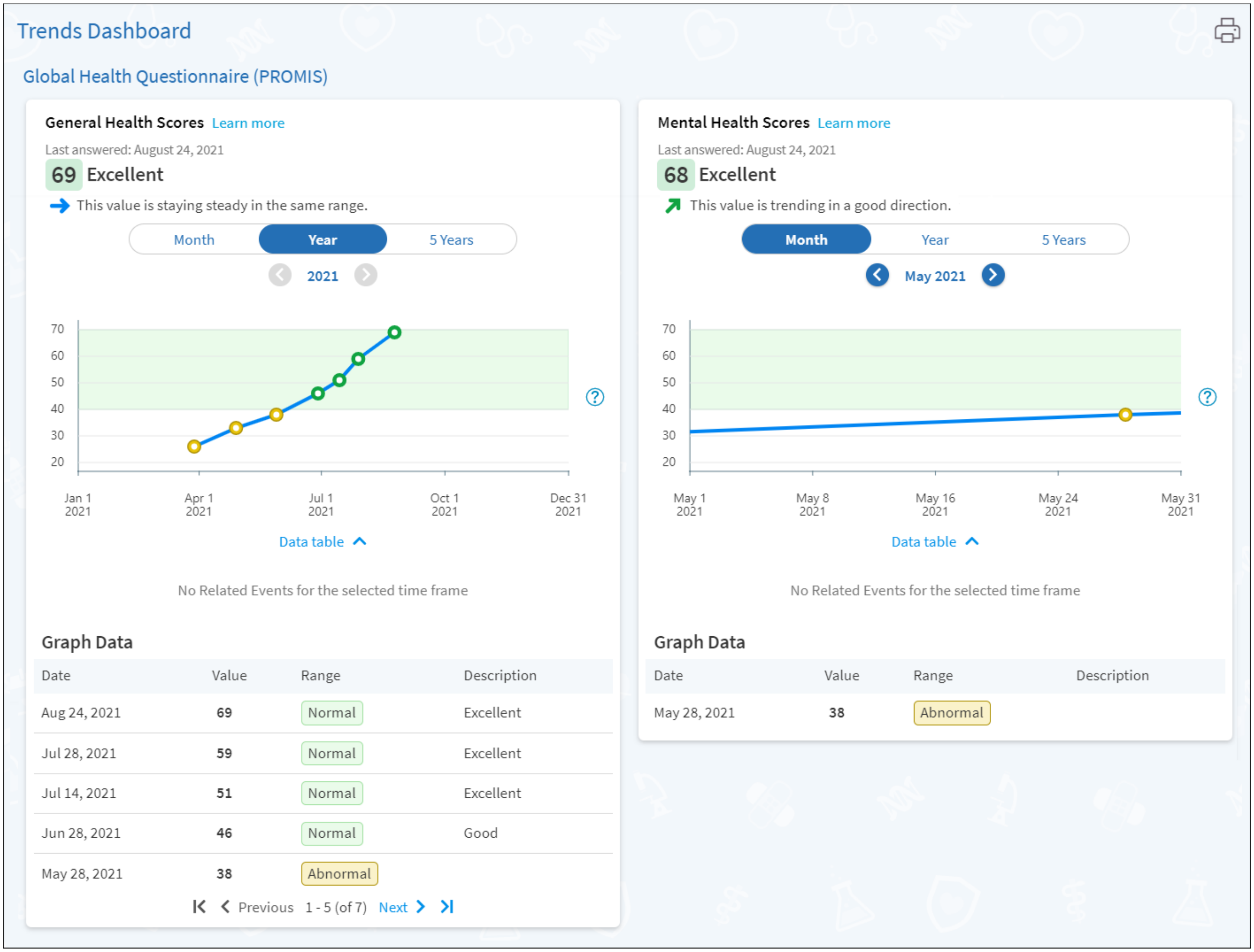
You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

Review trends in your questionnaire responses

After you respond to the same questionnaire more than once, you can see trends in your responses over time in the Trends Dashboard. To see this dashboard, go to **My Record > Trends Dashboard**.


Trends Dashboard
Month
Year
5 Years
2021
70
60
50
40
30
20
Jan 1 2021
Apr 1 2021
Jul 1 2021
Oct 1 2021
Dec 31 2021
Data table
Month
Year
5 Years
May 2021
70
60
50
40
30
20
May 1 2021
May 8 2021
May 16 2021
May 24 2021
May 31 2021
Data table
Previous
1 - 5 (of 7)
Next

Global Health Questionnaire (PROMIS)

General Health Scores Learn more

Last answered: August 24, 2021

69 Excellent

This value is staying steady in the same range.

No Related Events for the selected time frame

Graph Data

Date	Value	Range	Description
Aug 24, 2021	69	Normal	Excellent
Jul 28, 2021	59	Normal	Excellent
Jul 14, 2021	51	Normal	Excellent
Jun 28, 2021	46	Normal	Good
May 28, 2021	38	Abnormal	

Mental Health Scores Learn more

Last answered: August 24, 2021

68 Excellent

This value is trending in a good direction.

No Related Events for the selected time frame

Graph Data

Date	Value	Range	Description
May 28, 2021	38	Abnormal	

Track your daily health readings online

Your physician might request that you record information such as your daily glucose or blood pressure readings in MyChart. When you enter the information in the Track My Health feature, your physician automatically receives the readings so he can monitor your progress between visits.

Record a new reading in Track My Health

1. Go to **Communication > Messages**. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
    - In the future, you can record your readings by going directly to **My Record > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.

6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete**.

ⓘ	If you have a fitness tracking device, such as a Fitbit or a Withings smart scale, you can link your device to MyChart to automatically fill in your flowsheet with relevant data. Click **Connect My Account** on the Track My Health page to get started.

Track your readings over time in a table or graph

1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From this page, you can:
    - Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
    - View the readings in a graph. Click **Graph** to change the display.
    - Customize the date range or the number of readings that appear. Change the **From** and **to** fields or the **latest values** field and click **Apply** to update the display.

Learn more about your care

To learn more about your healthcare, your provider might assign you education topics in MyChart so you can learn more about your diagnosis, procedure, or medication. To view education topics assigned to you:

1. Go to **Your Menu** > **Education**.
2. Click **Open education.**
3. Click a chapter title to open it and review the content.

Get updates about your pregnancy

If you're pregnant and have an estimated due date recorded in your chart, you'll see a card in your health feed that asks whether you want to receive updates about your pregnancy. If you opt in, you'll see a new health feed card that tracks your baby's size and pregnancy progress week by week. These pregnancy updates are also shared with family members or caregivers who have access to the your record so that everyone can stay in the loop. If you change your mind, you can stop receiving the updates at any time.

Messaging

View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Message Center (**Communication > Messages**). The Message Center includes four folders:

- The **Conversations** folder is the primary folder and includes messages between you and your care team or other clinic staff. The list of messages in this folder is organized by conversation to keep messages and replies together.
    - To flag a conversation for easy access in the future, open the conversation and bookmark it. The conversation then appears in the **Bookmarked** folder.
    - If you're interrupted when writing a message, your message is saved in the Conversations folder and marked as a Draft. Click the message to reopen it so you can finish and send it. If you no longer need the draft, click the message to reopen it and click **Discard.**
- The **Appointments** folder includes appointment reminders and confirmations.
- The **Automated Messages** folder includes system messages automatically sent to and from your account, like payment confirmations and questionnaire submissions.
- The **Trash** folder includes any conversations you've deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.

ⓘ If you're looking for messages about a specific topic in a particular folder, you can enter key words in the **Search** field to find them.

Receive email or text messages when new MyChart messages are available

1. Go to **Account Settings > Communication Preferences**.
2. Expand the Messages section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to care team. This message is secure, meaning your information stays private as it is sent over the Internet.

You might send a message if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Communication** > **Messages.**
2. Select **Send a message.**
3. Select **Ask a medical question**. Review any disclaimers that appear and select **Next.**
4. Select the topic that best matches your medical question.
5. Select the recipient for the question.
6. Enter a **Subject** for the message and type your question in the text box below.

7. When you are finished, click **Send**.

If you've opted to receive notification for new messages in your MyChart account, you'll receive a message or push notification letting you know that the clinic has responded to your request.

To view a message after you've sent it, go to **Communication** > **Messages** and find your message in the **Conversations** folder.

Request a referral to see another provider

1. Go to **Communication > Request a Referral.**
2. Enter the provider you want to see, a reason for the referral, and a brief message explaining your request.
3. When you are finished, click **Send.**

Someone at your clinic should respond to you within 1-3 business days. If you've opted to receive email or text notification for new messages in your MyChart account, you'll receive a message letting you know that the clinic has responded to your request.

To view a message after you've sent it, go to **Communication** > **Messages** and find your message in the **Conversations** folder.

Visits

View your past or upcoming appointments

You can view your past or future appointments by going to the **Appointments and Visits** page.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View notes**.

Schedule or request an appointment

To schedule or request an appointment, go to **Find Care > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Schedule an Appointment or Request an Appointment page.

- When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.
- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time. Until the clinic verifies the appointment, the pending appointment request appears under **Requested Appointments** on the **Appointments and Visits** page.

If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available. Wait list options are available during scheduling and after you've scheduled when you click **Details** for an upcoming appointment from the Visits list.

You can also favorite an appointment to make it easy to schedule the same type of visit again later with the same provider and department.

Cancel an appointment

Depending on the date and time of your next appointment, you can cancel it through MyChart.

1. Go to **My Record > Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

Receive medical care online with an e-visit

If your provider offers e-visits, you can answer a questionnaire about your symptoms and send photos or videos as needed for your provider to review. Your provider can offer medical advice for at-home care or let you know if you should schedule an appointment for treatment.

To submit an e-visit, go to **Communication > Ask a Question** and select **Symptom-Specific E-Visit**.

Have a video visit with your doctor

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop computer or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits.

If your provider is on a mobile device, they can't access other activities while they're connected to the video because mobile devices won't run the camera in the background. If a provider navigates to a different activity, for example to document information about your visit, the video visit is paused and you see the provider's initials in a circle instead of a video image until the provider returns to the video visit activity.

Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If you'll join the video visit on your mobile device, make sure the camera app is up-to-date.
- If you'll join the video visit on your desktop computer:

- Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
- Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

After you've done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your video visit start time.

Join the next available video visit

If you need to be seen right away, you can join the queue for an on-demand video visit.

1. Go to **Find Care > Talk to a Doctor**.
2. Confirm the state you're currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options.
4. After you've provided this information, select **Put Me In Line** to be seen by the next available provider. You can choose to receive a notification when your provider is ready to see you.

Schedule a future video visit

1. Go to **Find Care > Schedule an Appointment**.
2. Select video visit as your reason for visit.
3. Choose which provider and time slot you want and then select **Schedule.**
4. At least fifteen minutes prior to your video visit appointment, log in to MyChart and go to the visits list (**My Record > Visits**).
5. Select **eCheck-In** to complete the necessary steps prior to beginning your visit.
6. After you've completed eCheck-In, select **Begin Visit** to ensure you're able to connect.
7. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

Find the nearest urgent care or emergency room

If you need immediate care, MyChart can help direct you to the nearest urgent care clinic or emergency room. You can see approximate wait times to help decide where to go, and let that location know you're coming.

Go to **Find Care > Find Urgent Care**.

Register for an upcoming delivery

If you are pregnant, you can go to **Find Care > Register for My Delivery** to preregister for your upcoming labor and delivery. You'll be asked to enter your expected due date and select the location at which you plan to give birth. After verifying your demographics and insurance information, you can complete a questionnaire to provide additional information, such as your birth plan.

Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you're a parent, you can have full access to your child's record through a designated age (check with your clinic) and limited access through age 18. This section explains how to access a family member's record and how to access growth charts and immunizations in in a child's record.

Access a family member's record

After you've received permission, new or timely information for your family member appears alongside your info in your health feed on the MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.

Invite someone else to access your record

1. Go to **Sharing > Sharing Hub** and select **Give friends and family access**.
2. On the Friends and Family Access page, click **Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, confirms the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.
    - After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.
4. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.

View and print your child's immunization record

When you are in your child's record in MyChart, go to **My Record > Health Summary** and select the Immunizations tab. You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click 🖨.

View your child's growth charts

To view your child's growth charts, open your child's record and go to **My Record > Growth Charts.**

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click 🖨.

Medical Record Access and Sharing

Epic offers several different features through the MyChart patient portal to allow you to access your health records and share them with other people. For more information about accessing family members' records, refer to **Family Access**.

View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Sharing > Sharing Hub** and select **Download health and visit summary**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:
    - Click **View** to view a copy of the visit summary.
    - Click **Download** to save a copy of the visit summary for your records.
    - Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

If you need to provide healthcare information to another organization, like your insurance or workplace, you can download a formal copy of your health record that will have your organization's letterhead on it.

1. Go to **Sharing > Sharing Hub** and select **Request formal copy of health record**
2. Select where you want the record sent and enter the contact information of the person or organization who will receive the record.
3. Select the purpose of the record request.
4. Use the **Date Range** tab or **All Visits** options to select how much information you want to share.
5. If your organization has multiple clinics, select how many of them you want information from.
6. Choose what types of information you want included in the record.

Download medical records you've requested

If you've requested a copy of your medical record from your healthcare organization, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail.

1. Go to **My Record > Document Center** and click **Requested Records**.
2. Locate the record you want to view and click **Download**.
3. If the record is password protected, you see a message to warn you. Click **Continue Download**.
4. Click **Save** to save the file to your computer and then open it, or click **Open** to open it without saving it to your computer.
5. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to **Sharing > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to www.shareeverywhere.com to enter the code along with your date of birth.

See your medical information from other healthcare organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in MyChart. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- COVID-19 vaccine doses
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account. Go to **Sharing > Link My Accounts** to get started. Then, select your account from the list or search for it and click **Link Account**.

After you've linked your accounts, information from the other organization appears in MyChart with a e icon.

Billing and Insurance

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. To view additional information about an account, including past statements, click the **View account** link.

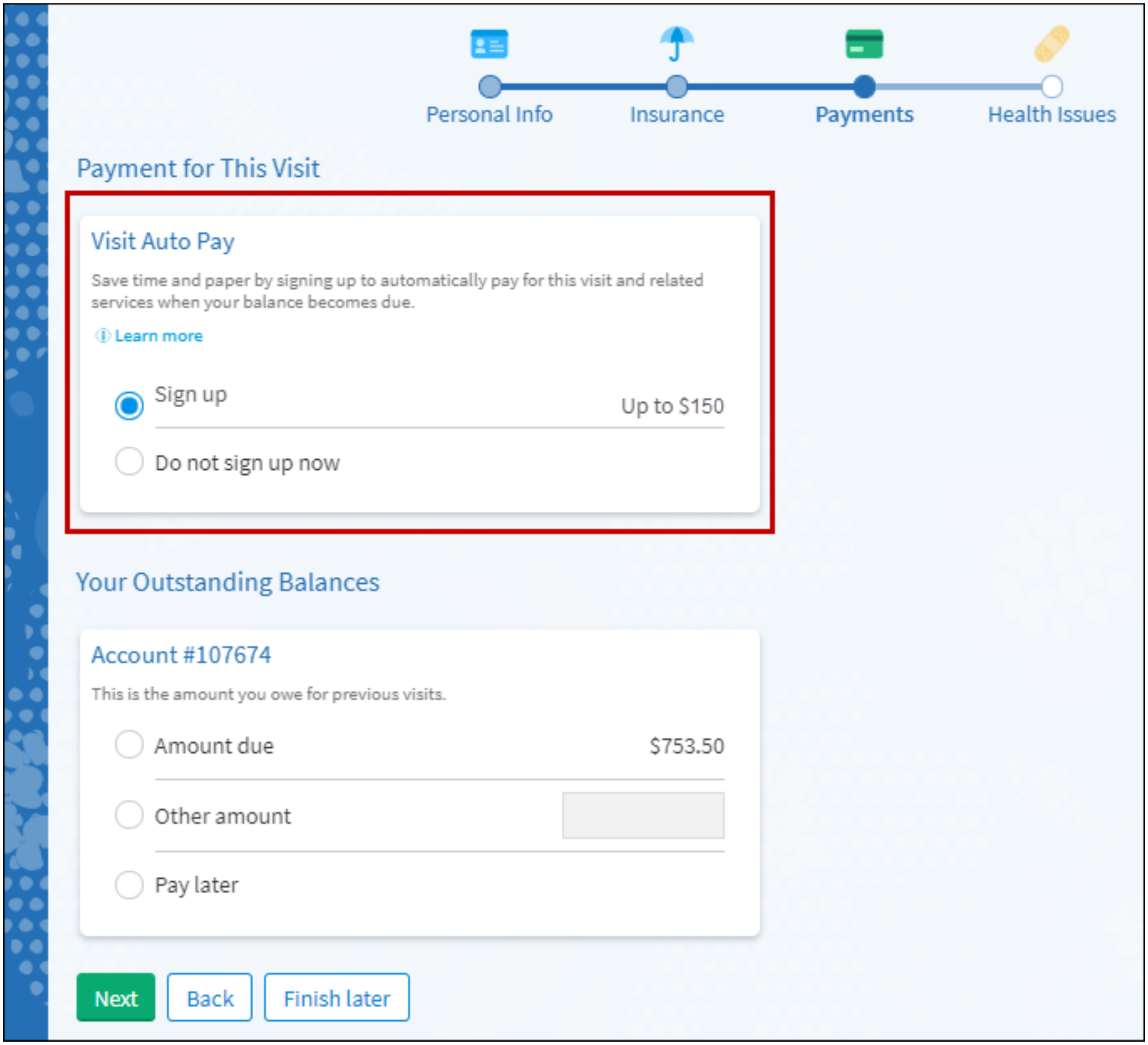
Make a payment for an outstanding account balance

1. Go to **Billing > Billing Summary**.
    - Under **Your Billing Accounts,** you can see billing information for yourself.
    - Under **Other Billing Accounts**, you can see billing information for anyone for whom you are an authorized billing user.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

ⓘ	If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

Enroll in automatic payments

Sign up for Visit Auto Pay during in-person check-in or eCheck-in prior to an appointment so you can reduce your balance before your billing statement comes due. Visit Auto Pay means that you put a credit card or bank account on file and agree to automatically pay up to a certain amount for your visit. You can receive emails or text messages to let you know when your payment method is going to be charged and for how much. To sign up during eCheck-in, at the Payment step, select the **Sign up** under Visit Auto Pay.



Payment for This Visit

Visit Auto Pay

Save time and paper by signing up to automatically pay for this visit and related services when your balance becomes due.

Learn more

● Sign up Up to $150

○ Do not sign up now

Your Outstanding Balances

Account #107674

This is the amount you owe for previous visits.

○ Amount due $753.50

○ Other amount

○ Pay later

Sign up for paperless billing

1. From the Billing Summary page, click the paperless billing alert.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up**.

Get a price estimate for medical care

To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyChart. The estimate is based on your insurance and what other patients have been charged in the past.

1. Go to **Billing > Estimates** and click **Create a New Estimate**.
2. Select where you want to have the procedure done and look up the kind of service you want to receive. You can search for the service or look through services by category.
3. After you select the service and see the estimate, you can click **Save** so that you can refer to it later.

Request assistance with your medical bills

If you need help paying your medical bills, you can submit a financial assistance application to see if any resources are available to you. Go to **Billing > Financial Assistance** to get started. You'll need to provide the following information to complete the application:

- How many people live in your household
- How much you receive from all sources of income
- Your household expenses (such as mortgage, rent, and auto loan)
- Your assets (such as your bank account and vehicle)
- Supporting documents to verify the information you provide

After you submit your application, a financial counselor will contact you to follow up.

View claims for services covered by insurance

1. Go to **Insurance > Claims**.
2. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click **Customer Service Request** to send a message to customer service staff.

Review and update your insurance information

To review the insurance information your clinic has on file, go to **Insurance > Insurance Summary**. Click **View coverage details** for the payer or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update your insurance information, make any of the following changes:

- Request a change to an existing coverage.
- Remove a coverage.
- Add a new coverage. New coverages are submitted for verification when you log out of MyChart.

Preferences and Administrative Features

Personalize MyChart

There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person's photo.
- Add or change the photo. Note that photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face.

1. Go to **Account Settings > Personalize**.
2. Click **Edit**.
3. Make any of the changes described above and then click **Save**.

> You can also add your photo from the **Switch** menu by selecting **Add Your Photo**.

Update your personal information

You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Account Settings > Personal Information.**
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

Customize your notification preferences

MyChart can send you notification by email or text message when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive and click **Save Changes**.
3. Update your email address and mobile phone number if needed.

Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Account Settings > Security Settings**.

Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you might be prompted to verify your email address and phone number to enable two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later.

1. Go to **Account Settings > Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm your email address or phone number, enter your MyChart password, and then click **Continue**.
3. Select whether you want to receive the security code to turn on two-step verification by email or text message.

Deactivate your account

If you deactivate your MyChart account, you are automatically logged out and can't log back in. No medical information and associated data is deleted, and if any proxies have access to the your chart, they continue to have access. If you change your mind, you can contact your clinic or help desk to reactivate your account.

- On the website, go to **Account Settings > Security Settings** and click the link under Deactivate Your Account. Then, click **Deactivate** on the Deactivate Your Account page.
- On the mobile app, go to the **Account Settings** and click **Deactivate Your Account.** Then, click **Deactivate** on the Deactivate Your Account page.

Mobile Apps

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following, and more!

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and view visit summaries for past appointments
- View your health summary, including allergies, immunizations, current health issues, and medications
- View preventive care procedures and when they are due
- Request and pay for medication refills
- View billing statements and pay balances due and visit copays
- Access family members' charts

If you have an iOS device, you can pair it with Apple Watch™. With MyChart for Apple Watch, you can:

- See alerts for new information in MyChart
- View upcoming appointments
- Read messages
- Review your medication list

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."

1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:
2. Search for **MyChart**.
3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.

> You can easily add or switch between your MyChart accounts at different healthcare organizations using the **Switch Organizations** button on the login screen or the **Switch Organization** menu option after you've logged in.

Connect your MyChart account to Apple Health or Google Fit

If your doctor has assigned you a patient-entered flowsheet for tracking your health data, you can connect MyChart to Apple Health or Google Fit to automatically pull in data from other health and fitness apps or devices.

1. In the MyChart mobile app, open the Track My Health activity.
2. Tap **Connect to Health** or **Connect to Google Fit** at the bottom of the screen.
3. Choose the data you want to share with MyChart by tapping the toggle button for each type of data.
4. Tap **Done**. At this point, recent data that was already stored in Health or Google Fit is automatically synced to MyChart.

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