



MyChart Website Guide: TeleHealth Access for Seniors

If you have trouble with this, feel free to email contact@telehealthforseniors.org or text 475-675-0564 to set up a call!

MyChart is a website and smartphone application that 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:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

This guide provides instructions on how to set up and use your MyChart account for TeleHealth purposes. There are two ways to access MyChart - through the MyChart website *on a computer* OR through the MyChart app *on a smartphone*. This guide will focus solely on the use of the MyChart website.

Important note: This guide provides general information for using MyChart. Many hospitals that use MyChart have the software personalized to their specifications. As a result, some features mentioned in this guide may be renamed or absent in some versions of MyChart.

Sign up for a MyChart account

If you already have set up a MyChart account, please skip to the section titled "Messaging." If you do not have a MyChart account, please keep reading. 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 to what is on file in your medical record or with a third-party identity verification.

Requesting 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 page, click **Sign Up Now** in the **New User?** Section.
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. You will get an activation code sent to your email address or mobile phone.

Using your activation code to sign up

1. From the MyChart login page, click **Sign Up Now** in the **New User?** Section.

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. Click **Next**.
3. On the next page, choose the following:
 - **MyChart username.** This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.
 - **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be *at least eight characters* and must be different from your MyChart username. Choose a password that you don't use for other websites.
 - **Security question.** This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.
 - **Important:** Make sure you write down your username, password, and security question on a piece of paper and keep it in a safe spot.
4. On the next page, 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-in to receive email alerts, enter your email address.

Logging In to MyChart

1. In your web browser, enter <address of the MyChart site> and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

What if I forget my MyChart username or password?

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 that 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 will need to contact Customer Service.

Messaging

MyChart has features that allow you to send secure, private messages to your healthcare provider. Here's how you can use those features:

View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox ([Messaging > Message Center](#)).

How to receive email or text messages when new MyChart messages are available

1. Go to [Profile > Communications](#).
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.

How to ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to *your doctor's staff members*. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the **Get Medical Advice** feature 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 **Messaging > Ask a Question**.
2. Click **New Medical Question**.
3. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
4. Select a subject for your message and enter your question.
5. When you are finished, click **Send**.

Someone at your clinic should respond to you within two business days. If you've opted to receive notifications 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 **Messaging > Message Center** and select the **Sent Messages** tab. Messages that have an eye icon have not yet been read by clinic staff.

Visits

[View your past or upcoming appointments](#)

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

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

- The date and time of the visit

- Any pre-visit instructions from the clinic

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

Video visits are scheduled in the same way as other appointments. To schedule or request an appointment, go to [Visits > Schedule an Appointment](#). Depending on the reason for scheduling or type of appointment you choose, you will be directed to the [Schedule an Appointment](#) or [Request an Appointment](#) page.

- When you *schedule an appointment*, you make the appointment yourself and you 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 are 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.

Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time, you will need to call the clinic to cancel your appointment.

1. Go to [Visits > Appointments and 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 **Messaging > Ask a Question** and select **Symptom-Specific E-Visit**.

Have a video visit with your doctor

You can schedule a video visit to have a face-to-face interaction with your doctor from the convenience of your home or work. Video visits are scheduled in the same way as other appointments. For more information about scheduling, refer to the section above entitled "Schedule or request an appointment."

If you need care right away, you might be able to use an on-demand video visit to talk to a doctor now rather than scheduling a video visit appointment for later. Go to **Visits > Talk to a Doctor** to connect with an available provider.

How to prepare for your video visit

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

- 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 Adobe Flash Player 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.

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click **Details**.
3. Click **Test Hardware** to make sure that your camera and microphone are working. Note that this button no longer appears when the option to connect to the video visit becomes available, typically 30 minutes prior to the visit.

Connect to the video visit

You can connect to the video visit a certain amount of time before your appointment start time.

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click **Details**.
3. Click **Begin Video Visit**.

When it's time to connect to your video visit, an alert appears on the MyChart home page. You can also click the link in this alert to connect.

After you connect to the video visit, you might need to wait for your doctor to connect.

Control the video visit

During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting. You can also pause the visit by clicking the pause icon. Pausing the visit pauses both the video and audio so that your doctor cannot hear or see what you're doing.

Video Visits Through the MyChart App

While you can use a web browser on your desktop to conduct a video visit with your doctor, mobile devices are preferred because most of them already have the appropriate camera and microphone setup for video visits.

To get started, download the MyChart Mobile app or your provider's branded MyChart app from either the Apple App Store (if you have an Apple iPhone/iPad/iPod) or Google Play store (if you have an Android device).

Your healthcare provider might also require that you download a separate application for video conferencing.

How to Use MyChart Video Visits through the MyChart App

Join the Next Available Video Visit

If you would like to be seen as soon as possible by *any* available healthcare provider, please follow these steps.

1. Log in to the MyChart app on your mobile device and tap the Talk to a Doctor icon on the home screen. This icon might also be labelled Video Care OnDemand, depending on your healthcare provider.
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 by text or email when your provider is ready to see you.

Schedule a Future Video Visit

1. Log in to the MyChart app on your mobile device and tap the **Appointments** icon on the home screen.
2. The app may prompt you to 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 **Schedule** to select an appointment time for your video visit.
5. At least fifteen minutes prior to your video visit appointment, log in to the MyChart app on your mobile device and tap the **Appointments** icon on the home screen.
6. Your scheduled video visit appears in this list. Tap it to open the details.
7. Tap **eCheck-In** to complete the necessary steps prior to beginning your visit.
8. After you've completed eCheck-In, tap **Begin Visit** to ensure you're able to connect.
9. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!