

ESKENAZI HEALTH

# MyChart



## Patient Quick Start Guide

Version: 3/5/18

# MyChart Patient Quick Start Guide

<b>Welcome to MyChart</b> .....	<b>3</b>
Sign up for a MyChart account .....	3
Log in to MyChart.....	4
What if I forget my MyChart ID or password?.....	4
<b>Messaging</b> .....	<b>5</b>
Ask your doctor for medical advice .....	5
Request a Medication Refill .....	5
Request an e-Visit .....	6
Customer Service Question .....	6
<b>Visits</b> .....	<b>7</b>
View your past or upcoming appointments .....	7
Download or send a visit summary to another provider.....	7
Request or schedule an appointment .....	7
Cancel an appointment.....	8
<b>Health</b> .....	<b>9</b>
View your test results .....	9
Manage your medications .....	9
View a summary of your health information.....	9
Download a copy of your medical record.....	10
Respond to questionnaires from your health care center .....	10
<b>Family Access</b> .....	<b>11</b>
Access a family member's record .....	11
View and print your child's immunization record .....	11
<b>Billing and Insurance</b> .....	<b>12</b>
View your outstanding balance .....	12
Make a payment for an outstanding account balance .....	12
Sign up for paperless billing .....	12
View claims for services covered by insurance .....	12
Pay a bill for someone else/Have someone else pay your bill .....	12
<b>Preferences and Administrative Features</b> .....	<b>13</b>
Update your personal information .....	13
Change your MyChart password or update your security question and answer .....	13
<b>Mobile Apps</b> .....	<b>14</b>
Download the MyChart App .....	14

# Welcome to MyChart

Eskenazi Health MyChart provides you with online access to your medical record. It can help you participate in your health care and communicate with your providers.

From 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 an overview of many of MyChart's features and how to use them.

## 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:

- Health care center 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 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 or 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 **Request Online**.
3. Click **Match Yourself with Our Records** or **Verify with a Third Party** to complete the form and have an activation code sent to your email address or mailed to you.

## Use 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.

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 to receive email alerts, enter your email address.

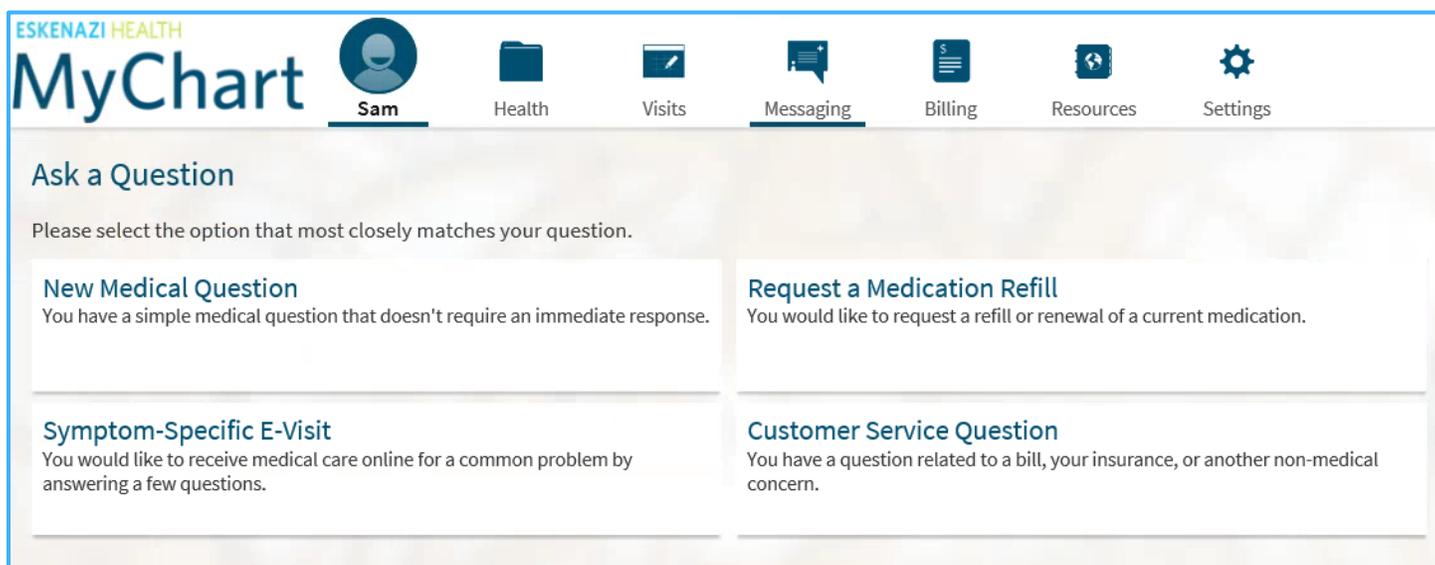
## Log in to MyChart

1. In your web browser, enter [mychart.eskenazihealth.edu](https://mychart.eskenazihealth.edu) and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

## What if I forget my MyChart ID or password?

Click the link below the login or password field for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, call 317.880.CARE (2273).

# Messaging



The screenshot shows the MyChart interface for a user named Sam. The navigation bar includes icons for Health, Visits, Messaging (which is selected), Billing, Resources, and Settings. Below the navigation bar, the 'Ask a Question' section is displayed. It contains four options: 'New Medical Question' (described as a simple question not requiring an immediate response), 'Request a Medication Refill' (described as a request for a refill or renewal), 'Symptom-Specific E-Visit' (described as receiving care for a common problem by answering questions), and 'Customer Service Question' (described as a question related to a bill, insurance, or non-medical concern).

## 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 health care center.
4. Select a subject for your message and enter your question.
5. When you are finished, click **Send**.

Someone at your health care center should respond to you within three business days.

## Request a medication refill

You can request refills for medications that were last obtained from an Eskenazi Health pharmacy. Prescriptions are typically available within 24 hours.

1. Go to **Messaging>Ask a Question**
2. Select **Request a Medication Refill**.
3. Choose the medication you would like to refill.
4. Select the pharmacy, date and time.
5. Click "Submit Request."

## Request an e-Visit

An e-Visit allows an established Eskenazi Health patient to answer a series of questions in MyChart about one of several common conditions. An Eskenazi Health provider will respond with treatment recommendations.

1. Go to **Messaging>Ask a Question**
2. Select **System-Specific e-Visit**.
3. Read the instructions and determine if an e-Visit is right for you. (E-Visits are NOT appropriate for medical emergencies or if you have been seen by your provider within the past seven days for the same condition.)
4. Agree to the terms.
5. Enter your credit card number.
6. Select from a list of symptoms.
7. Answer a series of online questions about your symptoms, then submit your e-Visit information.
8. An Eskenazi Health provider will send his or her treatment recommendations via Eskenazi Health MyChart or possibly by telephone.

## Customer service question

You can send questions regarding billing, insurance or claims to our customer service department from your MyChart account. You may also send us a compliment or complaint about your experience with Eskenazi Health. We strive to respond within three business days. **\*\*This option should not be used to ask for medical advice. Please choose New Medical Question when you need a response from your health care site.\*\***

1. Go to **Messaging>Ask a Question**
2. Select **Customer Service Question**.
3. Enter appropriate information in the **Subject** line.
4. Select from a list of topics in the **Regarding** section.
5. Type details of your billing or customer service question in the **Message** box.

**If you've opted to receive notifications in your Eskenazi Health MyChart account, you'll receive a message letting you know there is a response to your question.**



To view a message after you've sent it, go to **Messaging > Message Center** and select the **Sent Messages** tab. Messages that appear in bold text have not yet been read by health care center 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, time, and location of the visit
- Any pre-visit instructions from the health care center
- Directions to your health care center

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 health care center:

- 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

Select a past appointment to view the After Visit Summary. You can also view any of your doctor's visit notes that are shared with you by selecting the **Notes** tab.

## Download or send a visit summary to another provider

Go to **Health > Download My Record** and click **Visit Records**.

Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:

- 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 health care center, informed about your health.

## Request or schedule an appointment

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

- 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 health care center will contact you to verify an appointment date and time.
- When you schedule an appointment, you schedule the appointment yourself and don't need to wait to hear back from the health care center. 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.

## Cancel an appointment

Depending on the date and time of your next appointment, you may be able to cancel it through MyChart. If it is too close to your appointment date or time for an online cancellation, MyChart will prompt you to call 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**.

# 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 **Health > 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.

Some test results are available automatically in MyChart within three days (and often faster); others must be released by your provider after he or she has had an opportunity to discuss the results with you. If you are particularly interested in a test result and it has been more than three days, call or message your provider's office to inquire when and how the results will be available.

## Manage your medications

### View your current medications

Go to **Health > 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.

### Request a medication refill

You can request refills for medications that were last obtained from an Eskenazi Health pharmacy. Prescriptions are typically available within 24 hours.

1. From the medication list, click **Request Refill**.
2. On the Request Rx Refill page, select the check box next to the medication you need refilled and enter any comments. Click **Continue**.
3. Select a pharmacy for pickup and a pickup date and time that's convenient for you. Then, click **Submit Request**.

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



To request a refill without first reviewing your whole medication list, select **Messaging > Request a Medication Refill** to go directly to that page.

## View a summary of your health information

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

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

## Download a copy of your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in MyChart.

If necessary, the information on your USB drive can be uploaded into a personal health record or another health care organization's electronic health record.

1. Go to **Health > Download My Record**.
2. Click **Visit Records** and select whether you want all visits or a specific visit.
3. Click **Download** and then click **Download** again for the message that appears.
4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

## Respond to questionnaires from your health care center

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

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

- Open generally available questionnaires from **Health > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Select 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.

# Family Access

Parents or guardians may request proxy access to Eskenazi Health MyChart for their children who are minors. You can see everyone's appointments and medications in the same location where you keep track of your own.

If you are the legal guardian or have power of attorney for an adult who needs their medical care managed, you can request proxy access to his or her Eskenazi Health MyChart account.

Or you as an adult can grant another adult proxy access to your Eskenazi Health MyChart account.

Ask for a proxy access form at the Eskenazi Health location where you receive your treatment. There are two forms: one for proxy access to a child's account and one for access to an adult's account.

Return the completed form along with other documentation if required in person (or by fax) to the Eskenazi Health location where you got it or to the office of your Eskenazi Health primary care physician. It is possible to request the form, fill it out and return it during a single visit.

If you're a parent, you can have full access to your child's record through age 13 and limited access through age 17. This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

**If the sole reason you are requesting proxy access is to pay a bill for another person, you can now do that without being a proxy. Chose the "pay as a guest" feature on the MyChart login page.**

## Access a family member's record

After you've received permission, you can view a family member's records by clicking the photo or name for that family member in MyChart.

After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.

You can customize how the names and photos appear for each family member.

## View and print your child's immunization record

When you are in your child's record in MyChart, go to **Health > Immunizations**. 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  .

# Billing and Insurance

## View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Acct Summary**. Here, you'll see all of your accounts with links to individual statements and bill payment features. To view additional information about an account, click the **See Account Detail** link.

## Make a payment for an outstanding account balance

1. Go to **Billing > Billing Acct Summary**.
2. Click **Pay** 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**.

## Sign up for paperless billing

1. From the Billing Account Summary page, click the **Sign up for paperless billing** link.
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**.

## View claims for services covered by insurance

1. Go to **Billing > Coverage Details**.
2. Select a coverage and click the **Claims** tab.
3. 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.

## Pay a bill for someone else/Have someone else pay your bill

The “pay as a guest” feature on the MyChart login page allows bill payment for others without needing a MyChart account or proxy access. You will need the guarantor number from the patient statement.

# Preferences and Administrative Features

## Update your personal information

You can update your address, phone number, or email address at any time so that your health care center always has the most up-to-date information in your record.

1. Go to **Health > Demographics**.
2. Enter the new information and click **Accept Changes**.
3. Confirm that your updated information is correct, and then click **Submit Changes**.

Your updated information is sent to your health care center.

## 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 **Preferences > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.

© 2017 Epic Systems Corporation. All rights reserved. PROPRIETARY INFORMATION - This item and its contents may not be accessed, used, modified, reproduced, performed, displayed, distributed or disclosed unless and only to the extent expressly authorized by an agreement with Epic. This item is a Commercial Item, as that term is defined at 48 C.F.R. Sec. 2.101. It contains trade secrets and commercial information that are confidential, privileged and exempt from disclosure under the Freedom of Information Act and prohibited from disclosure under the Trade Secrets Act. After Visit Summary, Analyst, App Orchard, ASAP, Beaker, BedTime, Bones, Break-the-Glass, Caboodle, Cadence, Canto, Care Everywhere, Charge Router, Chronicles, Clarity, Cogito ergo sum, Cohort, Colleague, Community Connect, Cupid, Epic, EpicCare, EpicCare Link, Epicenter, Epic Earth, EpicLink, EpicWeb, Good Better Best, Grand Central, Haiku, Happy Together, Healthy People, Healthy Planet, Hyperspace, Identity, IntraConnect, Kaleidoscope, Limerick, Lucy, MyChart, OpTime, OutReach, Patients Like Mine, Phoenix, Powered by Epic, Prelude, Radar, RedAlert, Resolute, Revenue Guardian, Rover, SmartForms, Sonnet, Stork, Tapestry, Trove, Welcome, Willow, Wisdom, and With the Patient at the Heart are registered trademarks, trademarks or service marks of Epic Systems Corporation in the United States of America and/or other countries. Other company, product and service names referenced herein may be trademarks or service marks of their respective owners. U.S. and international patents issued and pending.

This guide is based on Epic 2017.

# 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!

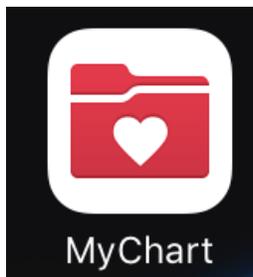
- View test results.
- Send and receive messages.
- Schedule and confirm upcoming appointments and view visit summaries for past appointments.
- View your health summary, including allergies, immunizations, current health issues, and medications.
- View preventive care procedures and when they are due.
- 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 their medication list.

## Download the MyChart App

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



© 2017 Epic Systems Corporation. All rights reserved. PROPRIETARY INFORMATION - This item and its contents may not be accessed, used, modified, reproduced, performed, displayed, distributed or disclosed unless and only to the extent expressly authorized by an agreement with Epic. This item is a Commercial Item, as that term is defined at 48 C.F.R. Sec. 2.101. It contains trade secrets and commercial information that are confidential, privileged and exempt from disclosure under the Freedom of Information Act and prohibited from disclosure under the Trade Secrets Act. After Visit Summary, Analyst, App Orchard, ASAP, Beaker, BedTime, Bones, Break-the-Glass, Caboodle, Cadence, Canto, Care Everywhere, Charge Router, Chronicles, Clarity, Cogito ergo sum, Cohort, Colleague, Community Connect, Cupid, Epic, EpicCare, EpicCare Link, Epicenter, Epic Earth, EpicLink, EpicWeb, Good Better Best, Grand Central, Haiku, Happy Together, Healthy People, Healthy Planet, Hyperspace, Identity, IntraConnect, Kaleidoscope, Limerick, Lucy, MyChart, OpTime, OutReach, Patients Like Mine, Phoenix, Powered by Epic, Prelude, Radar, RedAlert, Resolute, Revenue Guardian, Rover, SmartForms, Sonnet, Stork, Tapestry, Trove, Welcome, Willow, Wisdom, and With the Patient at the Heart are registered trademarks, trademarks or service marks of Epic Systems Corporation in the United States of America and/or other countries. Other company, product and service names referenced herein may be trademarks or service marks of their respective owners. U.S. and international patents issued and pending.

This guide is based on Epic 2017.