Welcome to MyChart

This guide will give you an overview of MyChart's many features and how to use them. Click a topic below to learn more.

Your Home Page

Your Home page will give you:

- ✓ Notice of new messages
- ✓ Quick links that will take you to other areas of MyChart
- ✓ A To Do List of immunizations or lab tests that may be due
- ✓ A list of doctors or services that care for you at ProHealth Care

Messaging

View Inbox Messages From Your Providers

You can read messages from your doctor or other clinic staff by going to your Inbox.

1. Go to **Messaging > Inbox**.
2. Click the message you want to read.
3. You can reply to the message or delete it.

To look for a specific message, enter key words in the Search field.

You can choose to be notified by email when a new message appears in your MyChart Inbox. See the **Set Your Notifications** section under **Preferences**.

Ask Your Doctor For Medical Advice

If you have a non-urgent medical question, you can send a secure message to your doctor's office.

Use this feature if:

- ✓ You want to ask your doctor for a referral
- ✓ You're not sure whether you should come in for an appointment
- ✓ You have questions about one of your medicines
- ✓ You have questions about something that was discussed in a recent visit
- ✓ You just want advice about a common illness

1. Go to **Messaging > Get Medical Advice**.
2. Select a recipient from the list of choices. This list might include your primary doctor or another doctor with whom you've recently had an office visit.
3. Select a subject for your message and enter your question.
4. When you are finished, click **Send**.

Someone should reply to you within two business days.

You can choose to be notified by email when a new message appears in your MyChart Inbox. See the **Set Your Notifications** section under **Preferences**.

View Letters Sent By Your Doctors

Review any letter your doctor has sent to you. Go to **Messaging > Letters**. Letters will be removed from your MyChart after one year, but will remain part of your record.

Request a Prescription Refill

If your current medication has run out of refills, you can request one directly through MyChart, rather than calling your doctor.

1. On the **Request Rx Refill** page, select the check box next to the medicine you need refilled and enter any comments.
2. Click **Continue**.
3. Select a pharmacy, pickup date and time that works for you. Then, click **Submit Request** to finish your refill request.

You can choose to be notified by email when your refill request is processed. See the **Set Your Notifications** section under **Preferences**.

If you still have refills left on your medicine, contact your pharmacy.

Sent Messages

Any messages you've sent from MyChart are stored here. Review them and delete as needed.

Visits

View Your Upcoming Appointments

Click **Visits> Upcoming Appts** to view your future appointments. Click an appointment to:

- ✓ See the date, time, and location of the appointment
- ✓ Confirm the appointment
- ✓ Complete a questionnaire for the appointment
- ✓ See instructions from the clinic
- ✓ Cancel or Reschedule the appointment. Note that not all doctors allow you to reschedule an appointment for yourself.

View Your Upcoming Tests and Procedures

Click **Visits> Upcoming Tests and Procedures** to view future lab or procedure orders from your doctor.

Cancel Your Appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is within 24 hours your appointment time, you'll need to call the clinic to cancel your appointment.

To cancel an appointment more than 24 hours in advance:

1. Go to **Visits > Cancel Appts**.
2. Select the appointment from the list.
3. Click **Continue**.
4. Enter a cancel reason.
5. Enter cancellation comments.
6. Click **Confirm Cancellation**.

Request/Schedule An Appointment

To request or schedule an appointment, go to **Visits > Request/Schedule an Appointment**.

> **Request an Appointment**
> You will receive a response as to the availability of your requested appointment time within 2 business days.

If you want someone at ProHealth to schedule an appointment for you, click the button.

1. Enter which doctor you want to see.
2. Enter which other doctor you would be willing to see.
3. Enter the preferred date range for your appointment.
4. Enter a message.

You can expect a response within 2 business days.

If you want to schedule an appointment yourself, click the type of visit you want to schedule.

- If the type you want is not listed, choose the "Request an Appointment" option and follow the steps above.

Office Visit Multiple Concerns	Office Visit Single Concern
Adult Physical A complete physical exam.	Well Child Visit A routine Well Child visit.
Medicare Annual Wellness Visit	Welcome to Medicare Visit
Blood Pressure(Hypertension) Follow-up	Diabetes Follow-up
Medication Follow-up	Lab Appointment

1. Verify your data in the system is correct.
2. Choose a location for your appointment. If the location you want is not listed, use the "Request an Appointment" option.
3. Choose the doctor and the preferred dates for your appointment. If the doctor you want is not listed, use the "Request an Appointment" option.
4. Choose the date and time of your appointment. You can click **Next Times** to see more times available or click **Back** to change your preferred date.
5. Review the details of what you entered before making the appointment. Enter a comment on what you want to discuss with your doctor. If all is correct, click **Make Appointment**.
6. Review the details of the appointment you scheduled. Complete any questionnaires as needed.

View Your Visit Summary From Past Appointments

Review the summary from past appointments. Go to **Visits> Office, Outpatient and Emergency Visit Summaries.** This may be helpful if you:

- ✓ Lost the summary from your last visit
- ✓ Want to review any notes your doctor shared from your visit
- ✓ Want to download a copy of your record
- ✓ Want to send a copy of your record to another doctor

View your doctor's notes from the visit

Along with the Visit Summary, your doctor can share notes with you from your visit. If notes were shared, you can view them from the visit summary page by selecting the **Notes** tab.
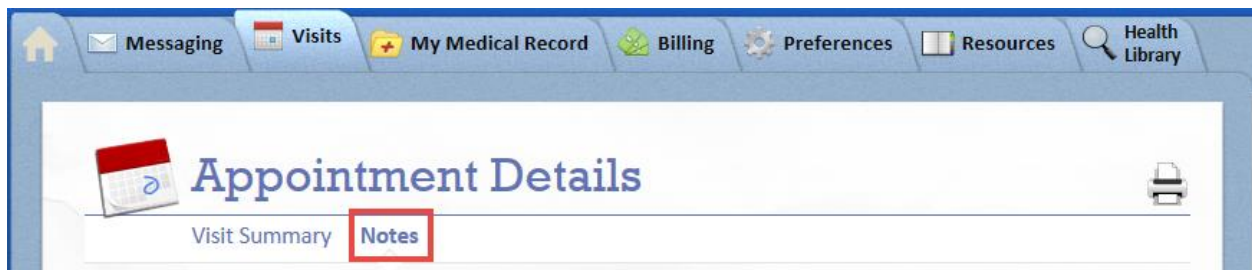

To download or send a copy of your visit records

Click the "download or send" link on the Visit Summary page to get a copy of your visit record. Follow the steps to have it sent to another provider.

View Your Visit Summary From Past Admissions

Review the summary from your last hospital admission. Go to **Visits> Hospital Inpatient Admission Summaries**. Options here are the same as the Visit Summary page.

My Medical Record
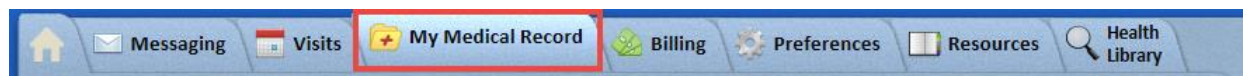
View Your Plan of Care

Go to **My Medical Record> Plan of Care** to see your long-term health plan which may include your:

- ✓ Care Team members
- ✓ Current medicines
- ✓ Recent outpatient or emergency visits
- ✓ Advance Directive documents on file
- ✓ Goals and recommendations for improving your health

If you have questions about your Plan of Care, contact your doctor.

View Your Test Results

View test results as soon as they are ready rather than waiting for a phone call or letter from your doctor.

1. Go to **My Medical Record > Test Results**.
2. 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
   - Past results for same test
   - A graph of past results

You can choose to be notified by email when a new result appears in your MyChart. See the **Set Your Notifications** section under **Preferences**.

# View a Summary of Your Health Information

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

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

Manage Your Medications

View your current medications

Go to **My Medical Record > Medications** to see a list of your current medicines. You can see details for each medicine, including how much to give, when to give it, and the doctor who prescribed it. You can find out more about the medicine by clicking the **About This Medication** link.
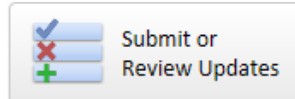
You can also click **Submit or Review Updates** to ask for changes to your medicine list.

- Remove a medicine you're no longer taking by clicking .
- Add a new medicine by clicking the .

Request a refill

If your current medication has run out of refills, you can request one directly through MyChart, rather than calling your doctor.

4. Go to **My Medical Record> Medications**.

5. From the medicine list, click **Request Refills** or click the Request a refill button next to each medicine.
6. On the Request Rx Refill page, select the check box next to the medicine you need refilled and enter any comments.
7. Click **Continue**.
8. Select a pharmacy, pickup date and time that works for you. Then, click **Submit Request** to finish your refill request.
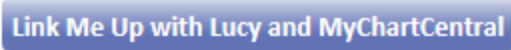
You can choose to be notified by email when your refill request is processed. See the **Set Your Notifications** section under **Preferences**.

If you still have refills left on your medicine, call your pharmacy.

Lucy and MyChart Central

Lucy is a personal health record that you create and maintain. You build a portable medical record that stays with you by downloading a copy of your summaries from each health system where you received care. You can also upload documents from non-Epic health systems.

MyChart Central is a secure website built and maintained by Epic Systems, Corp. This is where your Lucy record is stored. It is also a secure place to access all of your MyChart accounts from different health systems with one log in.

Use the button on this page to sign up for a Lucy and MyChart Central account. Or, if you have already created these accounts, use the button to take you to them.

Request or View My Medical Record

You can download a visit summary or any other document you requested. Then you can save them to a USB drive to carry with you in case of emergency. The portable summary includes much of what you can see in your MyChart.

If you want, the data on your USB drive can be uploaded into your Lucy record or your record at another health system.

Visit Records

1. Go to **My Medical Record > Request or View My Medical Records**.
2. On the Request or View My Medical Records page, click the **Visit Records** box.
3. Select what you want to download. You can do this by Visit, Date Range or All Visits. A Lucy Summary is also available. A Lucy Summary gathers certain data from all visits into one document.
4. Click **Download**.
5. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
6. Open the folder and extract the .zip file.
7. To view your medical record, open the PDF file in the folder.

Medical Records Requests

You can ask for your records or download and view the ones you asked for from MyChart.

To ask for your records:
1. Go to **My Medical Record > Request or View My Medical Records**.
2. On the Request or View My Medical Records page, click the **Medical Records Requests** box.
3. Click the "here" in "To request your health information please click here".
4. Fill out the request form.
5. Click **Submit**.

To download and view the records you asked for:
1. Go to **My Medical Record > Request or View My Medical Records**.
2. On the Request or View My Medical Records page, click the **Medical Records Requests** box.
3. Select the correct document and click **Download**.
4. Click **Continue Download**.
5. 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.

You can choose to be notified by email when a new requested document appears in your MyChart. See the **Set Your Notifications** section under **Preferences**.

View Who Has Accessed Your Record

You can view who has accessed your MyChart record.

View Authorized Sharing

Go to **My Medical Record > Authorize Sharing** to view other health systems that have been approved to see your medical record.

View Your Health Trends

If your doctor has asked you to enter your basic daily health readings into your MyChart, you can view them over time to see trends. Examples of basic health readings may include blood pressure, blood sugar or weight. These readings remain on the Health Trends page even when your doctor asks you to stop entering the readings in Track Your Health.

1. Go to **My Medical Record> Health Trends.**
2. Click on the report you are entering data for.
3. Click a button to view the report in table or graph format.

Track Your Health

Basic daily health readings ordered by your doctor are entered here. When you enter the reading, your doctor is notified so he can watch your progress between visits.

Record a new reading in Track My Health

1. Go to **My Medical Record > Track My Health**.
2. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
3. Add the date and time for your reading. If you just took your reading, click **Now** to add today's date and the current time.
4. Enter your reading and click **Continue**.
5. On the next screen, verify that you have entered your reading correctly and click **Submit**. You return to the flowsheet page, where you can see your reading.
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete**.

Track your readings over time in a table or graph

After you have entered several readings, you can view trends and track your progress over time on this page. You can also see your progress on the Health Trends page.

1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From here you can:

- Change how the table displays. Click the **More Options** link to choose whether dates appear as columns or rows.
- Click **Graph** to view the readings in graph format.
- 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.

Wallet Card

Create a printable summary of your medical and insurance information in wallet card format.

1. Go to **My Medical Record> Wallet Card**.
2. Click **Edit** in the Medical, Insurance and Contacts boxes to pull in the most recent information.
3. Click the **Load From My Clinic** button for each section.
4. Click **Save**.

Billing

View Your Billing Account Summary

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Acct Summary**. Here, you can:

- ✓ View additional details about the account by clicking the **See Account Detail** link.
- ✓ Pay a ProHealth Care bill using the link provided.

View Your Insurance Summary

Go to **Billing> Insurance Summary** to see a list of your active insurances.

- ✓ If you have Medicare, your Subscriber Number will only show the last four digits.

Preferences

Personalize Your MyChart Appearance

There are two ways you can personalize how your MyChart appears.

1. Go to **Preferences > Personalize** or click the wrench icon below the tabs along the right-side of the screen.
2. Click **Edit**.
3. Make any of the following changes:

    - Edit the name in the **Nickname** field.
    - Specify a different color scheme by selecting a color from the list.

4. Click **Save**.

Update Your Personal Information

Make sure your providers have your most up-to-date contact information. You can update your address, phone number, or email address at any time.

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

Your updates are immediately added to your chart. Change Your Password or Update Your Security Question and Answer

Change your password regularly to guard your medical data.

1. Go to **Preferences > Change Password**.
2. Enter your current and new password.
3. Confirm your new password.
4. Click **Save Password.**

If you would like to update your security question and answer,

5. Enter your current password.
6. Enter a new question.
7. Enter a new answer.
8. Click **Save Ques/Ans**.

Set Your Notifications

Get email messages when there is new data for you in your MyChart by setting when you should be notified.

1. Go to **Preferences > Notifications**.
2. For each type of notification you want to receive, select the **E-mail** check box.
3. Update your email address if needed to make sure you get the notifications.
4. Click **Save Changes**.

Other Preferences

Set the days and times you prefer your appointments to be scheduled and when you should be notified by about them.

1. Go to **Preferences > Other Preferences.**
2. Enter Scheduling, Notification and Other preferences.
3. Click **Submit Changes**.

Resources
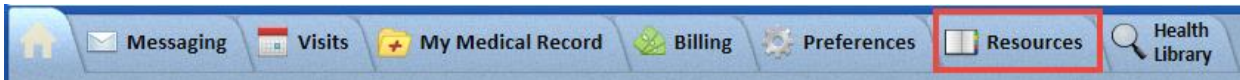
Clicking the options under this tab will take you to the ProHealth Care website where you can find health resource information.

Health Library
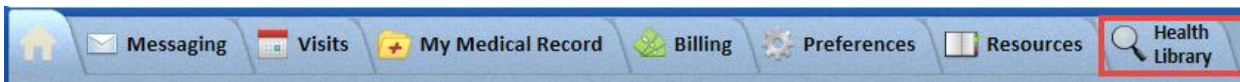
Use the Health Library to search for information on your health issues or surgeries.

MyChart Proxy Access

Proxy access lets you see the MyChart information of another person the same way you see yours. Some things that might be useful include:

- ✓ Viewing or printing immunization records
- ✓ Viewing growth charts
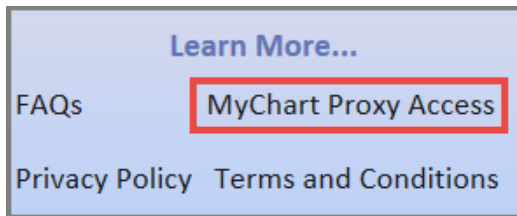- ✓ Viewing test results
- ✓ Viewing medicines

Ask For Access to Someone Else's MyChart Record

You can ask for access to someone else's MyChart record.

1. Go to www.prohealthcare.org

2. Click the MyChart link
3. In the Learn More box, click the MyChart Proxy Access link.

4. Review the Frequently Asked Questions.
5. Print and complete the appropriate proxy forms.
6. Follow instructions on where to send the completed forms.

Accessing Someone Else's Record

After you get permission to view someone else's record, access instructions are sent via U.S. mail. Log you're your MyChart, read the proxy access disclaimer and click **Accept**.

Continue to their chart by clicking that person's tab. You can personalize how the tab appears for each person. See the **Preferences** section.

View And Print Your Child's Immunization Record

When you are in your child's record in MyChart, go to **My Medical Record > Immunizations**. You can see the immunizations your child has received and the dates on which they were given. Click the immunization 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 Medical 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 view the growth chart with either a standard or metric unit of measure.

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

Mobile Apps

MyChart for iOS and MyChart for Android are apps of MyChart that you can use to manage your health data on the go. These mobile apps are similar to the MyChart website, allowing you to:

- ✓ View test results
- ✓ Send and receive messages
- ✓ Schedule and confirm upcoming appointments
- ✓ 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 medicine 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 medicine list

Download the MyChart App

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