MyChart QA
Frequently Asked Questions

General Information

What is MyChart?
It is an online tool, sometimes called a patient portal, which helps you to keep track of your health care visits, test results, billing, prescriptions, and more. You can also send your provider questions through the portal.

Who can sign up for MyChart?
Anyone who is a patient at an Equitas Health Medical Center, and older than 13.

What does MyChart do?
MyChart gives you access to your health information online, anytime, anywhere. MyChart is password protected and delivered through an encrypted connection, so all information is safe from unauthorized access. With MyChart, you can:
- Request appointments
- See test results
- Send messages to your doctor, nurses or counselor
- Do video visits
- Request medication refills

Is MyChart available in Spanish?
YES! MyChart is available in English and Spanish. The default setting is English. To change to Spanish, click the Ver en Español link in the upper right corner of any page. This will change menus, headings and text on the pages to Spanish. Notes and messages from your care team will appear in the language they are written (English) and will not be in Spanish.

What is a Telehealth visit?

This is a live-video appointment, sometimes called a video visit or Telehealth visit, with your Equitas Health care provider. Video visits allow you to connect face-to-face in real time without leaving your home. You can use a smartphone, tablet or computer. If you do not have a device to use for a video visit, you and your provider may decide that a telephone call will meet your needs. Video visits are secure and HIPAA compliant. (HIPPA is a law that organizations have to follow that protects the privacy and security of your health information.)
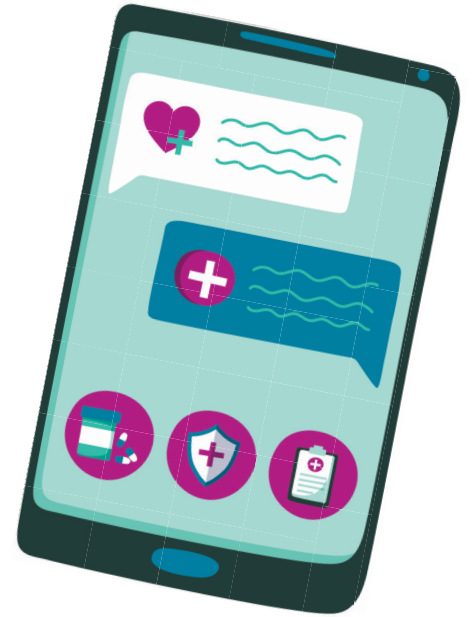
Do I have to use MyChart?

Do what works for you! You can make appointments, refill medications, and talk to our staff over the phone if MyChart doesn't work for you.

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Functionality

What kinds of things can I do in MyChart?

- Request appointments
- See test or lab results
- Send messages to your doctor, nurses or counselor
- Do video visits
- Request medication refills
- Update your phone number, address or email
- Pay your bill
- See summaries of your visits and directions for medications and care
- See a list of your medication
- Complete medical forms
- Request and review referrals if you need to work with doctor outside of Equitas Health

Can I update my personal information like phone number, address and email in MyChart?

Yes! After you log into MyChart

- Click on the **Profile icon**
- Then click on Personal Information. You can change or edit your address, phone number and email.

Profile

Where can I see my test results in MyChart?

To see test results:

- Click on the **Health icon**. Then click on Test Results.

or

- Click on the View Test Results quick link in the menu on the right

Health

How do I send a message to my doctor, nurse or counselor?

- Click on the **Messaging icon**
- Select <u>Ask a Question</u>.
- Choose a topic of Medical question, Request a refill or Customer Service.
- Write a message to your doctor, nurse or counselor.
- Click <u>Send</u> after writing the message.

MyChart should only be used to ask <u>non-emergency questions</u>. This might include questions about your test results, instructions from your last visit, or corrections to your medical information.
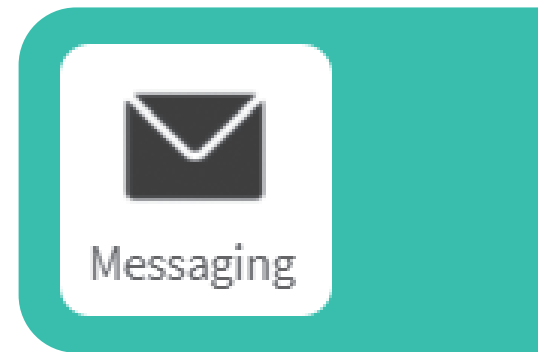
If I send a message to my doctor or nurse, when can I expect a reply?

You will usually get an answer within 1-3 business days. MyChart should not be used for urgent situations. Call your medical center if your issue requires immediate attention or dial 911 if it is an emergency.

What kind of health information will I be able to see on MyChart?

- Future and past appointments (including notes from your doctor, nurse or counselor)
- Test results
- Current health issues
- Medications you are taking
- Allergies
- immunizations
- Your medical history

How can MyChart help me stay better connected to my doctor and my health?

MyChart lets you send messages directly to your doctor, nurse, or counselor. You can ask questions whenever they are on your mind and get answers without ever having to make a phone call. You can see your health information anytime and that can help you know when you have appointments, labs or are due for preventive tests like a mammogram or prostate exam.

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Can I see the notes and details of my visit?

Yes!

- Click on **Visits icon**
- Then click on Appointments and Visits. All of your upcoming and past appointments will be listed. Past visits will be listed by date.
- To see notes from your doctor, nurse or counselor from a specific visit, find the date of the visit you want to see and click on View After Visit Summary.

Visits
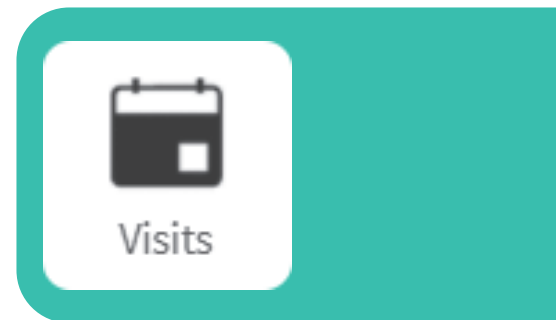
Where in MyChart are allergies, health issues, test results and medications listed?

You can see all of this information under the **Health icon**.

## How long does it take to refill a prescription through MyChart?

We process prescription refills as quickly as possible after getting the request. Refills have to be approved by your doctor or nurse and can take up to 5 business days to complete. If you are out of your medicine, or nearly out of medicine

- Request a refill in MyChart
- Call your doctor or nurse and ask them to approve the refill as soon as possible.
- After talking with your doctor or nurse, call your pharmacy and let them know you want to pick up your medicine.
- These extra steps will help make sure you do not runout of medicine.

Refill medications
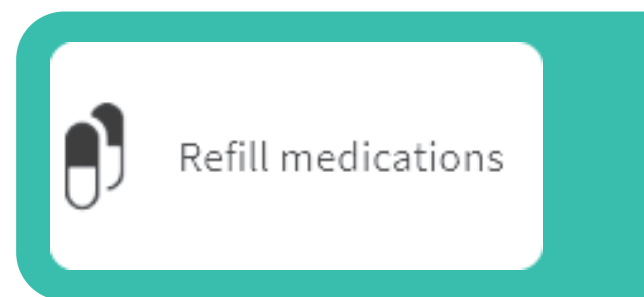
Why don't I see all of my lab results in MyChart?

Some test and lab results are released automatically. There are some results that you cannot see until your doctor or nurse reviews them. Your doctor or nurse may call you or send you a MyChart message to help you better understand the results or just let you know that your results are ready.

View test results

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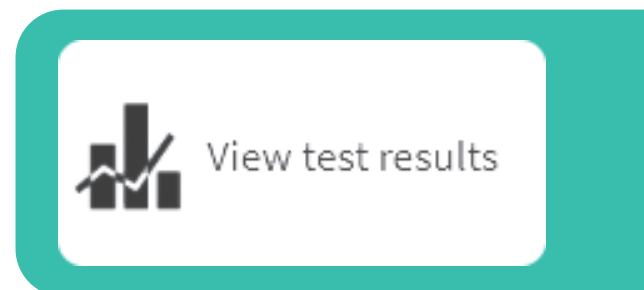
Health information and privacy

Can I share a MyChart account with my spouse, partner or child?

No, because there are laws about sharing medical information, every adult must have their own MyChart account.

What is your privacy policy?

MyChart is owned and operated by **OCHIN** and **Epic Systems Corporation** and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records and will never be sold or leased by MyChart.

Am I able to share my MyChart information with another adult?

Yes, this is called Proxy access. To share your information:

- Click on the **Health icon**
- Click on Share My Record
- Click on Friends and Family Access
- Enter the name and email address of the person you want to share with. This person will have access to your health information, messaging and scheduling features.

You can decide to not share information at any time. You will follow the steps listed here, but click the **REVOKE** rectangle to stop sharing.

Health
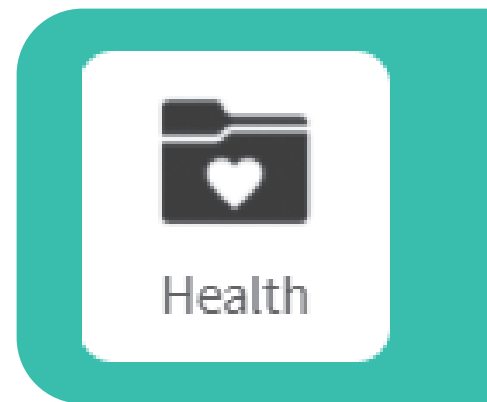
Can a legal guardian have access to a patient's MyChart account?

Yes, proxy access is given to court appointed legal guardians. In order to have access granted you will need to provide a copy of the court order that grants the legal guardian access to the patient's medical record. Talk to the staff at your medical center if you need to have a legal guardian added to a MyChart account.
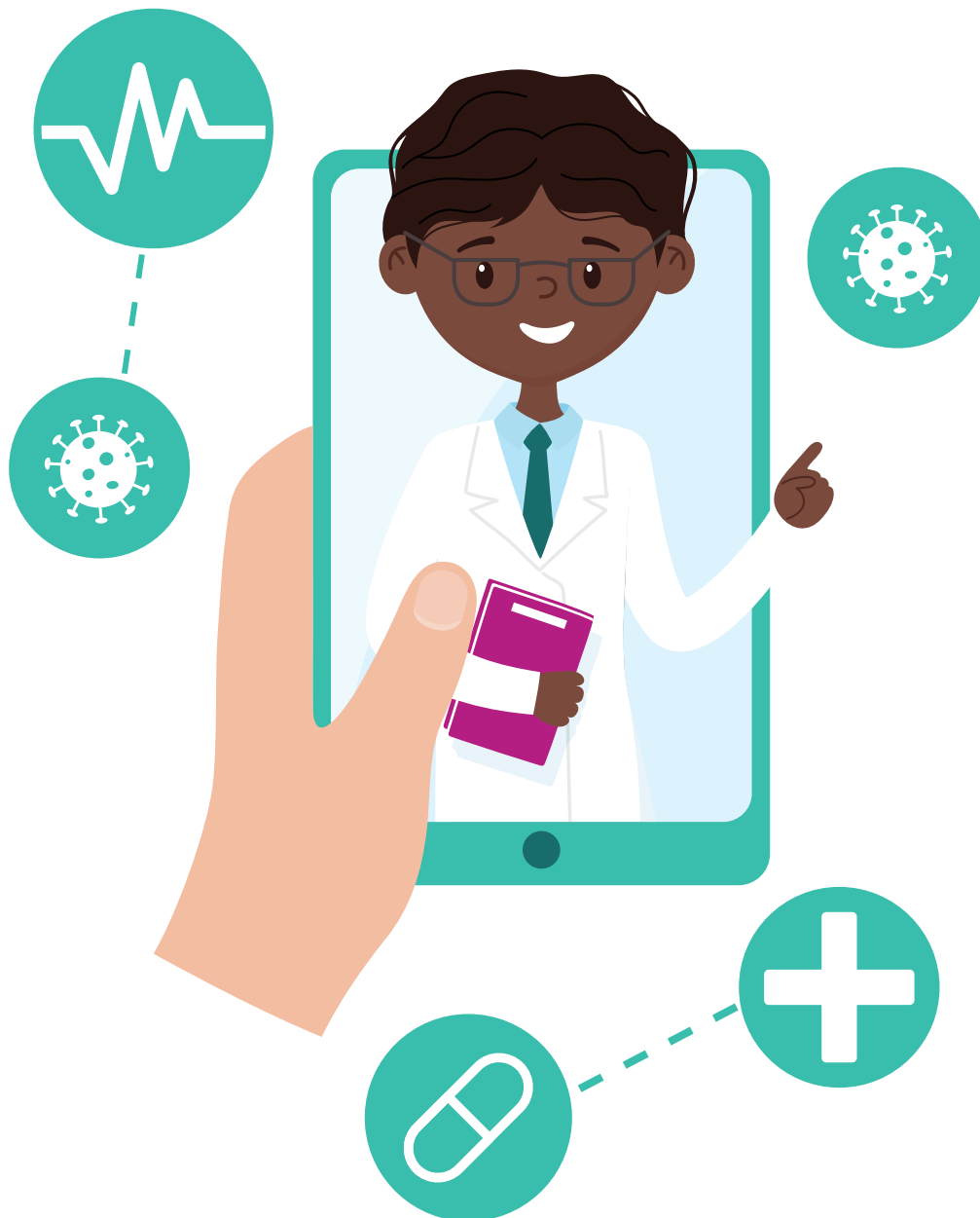

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What should I do if I don't understand the information in MyChart?

If you do not understand your health information in MyChart, call your doctor, nurse or medical center for clarification or discuss your questions during your next visit.

What should I do if my health information is not correct?

If you believe your health information is not correct in MyChart, please call your doctor or nurse to discuss your concern. You can also ask your doctor, nurse or counselor to update your information during your next visit.
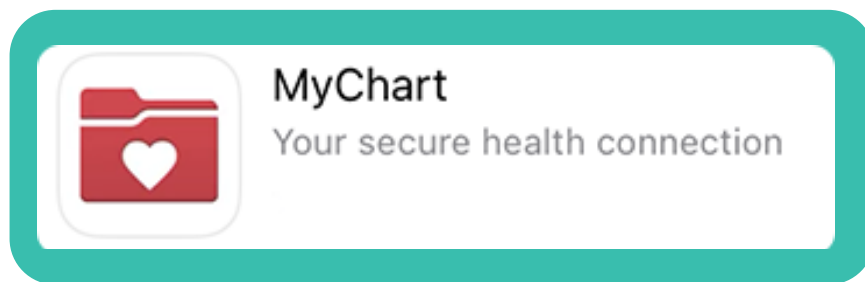
Technology

How do I install the MyChart mobile application?

Using your Apple or Android phone
- Find and install **MyChart** from the app store.
- Open up the application.
- Equitas Health will not be listed as an option. Instead, select **OCHIN** from the list of healthcare organizations.

I already have a MyChart account with another doctor, do I need to create a new one?

Yes. You will create a new account using Equitas Health's MyChart (called **OCHIN**).

What do I need to use MyChart?

You need access to a computer or tablet or phone that can connect to the Internet. IF you are using cellular data, it may cost money so please check how much data you can use or have left.

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Why am I not receiving text messages alerting me when there is new information in MyChart?

You must request notifications from MyChart to be sent by text. To sign up to get texts:

- Go to the **Account Settings** options in the MyChart application
- Client on **Update Email and Phone** to make sure your mobile phone number is correct then click the back arrow in the top left to back to the **Account Settings** window
- Now make sure that **Notifications** are turned on.

Why am I not receiving emails alerting me when there is new information in MyChart?

MyChart will automatically send you an email when you have new information in your MyChart account. If you are not receiving emails

- Go to the **Account Settings option** in the MyChart application
- Client on **Update Email and Phone** to make sure your mobile phone number is correct.
- You may also want to check the spam and/or junk folder in your email to see if your MyChart emails are going there.

What Internet browsers should I use?

MyChart works with any browser.
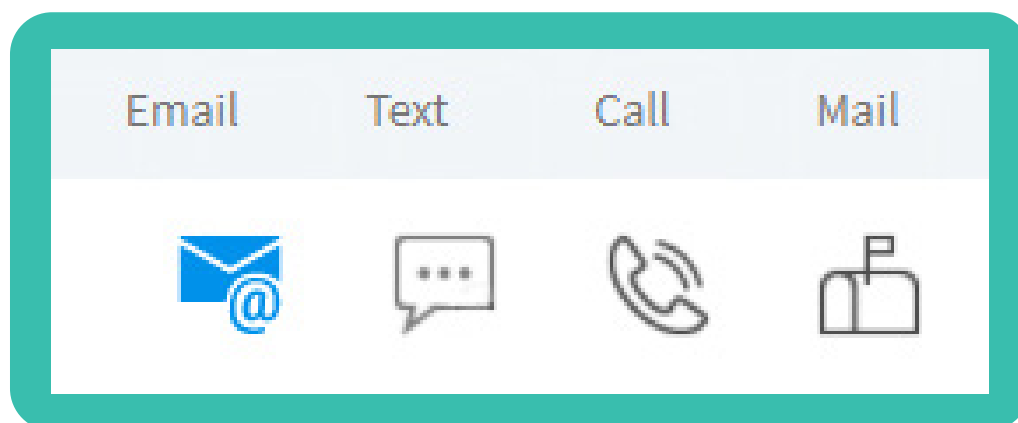
Account Information
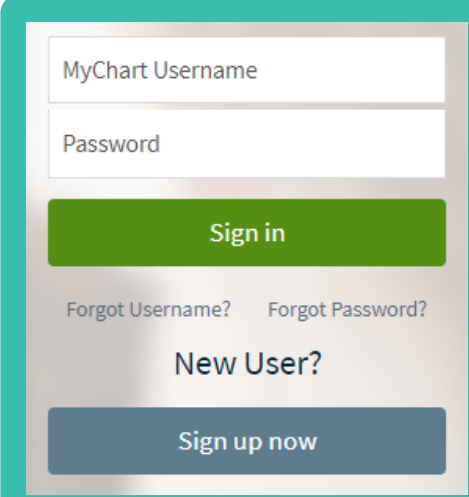
How do I choose a MyChart username and password?
Your username must be at least 5 characters long and use only letters and numbers. Once selected, your username cannot be changed. Your password must be at least 10 characters, contain one capital letter, one lowercase letter, one number or symbol, and be different than your username.

I forgot my password. What should I do?
Click the Forgot password link on the page or in the app where you sign in.

Can you send me a new access code as I have lost it, let it expire or did not receive it?
Give your local Equitas Health location a call. They will verify your identity by asking you a few questions and get a new code sent to you.

MyChart Username

Password

Sign in

Forgot Username?   Forgot Password?

New User?

Sign up now

My access code does not work, what should I do?
Give your local Equitas Health location a call. They will verify your identity by asking you a few questions and get a new code sent to you.

Is my access code my user ID?
No, your access code can only be used once when you log into MyChart for the first time. Once you've used the access code, you'll be asked to create a username and password.

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How can I change my password/or security questions?

Log into MyChart and go to **Account Settings** then click on **Change Password**. From the **Account Settings** options, you can also access a variety of other security options to make sure that your account is safe and secure.

How do I set up notifications for the mobile application?

You can set up notifications in the **Account Settings** option inside the application.

- Go to Settings on your cell phone
- Find Notifications
- Select how you'd like the MyChart app to show notifications on your phone.

I was logged out of MyChart, what happened?

If you've been logged into the MyChart webpage or mobile application without using it for longer than 15 minutes, you will be automatically logged out to protect your privacy. You will then need to log back in should you need to access MyChart.

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Appointments

Can I schedule same day/emergency appointments on MyChart?

If you need a same day appointment, please call your Equitas Health location – the earlier in the day the better – to see if they have any appointments open. If this is an emergency, please call 911. If this is a mental health emergency, please call Netcare Access at (614) 276-2273.

What types of appointments can I schedule with MyChart?

You can schedule the following types of appointments:

- Behavioral Health (counseling/therapy)
- Medical
- Lab visits

Visits

Will the video appointment/visit be recorded?

No. Video appointments are not recorded.

How do I cancel an appointment/visit?

On the MyChart website or in the app

- Click on **Appointments**. It will show a list with all of your future appointments.
- Select the appointment you need to cancel then
- Click on Cancel appointment. You can choose to provide a reason.

MAY

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4	5					
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

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How far in advance can I connect to a video appointment/visit?

You will be able to connect to a video visit 10 minutes before the scheduled appointment time using the green **Begin Visit** button. If you attempt to connect more than 10 minutes before your visit, you will see a "test Connection" button.

What is the fee for a video visit?

The cost of a video visit will be the same cost that you would pay to see them in person. The amount depends on whether or not you have insurance, what type of insurance you have, and what type of appointment it is. Appointments with therapists may be different in cost than medical visits. If you have questions about the exact amount you'll be required to pay, please contact your Equitas Health location by phone or through the Send message option in MyChart!

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Security and Billing

Is MyChart secure?

Yes. MyChart is a secure online account, which means your health information is safe and protected. MyChart access is permitted only to users who have been verified through an activation process. MyChart users have a unique username and password that is known only to them.

Is there a fee to use MyChart?

No. MyChart is **free**.

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