MyChart App Guide: TeleHealth Access for Seniors

If you have trouble with this, feel free to call 475-675-0564 to access our free patient tech-support.

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 app.

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.

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, follow the instructions in the next section to 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 Download MyChart from the Apple App Store

Before you can download the app, you must have set up your Apple device (iPhone, iPad, or iPod) and also signed up for an Apple ID account.

After you have set up your device and signed into your Apple ID account, follow these instructions:

1. Unlock and open your phone by pressing the home button and entering your password (if prompted).
2. Open the App Store by pressing on the icon labeled "App Store" (shown in the image to the right). It should be on the first page of your home screen. If you don't see it, try swiping between the pages to look for the icon.
3. Once you open the App Store, you should see the word "Search" in large letters at the top of your screen.
   a. If you do not see it, you should still see five different icons in a ribbon across the bottom of your screen. The rightmost icon is a magnifying glass icon labeled "Search". Please click on this icon to switch to the search tab of the App Store.
4. To begin your search, press on the light gray search bar located below the word "Search," type in "MyChart", and then press the blue "search" button in the bottom right corner of the keyboard. Refer to the top image to the right for assistance.
5. You will now see a list of search results. Find the one labelled "MyChart" with the icon shown in the bottom image to the right and press on the "GET" button to begin downloading the app. It is free to download, so do not worry incurring any charges.
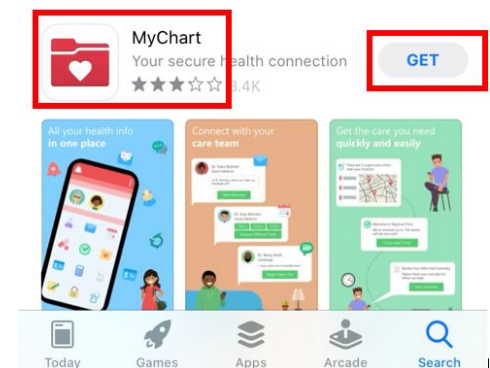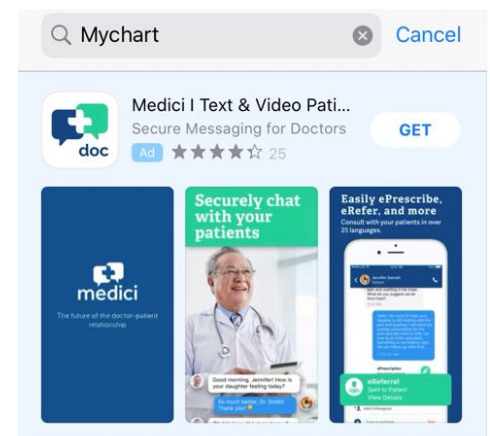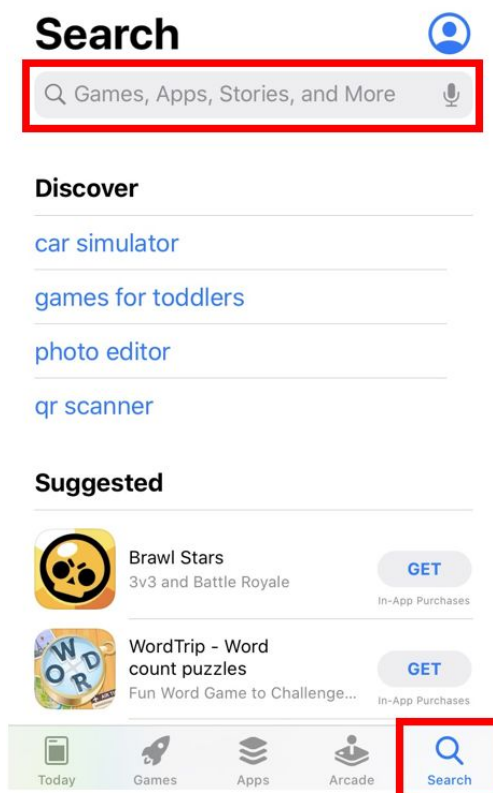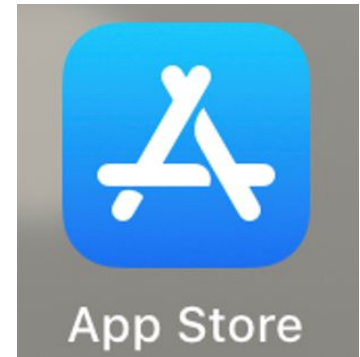
6. Press the home button to return to your home screen. The MyChart app should now appear as an icon on your screen. If you don't see it, swipe through the pages of your home screen until you locate it.

How to Sign Up and Login to your MyChart Account on the MyChart App

1. Start by pressing on the MyChart app icon to open it.
2. Once you open the app, a user license agreement will pop up. Press the light green ACCEPT button in the bottom of the screen to proceed.
3. The app will then prompt you to share your location. Press the Allow While Using the App option.
4. You will now be prompted to choose your healthcare system. You can do so by pressing on the search bar at the top of the screen and typing in either the name of your healthcare system or by simply entering your zip code.
5. A list of search results will appear. If you do not see your healthcare system, swipe through the search results until you do, then press on the name. This will switch you to the MyChart software that is specific to your healthcare system.
6. If you already have a MyChart account, please skip to step 7. If you do not already have a MyChart account, please press the SIGN UP NOW button in the lower middle of the screen.
   a. If your provider has given you an activation code (in the format: XXXXX-XXXXX-XXXXX), enter it into the spaces provided and then enter your birthday. Once you have entered the information, press the navy blue NEXT button on the bottom of the screen. Follow any other steps it may present you with to finish setting up your account. Make sure to write down the username and password you choose on a piece of paper for safekeeping. Now, proceed to step 7.
   b. If you *do not have an activation code*, press the light blue text that says Sign up Online. A new screen will pop up where you will have to enter your full name, home address, email, phone number, and the last 4 digits of your SSN. Once you finish, press the NEXT button located at the bottom of your screen. Follow any other steps it may present you with. You should then receive an activation code and further instructions in your email.
7. On the login page, enter your username and password into the corresponding boxes and press the green LOG IN button to proceed. You should now be logged 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.

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 are currently in. Your device might request access to location services. This is to confirm that you are in the state where your doctor is licensed to practice.
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 are 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!

Messaging

The MyChart app 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 by clicking on the mail icon labelled "Messages" and scrolling through the messages.

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 SEND A MESSAGE 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.

You can also send messages to your doctor or other clinic staff. To do so, click on the same Messages icon and then click on the light green "SEND A MESSAGE" near the bottom of your screen.

1. Click on the Messages icon.
2. Click on the light green SEND A MESSAGE button near the bottom of your screen.
3. Press on the To: section and select a recipient from the list that pops up. 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. Press on the Subject: section and select the option that applies to your message.
5. If you have any photos to send your doctor, press on the Attachments: section. A new page will appear, then press on the camera icon. If you have already taken the photo, click on the Choose from Album option and select your photo. If you need to take a photo, click on the Use Camera option.
6. When you are finished with your message, click Send.

Someone at your clinic should respond to you within two business days. 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, click on the Messages icon and then click on the Sent tab in the lower right corner of the screen.