MyChart Frequently Asked Questions

How do I sign up?

Patients who wish to participate will be given a MyChart activation code during their clinic visit. This code will enable you to login and create your own user ID and password. If you were not given an activation code, you may call your primary care clinic to ask for one or ask to sign up during your next office visit.

Who can sign up for MyChart?

MyChart is available for adults age 18 and older. Additionally, teens (12-17) can have access to their own MyChart account.

How will I know when new information is available in MyChart?

When you activate your OCHIN MyChart account, you will be asked to provide an email address so you can receive notifications about activity in MyChart. As new medical information becomes available in your OCHIN MyChart account, a notification will be sent to your email address directing you to log in to your secure OCHIN MyChart account for viewing.

Who do I contact if I have further questions?

Please call your provider's office and ask for MyChart assistance.

When can I see my test results in MyChart?

Your test results are released to your MyChart account within three (3) days after they are available in your electronic health record (EpicCare). Not all test results are released to MyChart. For more information, please ask your provider.

Why are certain test results not shared electronically via MyChart?

Your provider is able to determine which types of test results are able to be accessed through MyChart.

If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your provider's office. For some information (such as allergies) you may review and mark for deletion any allergies that do not apply and add any allergies that are not listed. You may also ask your provider through MyChart Medical Advice Messaging or during a visit to correct any inaccurate information, indicating what is inaccurate and why you believe it to be incorrect. Your health information is reviewed and updated in your electronic medical record each visit.

If I send a message to my provider or nurse, when can I expect a reply?

You will generally receive an answer within three (3) business days. Please note that MyChart should not be used for urgent situations. Please contact your provider's office if the situation requires immediate attention or dial 911 if it is an emergency.

Can I print or download any of my health information?

Yes, you may print any information where a print icon is shown (usually at the top right of the screen), by clicking the icon and then clicking **Print This Page.**

You may also download information from MyChart in any of these ways:

1. You may download a summary of your health information from an option under the **My Medical Record** Tab. Select **Medical Tools > Download My Record** and follow the on-screen instructions.

2. You may also download a summary of a past healthcare visit from an option under the **Visits** tab. Select **Visit History > Visit Summaries** and click the floppy disk icon next to the desired visit in the list of all past visits. Follow the on-screen instructions to download a record of your visit.

3. The summary of a past healthcare visit may also be downloaded from within the visit record. Select **Visit History > Visit Summaries**. Click the visit (in the **Visit Description** column) to see the Appointment Details, then click the folder icon to download the visit information.

4. You may also send your health information to a provider outside of your clinic (such as a specialist) *if* that provider has a special email address (a "Direct Address") that has been made available through MyChart or has been given directly to you. A Direct Address is similar to an email address but is a secure way to send authenticated, encrypted health information directly to known, trusted recipients over the Internet. It is a way for you to send your personal health information from this electronic health record system to an outside provider who does not use this system. While your intended provider may not be available in the MyChart directory today, the number of specialists and other providers included in the directory is expected to grow over time.

Why can't I always cancel my appointment through MyChart?

To cancel an appointment, click on **Appointments** and choose **Cancel Appts**. Appointments can be cancelled in MyChart when your appointment is more than 24 hours away. If it's within 24 hours, please call your clinic to cancel it.

May I access my child's medical records?

Yes. This is called Child Proxy. You are granted access to your child's medical chart if your child is 0 to 11 years old. If your child is 12 to 17 years old, you will not get access to his/her record. These age ranges comply with state regulations, designed to protect minors who seek treatment for pregnancy, chemical abuse and sexually transmitted diseases. For further information on access to your child's medical records, please contact your provider's office.

May I give others access to my records?

Yes. This is called Adult Proxy. You may grant a spouse, or someone over 18 years old who helps you manage your health, full access to your medical records. Please ask your provider's office about signing up.

Can I ask questions regarding a family member from my MyChart account?

No. MyChart offers direct access to your personal health record. When in **your** MyChart record, communications about another individual's healthcare would be placed in **your** record. This could

potentially jeopardize medical care. If you have Proxy access to a family member's health record and are viewing **their** record, (see previous question/answer about Proxy Access), you can use MyChart functionality on their behalf, including asking questions about **their** healthcare.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must accept Terms and Conditions of Use and establish their own MyChart account.

I forgot my password. What should I do?

You may click the "Forgot password" link on the sign-in page to reset your password online.

Can you send me a new access code as I have lost it, let it expire or did not receive it?

Contact your provider's office and ask for MyChart assistance.

Why don't I receive email alerts when there is new information in MyChart?

MyChart will automatically send you an email when you have new information in your OCHIN MyChart account. If you are not receiving emails, please verify that we have your current email address on file. To verify your email address, click on **Preferences** then **Demographics**. You may also want to check your email settings to make sure OCHIN MyChart emails are not being sent to your junk mail.

Where can I update my personal information (e.g., home address, email or change my password)?

Log into MyChart, view the options under the **Preferences** tab and make the desired change(s).

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal ID's, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with MyChart. Unlike conventional email, all MyChart messaging is done while you are securely logged on to the OCHIN MyChart website.

What is your Privacy Policy?

Please see the privacy policy by clicking on the "Privacy Policy" link on the login page of OCHIN MyChart.

I was logged out of MyChart, what happened?

We aim to protect your privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

What do I need to use MyChart?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer, Mozilla Firefox, Google Chrome, or Safari).

My access code does not work, what should I do?

For your security, your access code expires after 60 days and is no longer valid after the first time you use it. If it has expired, please contact your provider's office.

Is my access code my user ID?

No, your access code is not your MyChart ID or password. You will use this code only once to log into MyChart for the first time. (The code will expire after you have used it or after 60 days). When you log into MyChart the first time, you will then be asked to create your own unique MyChart ID and password.

What is MyChart mobile, and why would I use it?

MyChart mobile is an app for Android™ phones and tablets, and Apple® devices such as an iPhone®, iPad ™, and iPod touch®. This app provides fast, secure access to the most frequently used features of OCHIN MyChart: you can quickly and easily access your medical records, send secure messages to your provider, see upcoming and past appointments, get lab results, and much more. MyChart mobile offers true mobility, instant access and optimized convenience and you are not required to be in front of a laptop computer or a traditional desktop computer to access the benefits of the MyChart system. Typical users are patients who travel frequently, students, and those who rely on an Android™ or Apple® mobile device for internet access and messaging.

How can I get MyChart mobile?

Once you have a MyChart account through your provider's office, the free app is downloadable from an Android™ phone or tablet, iPhone®, iPad ™, or iPod touch®.

Android™ users: Visit the Android Market and select OCHIN MyChart as your provider. Login with your OCHIN MyChart login ID and password.

Apple® users: Visit the iTunes app store and select OCHIN MyChart as your provider. Login with your OCHIN MyChart login ID and password.