

MyChart User Manual

SCHEURER HOSPITAL PHYSICIAN PRACTICE CLINICS



A Division of Scheurer Healthcare Network

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MyChart Frequently Asked Questions

What is MyChart?

MyChart is a free service offered to our patients. Patients have personalized and secure on-line access to portions of their medical record. It enables you to securely use the Internet to help manage and receive information about your health. Depending on how your doctor's office is connected to MyChart, you can use the Internet to:

- Request medical appointments.
- View your health summary from the MyChart electronic health record.
- View test results.
- Request prescription renewals.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.

Your Medical Record

When can I see my test results in MyChart?

Your test results are released to your MyChart account after your physician has reviewed them (1-12 days).

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. Further, tests of a very sensitive nature are not released to 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 doctor's office and updated at each visit. Ask your doctor to correct any inaccurate information at your next clinic visit.

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

You will generally receive an answer within 1-3 business days. Please note that MyChart should not be used for urgent situations. ***Please contact your medical center if the situation requires immediate attention or dial 911 if it is an emergency.***

MyChart for My Family

Can I view a family member's health record in MyChart?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal MyChart account, and then connect to information regarding their family member. Complete and return a Proxy Consent Form, located at your doctor's office to Request this convenient service.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must agree to the terms and conditions in order to establish a MyChart account.

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

Yes, if you are the parent (or guardian) and have completed an appropriate Proxy Consent Form.

After I Have Enrolled

I forgot my password. What should I do?

You may contact our Health Information Management Services at 1-989-453-5235 during business hours from Monday to Friday. You may also click the "Forgot password" link on the sign-in page to reset your password online.

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

Contact your provider and, after verification of your information, a new code will be created for you. You may pick this up at your provider's office. Privacy issues prevent us from e-mailing a new activation code to you.

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

Log into MyChart and from the left menu, go to the Preferences section and select the appropriate option.

Technical Questions

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 activation codes, personal usernames, and passwords. Each person controls their password. The account cannot be accessed without that password. MyChart uses the latest 2048-bit SSL encryption technology with no caching to automatically encrypt your session with MyChart. All MyChart messaging is done while you are securely logged on to our website.

What is your Privacy Policy?

MyChart is owned and operated by Epic 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 to your health records and will never be sold or released by 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. We recommend that you log out of your MyChart session any time you leave your computer.

What do I need to use MyChart?

You need access to a computer connected to the Internet with an up-to-date browser (such as Internet Explorer).

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Please Note: When you click onto the Clinic Link to enter MyChart you will be directed to a Covenant login site, please continue to login. After you login, you will be directed to your MyChart for Scheurer Hospital Clinics.

Messaging Tab

How to request Rx renewal/fill my medication

Go to the Messaging tab and select 'Request Rx renewal'. Select which medication you want to fill. Click Continue. Select which pharmacy you want to use. Click submit request.

How to send new messages/Get Medical Advice

Option A: Click 'Send a message to your doctor's office' on the home page.

Select which doctor you want to message. Select the subject of your message.

Enter your message where it says "Enter Text Here". Click send.

Option B: Go to Messaging tab and select 'Get medical advice'. Follow the steps above.

How to view/read my messages

Option A: From the home page, Click "read your messages". Select the message you want to view.

Option B: Click messaging tab and select 'Inbox'. Select the message you want to view.

How to view sent messages

Click on the Messaging tab and select 'Sent messages'.

Visits Tab

How to cancel appointments

Click the Visits tab and select 'Cancel appointments (Cancel Appts.)'. Select the appointment you want to cancel and click continue.

**You cannot cancel an appointment if it is within 24 hours.*

How to direct schedule appointment

Click the Visits tab and select 'schedule appointment'. Select your reason for visit. Click continue and verify your information. Check 'This information is correct'. Click continue. Select the correct doctor, date(s), and time(s). Click continue. Select available time and day. Click continue. Fill out reasoning of appointment and click make appointment.

**You must fill out the reasoning of appointment section in order to schedule appointment.*

How to request appointments

Click the Visits tab and select 'request appointments'. Select the correct information. Selects the date and time you want and click continue.

**You don't have to fill out reason for appointment. If you do, it will make the scheduling process easier for your office staff.*

**This is used when the time and day of appointment don't need to be exact.*

How to see future appointments

Click the Visits tab and select 'Upcoming Appointments (Upcoming Appts.)'.

How to view past admissions

Click the Visits tab and select 'Admission Summaries'. **NOTE: Admissions means Hospital Admissions*

How to view past appointments

Click the Visits tab and select 'Visit Summary'. **Note: Visit means Doctor's Office visits.*

My Medical Record Tab

How do I change my personal Information?

Option A: Select My Medical Record tab. Click 'Administrative info'. Select 'Change Demographics' or 'Change Email Address'.

Option B: Selects Preferences tab and click 'Demographics'.

How do I know if there are things I need to have done?

Select My Medical Record tab and click 'Preventive Care'. Select one of the things listed to learn more.

How to view current health issues

Select My Medical Record tab and click on 'Current Health Issues'. Select the health issue to get further information.

**You can add or delete information on this page. It will be reviewed before being submitted.*

How to view medications I am on

Select My Medical Record tab and click on 'Medications'. Find the medicine you want to know information about and click 'About this medication'.

How to view summary of health

Select My Medical Record tab and click on 'Health Summary'. Select the health issue you want to view.

How to view test results

Select My Medical Record tab and click on 'Test Results'. Select the test you want to see.

**If you can't see the results you are looking for click the "Include Hospital Results" button.*

What allergies do I have? What are they?

Select My Medical Record tab and click on 'Allergies'. Select the allergy to learn more about it.

What immunizations do I have?

Select My Medical Record tab and click 'Immunizations'. Select which immunization you want to know more about.

What is Lucy?

Lucy is located under My Medical Record tab. It is also home of MyChart Central. Lucy is used for you to record your own medical information and experiences. You can log anything such as a nurse that helped you, an incident that made you have a reaction to something, etc. MyChart Central allows you to see multiple personal MyChart accounts (from different hospitals) with one login.

Billing

How do I view/pay my bill?

Select Billing tab. Select which account you want to see details on or click 'Pay' to make a payment.

Preferences

How do I change my password?

Select the Preferences tab. Click 'Change Password'. Follow the directions on the screen.

**REMEMBER: Your password must be 6-20 characters, different from your username, and a combination of at least one letter and number.*

How to change my username.

Contact the Health Information Management Services help line at **989-453-5235**.

How do I change what I receive emails about?

Select the Preferences tab. Click 'Notifications'. Check which boxes you want to receive notification emails about.

How do I edit the profiles I have Proxy access to?

Select the Preferences tab. Click on Personalize. You can view which accounts you have access to, see who has access to your account and edit names and color schemes.

How do I set my preferences for scheduling appointments?

Select the Preferences tab. Click "Other Preferences". Fill out the information on that page. Select which notifications about appointments you would like to receive, other preferences, and caregiver information.

Scheurer

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