HealthCare | MYCHART

MYCHART PATIENT QUICK START GUIDE

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WELCOME TO MYCHART

MyChart 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:

- View all of your UK HealthCare health information in one place. See your medications, test results, appointments, medical bills, and more all in one place. If you use MyChart through another healthcare system, you will be able to link your MyChart accounts.
- Quickly schedule appointments and find care. Make appointments at your convenience and complete pre-visit tasks from home.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

This guide provides an overview of many of MyChart's features and how to use them.

Access MyChart

- On your computer, go to **mychart.uky.edu** to access the login screen.
- On your mobile device, download the **MyChart** app.

Sign up for a MyChart account

To sign up for MyChart, you must be at least 12 years old. Adolescents 12-17 who want a MyChart account must set one up through in-clinic sign-up. Patients 18 or older can set up a MyChart account at any time. There are several different methods of MyChart signup that might be used by different departments across the organization:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a MyChart activation code on your:
  - o After Visit Summary during check-out
  - o Discharge Summary when being discharged
  - o Activation letter
  - o Billing statement
- You might receive a text or email with an activation code when you come in for a visit
- You might be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record or with third-party identity verification.

Request an activation code if you don't have one

If you don't have an activation code, you can request one online. To request an activation code online:

1. On the MyChart login screen on the MyChart website or mobile app, click **Sign Up Now.**
2. Click **Sign Up Online.**
3. Click **Match Yourself with Our Records or Verify with a Third Party** to supply personal verification items, such as your Social Security number and your date of birth, and have an activation code sent to your email address or mobile phone.

Use your activation code to sign up

1. From the MyChart login screen on the MyChart website or MyChart mobile app, select **Sign Up Now.**
2. Enter your activation code and other personal verification items, such as your Social Security number and your birthdate. Select **Next.**
3. On the next page, choose the following:
   - **MyChart username.** Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
   - **Password.** Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username. Choose a password that you don't use for other websites.

- **Security question.** Choose a question you can use to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.

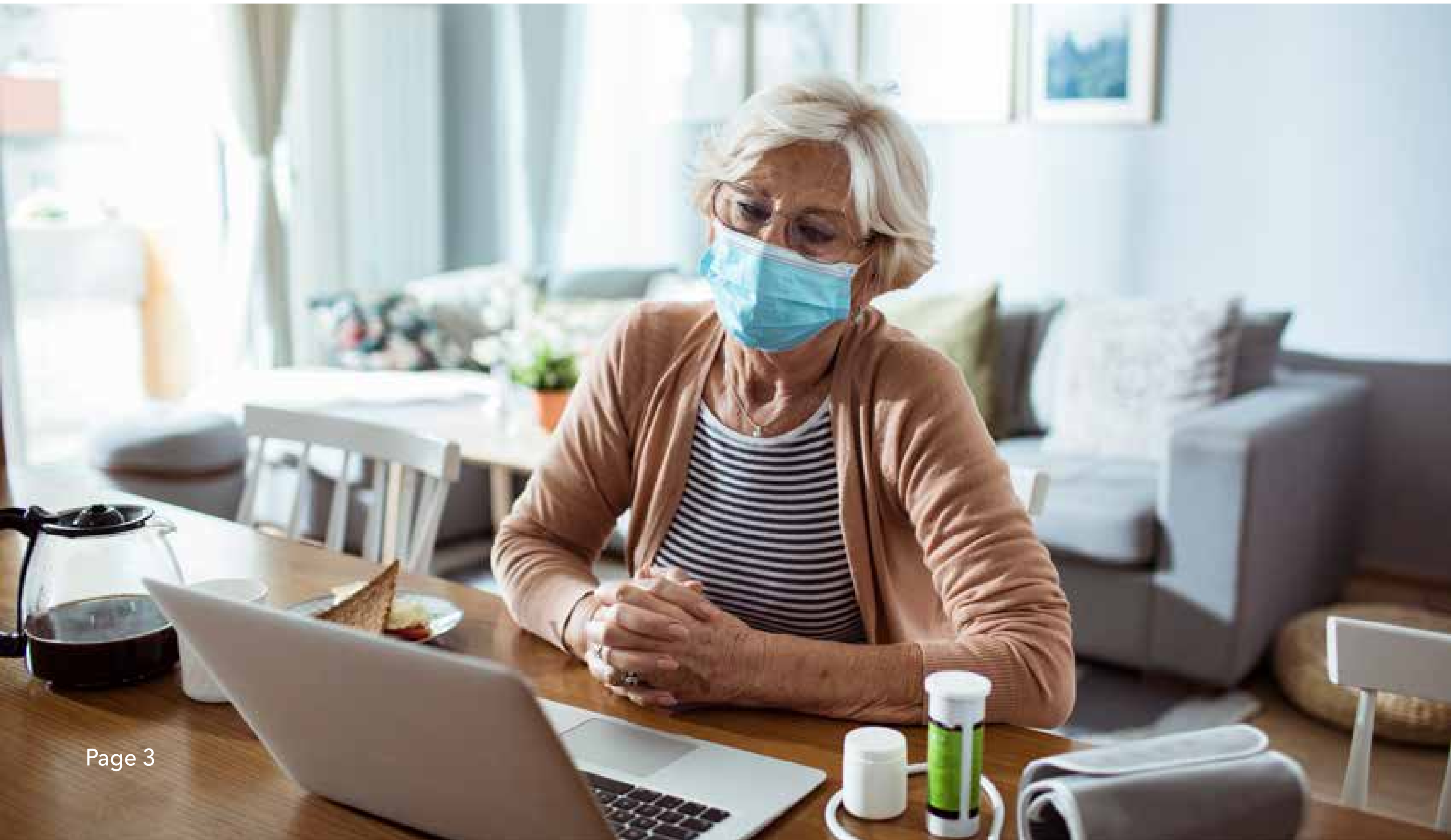
4. On the next screen, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

Log in to MyChart

1. In your web browser, enter **mychart.uky.edu** and access the login page.
2. Enter your MyChart username and password, and click **Sign 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 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'll need to contact the MyChart Help Desk at **859-218-6221** or **844-820-7344 (toll-free**). Or email **UKHCMyChart@uky.edu.**



HEALTH

View your test results

With MyChart, you can view most test results within four days, rather than waiting for a phone call or letter from your health care provider. To view test results, go to the left Menu and scroll down to **My Record > Test Results**. 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

If you're looking for a specific result, enter key words in the search field on the Test Results page.

Receive email or text messages when new results are available

1. Go to **Menu > Account Settings > Communication Preferences.**
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Manage Your Medications

View your current medications
Go to **Menu > My Record > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the provider who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

- Remove a medication you're no longer taking by clicking **Remove** and then adding comments about why you're no longer taking that medication.
- Add a new medication by clicking **Add a Medication** and then adding comments about why you're taking the new medication.

Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

Request a medication renewal

1. From the medication list, click **Request Renewals.**
2. Select the check box next to the medication for which you need the prescription renewed and enter any comments. Click **Next**.
3. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next.**
4. Review the details of your renewal request and click **Submit.**

You will receive a message in your MyChart Inbox when your prescription renewal is processed.

If you are out of refills, you can request renewal of your prescription through MyChart.

View a summary of your health information

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

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

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic. If a questionnaire is required, you will typically receive it within seven days of your upcoming visit.

You might be able to respond to questionnaires in three places:

- Open generally available questionnaires from **Menu > My Record > Questionnaires.**
- If your provider wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details.** Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your provider sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

Track your daily health readings online

Your provider might request that you record information such as your daily glucose or blood pressure readings in MyChart. When you enter the information in the Track My Health feature, your provider automatically receives the readings and can monitor your progress between visits.

Record a new reading in Track My Health

1. Go to **Communication > Messages.** Open the message from your provider about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
   - In the future, you can record your readings by going directly to **My Record > Track My Health.**
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit.**
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete.**

> You can link your Google Fit and Apple Health accounts to MyChart to automatically fill in your flowsheet with relevant data. Click Connect My Account on the Track My Health page to get started.

Track your readings over time in a table or graph

1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From this page, you can:
   - Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
   - View the readings in a graph. Click **Graph** to change the display.
   - 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.

MESSAGING

View messages from your clinic

You can read any messages sent by your health care provider or other clinic staff by going to your Inbox (**Communication > Messages**).

If you're looking for a specific result, enter key words in the search field on the Test Results page.

Receive email or text messages when new MyChart messages are available

1. Go to **Account Settings > Communication Preferences.**
2. Expand the **Messages** section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Ask your provider for medical advice

If you have a non-urgent medical question, you can send a message to your UK HealthCare team. This message is secure, meaning your information stays private as it is sent over the Internet.

You might send a message 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.

1. Go to **Menu > Communication > Ask a Question.**
2. Click **New Medical Question.**
3. Select your primary care or another established provider from the list.
4. Select a subject for your message and enter your question.
5. When you are finished, 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, go to **Communication > Messages** and click **Sent Messages.** Messages that have an eye icon have not yet been read by clinic staff.

VISITS

View your past or upcoming appointments

You can view your past or future appointments by going to **Menu > My Record > Visits.**

Select a scheduled future appointment to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your provider's visit notes that are shared with you by clicking **View Notes.**

Schedule or request an appointment

To schedule or request an appointment, go to **Menu > Find Care > Schedule an Appointment.** Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the "Schedule an Appointment" or "Request an Appointment" page.

- When you schedule an appointment, you make it yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.
- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available. Wait list options are available during scheduling and after you've scheduled when you click **Details** for an upcoming appointment from the Visits list.

You can also favorite an appointment to make it easy to schedule the same type of visit again later with the same provider and department.

Cancel an appointment

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

1. Go to **My Record > Visits,** and select the appointment from the list or click **Details.**
2. Click **Cancel,** enter cancellation comments, and click **Confirm Cancellation.**

Have a video visit with your provider

A video visit with your provider is a convenient way to receive care without coming to the hospital or clinic in person. You can connect to your UK TeleCare video visit through the MyChart portal.

You can use a web browser on your desktop computer or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits.

Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If you'll join the video visit on your mobile device, make sure the camera app is up-to-date.
- If you'll join the video visit on your desktop computer:
  - o Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
  - o Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

After you've done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your video visit start time.

Schedule a future video visit

1. Go to **Find Care > Schedule an Appointment.**
2. Choose which provider and time slot you want and then select **Schedule.** You will have an option to choose a telehealth visit if this type of visit is available.
3. At least fifteen minutes prior to your video visit appointment, log in to MyChart and go to the visits list **(My Record > Visits).**
4. Select **eCheck-In** to complete the necessary steps prior to beginning your visit.
5. After you've completed eCheck-In, select **Begin Visit** to ensure you're able to connect.
6. If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

FAMILY ACCESS

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you're a parent, you can have full access to your child's record up until your child turns 12 and limited access until your child turns 18. The parental access (limited) will allow you to pay bills or copays for UK TeleCare visits, update insurance, view immunizations and view documentation on sports physicals. This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

Access a family member's record

After you've received permission, new or timely information for your family member appears alongside your info in your health feed on the MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.

Invite someone else to access your record

1. Go to **Sharing > Share My Record** and select **Friends and family access.**
2. On the Friends and Family Access page, click **Invite Someone** under the **Who Can See My Record?** section.
3. Enter that person's name and email address, confirm the level of access, and click **Send Invite**. The invitation then appears as **Pending** at the top of the page.
   - After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.
4. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the **Pending** label is removed next to that person's name on the **Friends and Family Access** page. You can return to this page at any time to edit or revoke that person's access.

Request access to your child's record

Get full instructions on proxy access **here**

View and print your child's immunization record

When you are in your child's record in MyChart, go to **My Record > Health Summary** and select the Immunizations tab. You can see the immunizations your child has received and the dates on which she received them. Click the immunization name 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 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 Centers for Disease Control and Prevention (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 also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

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

MEDICAL RECORD ACCESS AND SHARING

Several features are offered through the MyChart patient portal to allow you to access your health records and share them with other people. For more information about accessing family members' records, refer to Family Access.

View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Menu > Sharing > Share My Record** and select **Download or send your record.**
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:
   - Click **View** to view a copy of the visit summary.
   - Click **Download** to save a copy of the visit summary for your records.
   - Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

Download medical records you've requested

If you've requested a copy of your medical record from UK HealthCare, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail. You can also find the form and phone number to request your medical records at **ukhealthcare.uky.edu/medical-records.**

1. Go to **Menu > My Record > Document Center** and click **Requested Records.**
2. Locate the record you want to view and click Download.
3. If the record is password protected, you see a message to warn you. Click **Continue Download.**
4. 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.
5. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to **Sharing > Share Everywhere.**
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to **www.shareeverywhere.com** to enter the code along with your date of birth.

See your medical information from other healthcare organizations

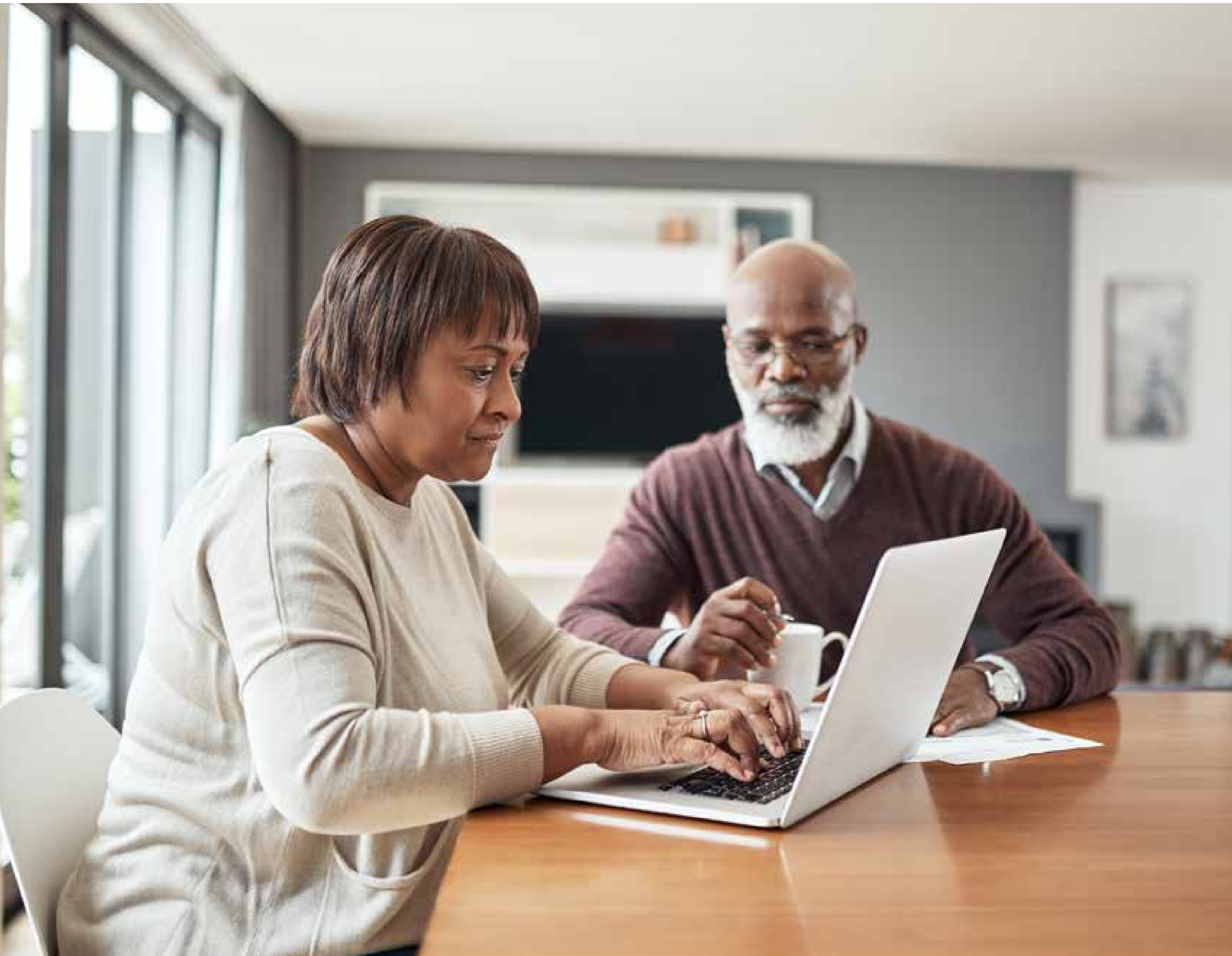
If you've been seen at another healthcare organization, you might be able to view information from that medical record right in MyChart. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account. Go to **Sharing > Link My Accounts** to get started. Then, select your account from the list or search for it and click Link Account.

After you've linked your accounts, information from the other organization appears in MyChart with an icon.

For more information about how linked accounts work and what information you can see from each healthcare organization, click the **See our FAQ page** link.



BILLING AND INSURANCE

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary.** To view additional information about an account, including past statements, click the **View** account link.

> If you have a question about your balance or other information for a billing account, you can use the **Contact customer service** link to send a message.

Make a payment for an outstanding account balance

1. Go to **Billing > Billing Summary.**
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue.**
4. Review your payment information and click **Submit Payment.**

> If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

Paperless billing

1. For UK HealthCare MyChart users who are the guarantor of an account, the default in MyChart is set to paperless billing. This means billing statements will be sent via MyChart and no longer via mail. If you prefer paper statements, log in to your MyChart account and select **Billing Summary** from the left menu. You will see this statement: "If you would like to receive paper statements, you may **cancel paperless billing**." Select "**cancel paperless billing**" and follow the prompts.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up.**

Request assistance with your medical bills

If you need help paying your medical bills, you can submit a financial assistance application to see if any resources are available to you. Go to **Billing > Financial Assistance** to get started. You'll need to provide the following information to complete the application:

- How many people live in your household
- How much you receive from all sources of income
- Your household expenses (such as mortgage, rent, and auto loan)
- Your assets (such as your bank account and vehicle)
- Supporting documents to verify the information you provide

After you submit your application, a financial counselor will contact you to follow up.

Review and update your insurance information

To review the insurance information your clinic has on file, go to **Insurance > Insurance Summary.** Click **View coverage details** for the payer or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update your insurance information, make any of the following changes:

- Request a change to an existing coverage.
- Remove a coverage.
- Add a new coverage. New coverages are submitted for verification when you log out of MyChart.

PREFERENCES AND ADMINISTRATIVE FEATURES

Personalize MyChart

There are two ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person's photo.

1. Go to **Account Settings > Personalize.**
2. Click **Edit.**
3. Make any of the changes described above and then click **Save.**

Update your personal information

You can update your address, phone number, email address and other personal details such as preferred name, gender identity and emergency contacts at any time. This ensures that your clinic always has the most up-to-date information in your electronic health record.

1. Go to **Account Settings > Personal Information.**
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes.**

Customize your notification preferences

MyChart can send you notification by email or text message when there is new information available in your MyChart account. You can specify your preferences for different notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Account Settings > Communication Preferences.**
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive and click **Save Changes.**
3. Update your email address and mobile phone number if needed.

Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Account Settings > Security Settings.**

Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you might be prompted to verify your email address and phone number to enable two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later.

1. Go to **Account Settings > Security Settings** and click **Turn on Two-Step Verification.**
2. Confirm your email address or phone number, enter your MyChart password, and then click **Continue**.
3. Select whether you want to receive the security code to turn on two-step verification by email or text message.

MOBILE APPS

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following, and more!

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and 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 and pay for medication 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 medication list

Download the MyChart app

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

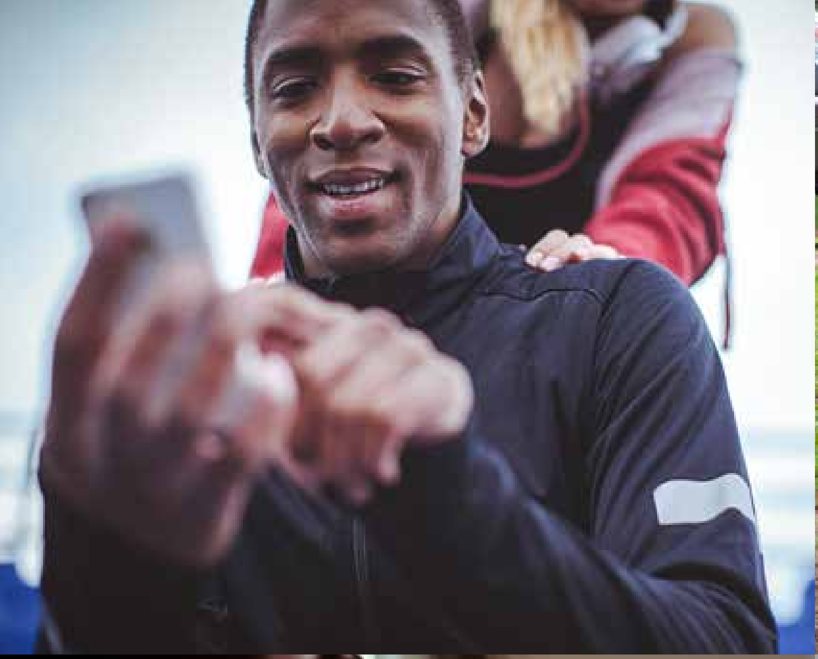
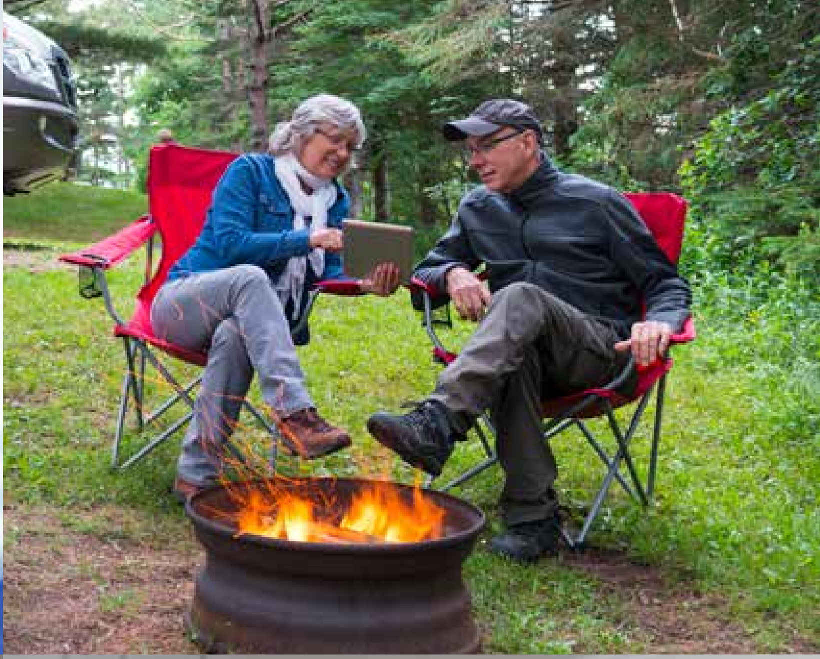
1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:
2. Search for **MyChart.** Look for the following logo to make sure you have the right app:
3. Tap Install.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.

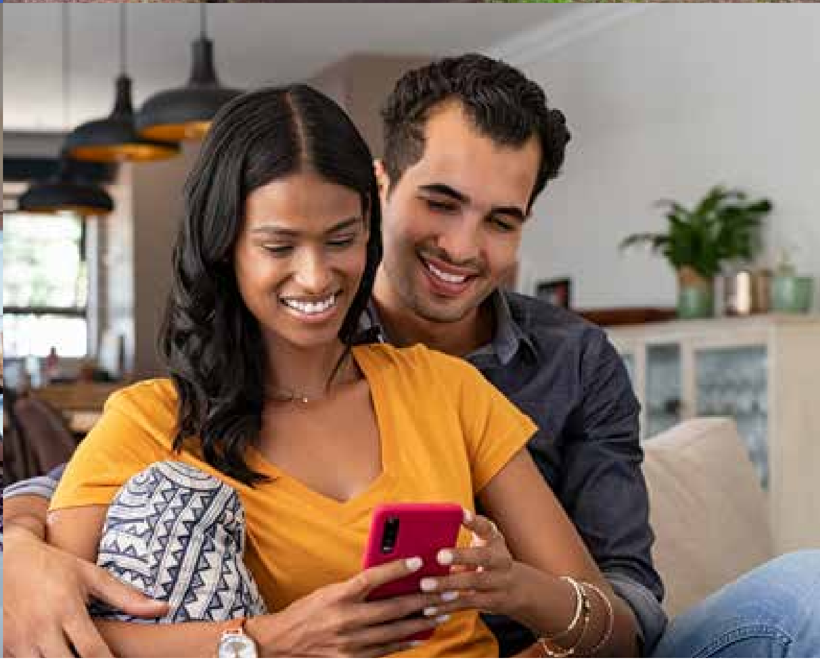
You can easily add or switch between your MyChart accounts at different healthcare organizations using the **Switch Organizations** button on the login screen or the **Switch Organization** menu option after you've logged in.

Connect your MyChart account to Apple Health or Google Fit

If your health care provider has assigned you a patient-entered flowsheet for tracking your health data, you can connect MyChart to Apple Health or Google Fit to automatically pull in data from other health and fitness apps or devices.

1. In the MyChart mobile app, open the **Track My Health** activity.
2. Tap **Connect to Health** or **Connect to Google Fit** at the bottom of the screen.
3. Choose the data you want to share with MyChart by tapping the toggle button for each type of data.
4. Tap **Done.** At this point, recent data that was already stored in Apple Health or Google Fit is automatically synced to MyChart.



Learn more about UK HealthCare MyChart at **ukhealthcare.com/mychart**

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