

# **MyChart**

## **Patient Quick Start Guide**



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# Welcome to MyChart

MyChart provides you with online access to your medical records. It can help you participate in your healthcare.

From 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.
- 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 an overview of many of MyChart's features and how to use them.

## Sign up for a MyChart account

To sign up for MyChart, you must be at least 16 years old. There are several different methods of MyChart signup that might be used by different departments across the organization:

- The front desk staff can send you an email with an activation code when you check in in for your appointment.
- The clinic staff can sign you up directly when you are in the exam room.
- You can receive a MyChart activation code on your After Visit Summary.
- You can complete a paper form to request an activation code, after which you'll receive an activation code by email.

## Request an activation code if you don't already have one

If you don't have an activation code, you can complete a paper form to request one. This form is available online at <https://epicapps.toh.ca/mychart> and at every hospital health record department.

## Use your activation code to sign up

1. From the MyChart login page, click **Sign Up Now** in the New User? section.
2. Enter your activation code and other personal verification items, such as your health card number and your date of birth. Click **Next**.
3. On the next page, choose the following:
  - **MyChart username.** This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.
  - **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be **<at least eight characters>** and must be different from your MyChart username. Choose a password that you don't use for other websites.
  - **Security question.** This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.
4. On the next page, 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 <https://epicapps.toh.ca/mychart> and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

## What if I forget my MyChart ID or password?

Click the link below the login or password field for assistance. You will have to enter your user name, date of birth and your health card number or medical record number. The next screen will explain the process to regain access. You will be sent a code by email that you will have to enter. Once this is done, you will be logged in.

### Additional Security Verification

It is our goal to make sure your health information is safe and secure. Before you log in, you'll need to enter a one-time use security code to verify your identity.

- 1** We'll send you a code. This might take a few minutes.
- 2** When you receive the code, enter it on this page below.
- 3** After we verify your identity, you will be logged in to MyChart.

If you are still having trouble logging in, you can contact the support team at the hospital where you typically receive care, the information will be displayed on the right inside of the screen.

## Medical Record Access and Sharing

MyChart has several features which allow or provide access to your medical records.

### View and download visit records

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

1. Go to **Health > Document Center** and click **Visit Records**.
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 **Download** to save a copy of the visit summary for your records.

# Messaging

## View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Messaging > Message Center**).



If you're looking for a specific message, enter key words in the search field on the Inbox page.

## Receive email when new MyChart messages are available

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

# Appointments

## View your past or upcoming appointments

You can view your past or future appointments by going to **Visits > Appointments and Visits**.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the appointment
- Any pre-appointment instructions from the 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:

- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires

Select a past appointment to view the After Visit Summary. You can also view any of your doctor's visit notes that are shared with you by selecting the **Notes** tab.

## Schedule an appointment

For a limited number of services, you can schedule an appointment. To do so, go to **Visits > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment or Schedule an Appointment page.

When you schedule the appointment yourself, you 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.

## 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 **Visits > Appointments and Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

# Health

## View your test results

With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **Health > 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.

## Manage your medications

### View your current medications

Go to **Health > 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 physician who prescribed the medication.

## View a summary of your health information

To get a summary of your medical records, go to **Health > Health Summary**.

This summary includes:

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

## 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.

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

- Open generally available questionnaires from **Health > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Select the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor 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 physician might request that you record information such as your daily glucose or blood pressure readings in MyChart.

### Record a new reading in Track My Health

1. Go to **Messaging > Message Center**. Open the message from your physician 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 **Health > 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**.

### 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.

# 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 through age 12 and limited access through age 18.

## Access a family member's record

After you've received permission, you can view a family member's records by clicking the photo or name for that family member in MyChart.


After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.



You can customize how the names and photos appear for each family member. For more information, refer to [Personalize MyChart](#).

## View and print your child's immunization record

When you are in your child's record in MyChart, go to **Health > Immunizations**. You can see the immunizations your child has received and the dates on which they 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 **Health > Growth Charts**.

You can customize the view of the growth chart by:

- 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 .



# Billing and Insurance

## View your outstanding balance

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

## Review and update your insurance information

To review the insurance information your clinic has on file, go to **Billing > Insurance Summary**.

If you would like to modify this information, please contact the Billing office of the site where you typically receive care:

- Hawkesbury and District General Hospital (HGH): 613-632-1111, ext. 41817, M-F 8am to 4pm
- Renfrew Victoria Hospital (RVH): 613-432-4851, ext. 800, M-F 8am to 4pm
- St. Francis Memorial Hospital (SFMH): 613-756-3044, M-F 8am to 5pm
- The Ottawa Hospital (TOH): 613-761-4444, M-F 8am to 4pm
- University of Ottawa Heart Institute (UOHI): 613-761-4444, M-F 8am to 4pm

# Preferences and Administrative Features

## Personalize MyChart

There are three 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.
- Add or change the photo. Note that photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face.

1. Go to **Profile > 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 at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Profile > 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 when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, appointment updates, and more.

1. Go to **Profile > Notifications**.
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.
3. Update your email address and mobile phone number if needed.

## Change your 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 **Profile > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.

## 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.
- Receive messages.
- Confirm upcoming appointments and view visit summaries for past appointments.
- View your health summary, including allergies, immunizations, current health issues, and medications.
- For the Ottawa Family Health team patient, they can view preventive care procedures and when they are due.
- View billing statements.
- 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 their medication list.

## Download the MyChart app

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



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