MyChart Happy Together

Overview

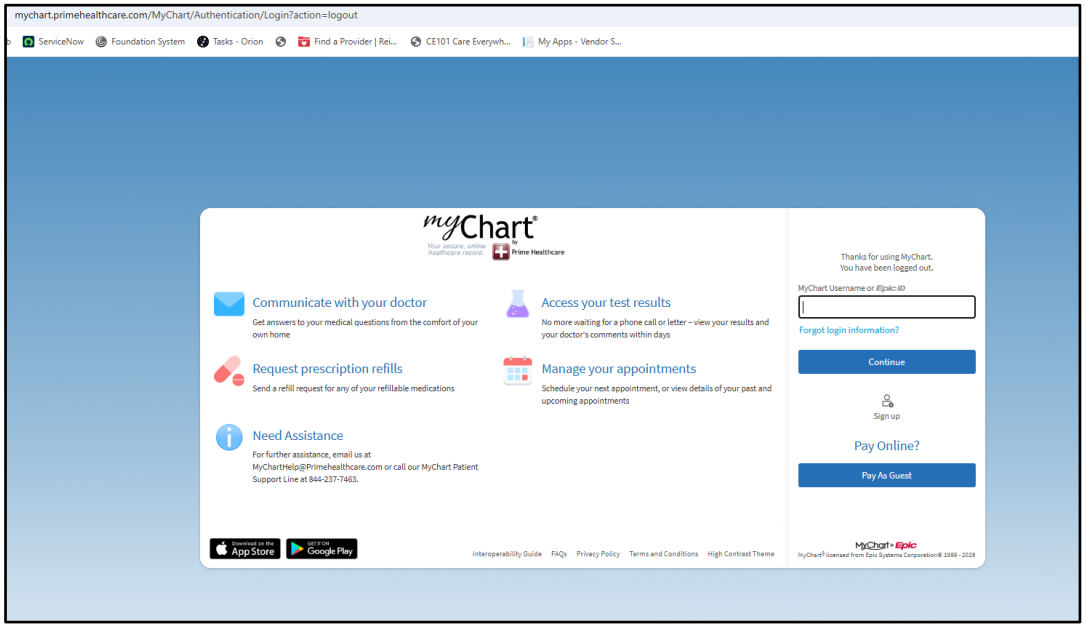
MyChart Happy Together allows patients to view information from multiple Epic organizations in a single MyChart account. Once accounts are linked, patients can access health information from participating organizations without needing to switch between portals.

Try It Out

Navigation

1. Navigate to the **Prime MyChart** website.

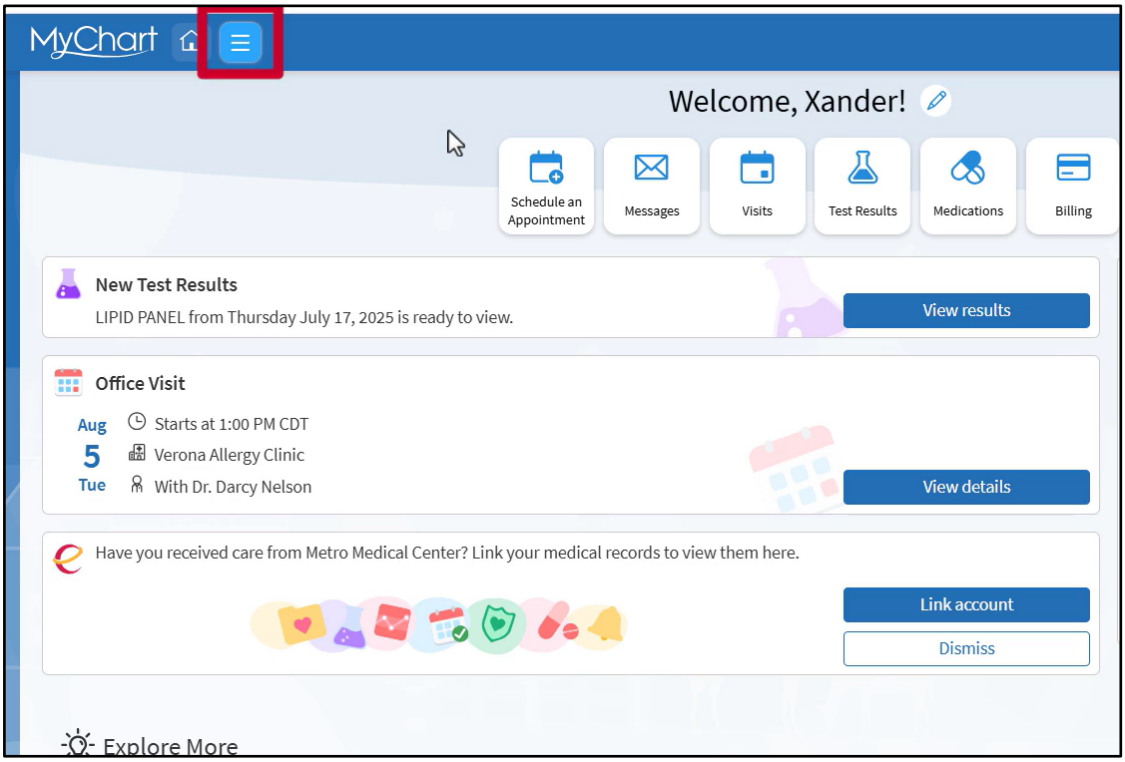
2. Log in using your **MyChart username and password**.



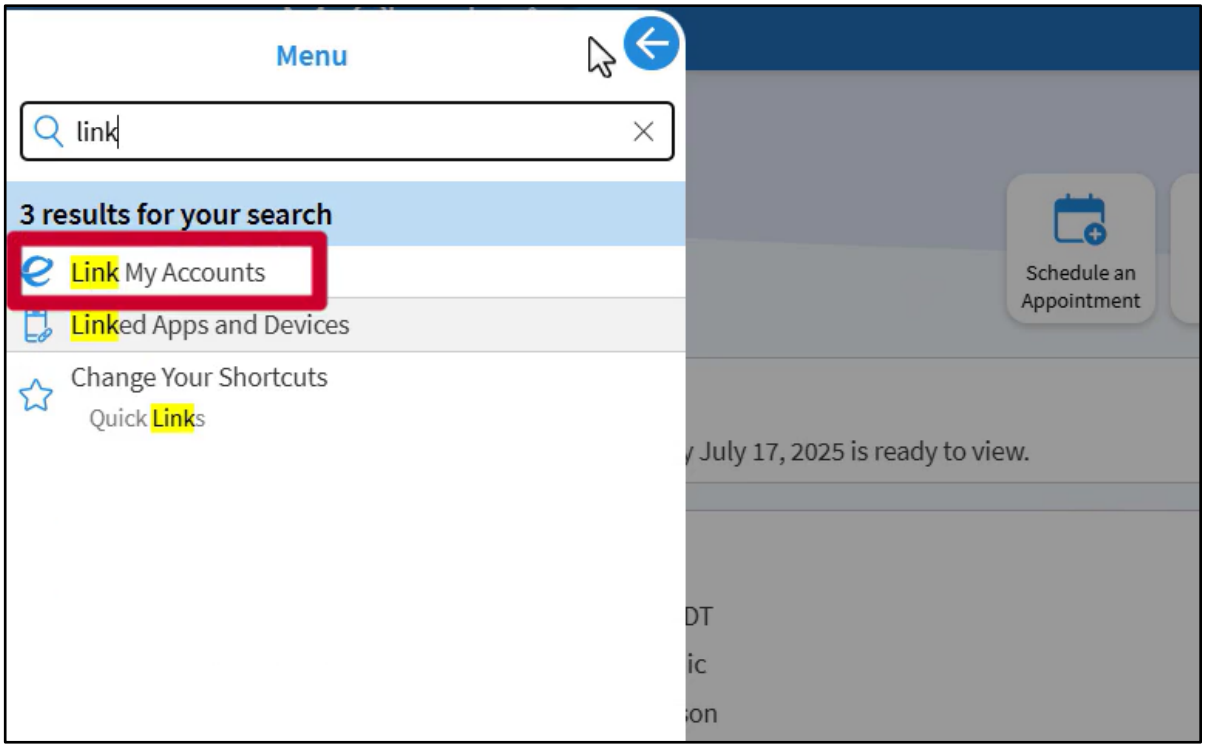
Continued on next page.

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3. On the Home screen, click the symbol highlighted in the screenshot.

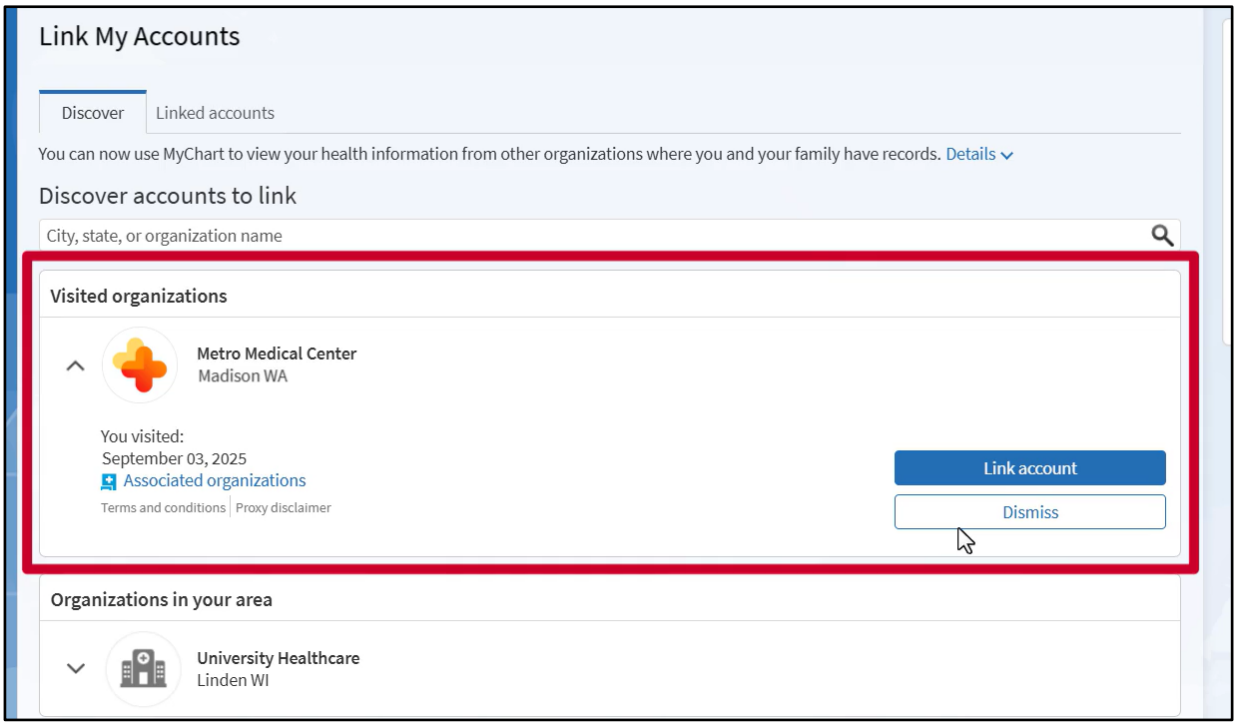


4. Open the Menu and search for Link My Accounts.
   - Select **Link My Accounts** from the search results.

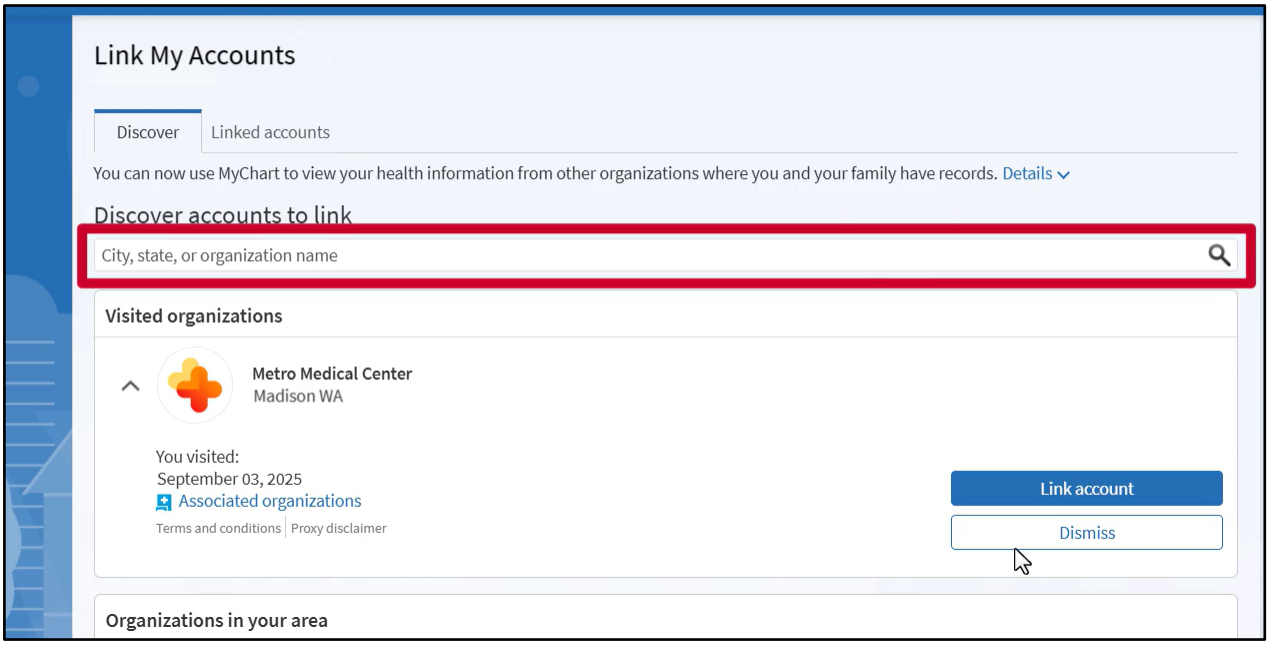


Continued on next page.
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5. The Link My Accounts page displays organizations where you have recently received care.
   - These organizations may appear under **Visited Organizations** and can be linked directly.



6. To find a different organization:
   - Use the **Search Organizations** field.
   - Enter the organization's name, city, or state.
   - Select the appropriate organization from the search results.

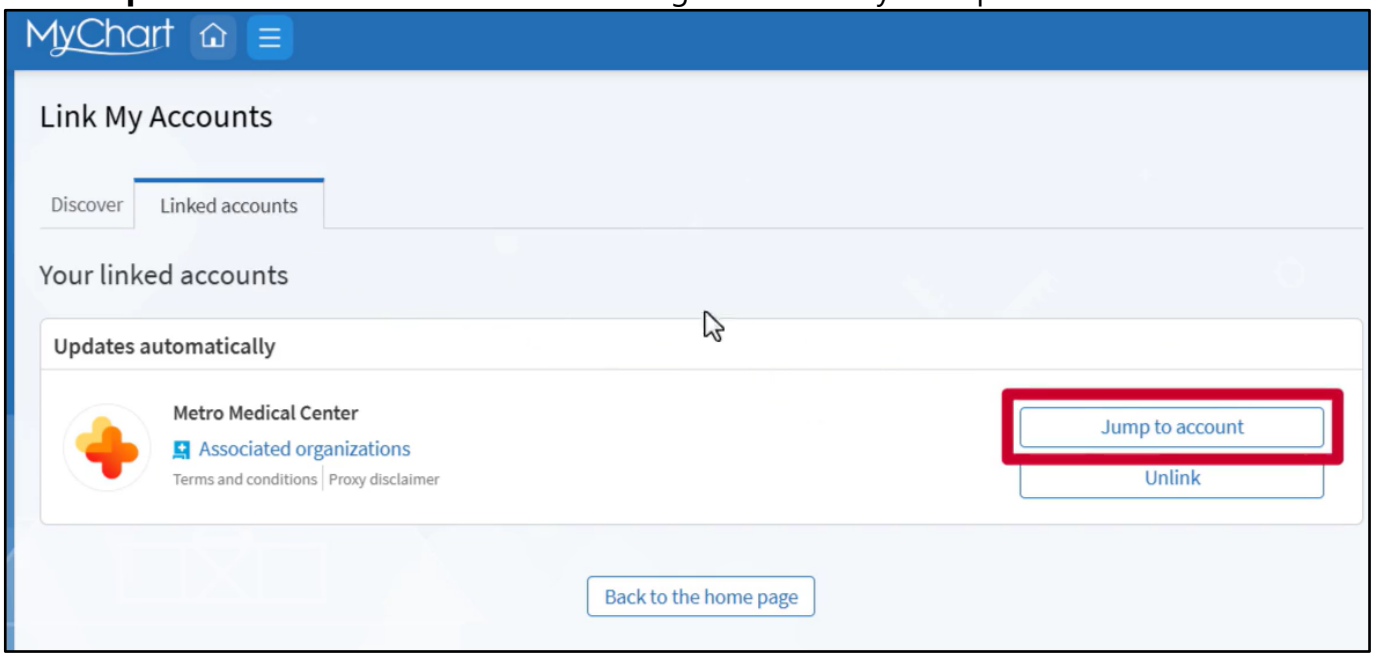


7. Click Link Account next to the organization you want to connect.

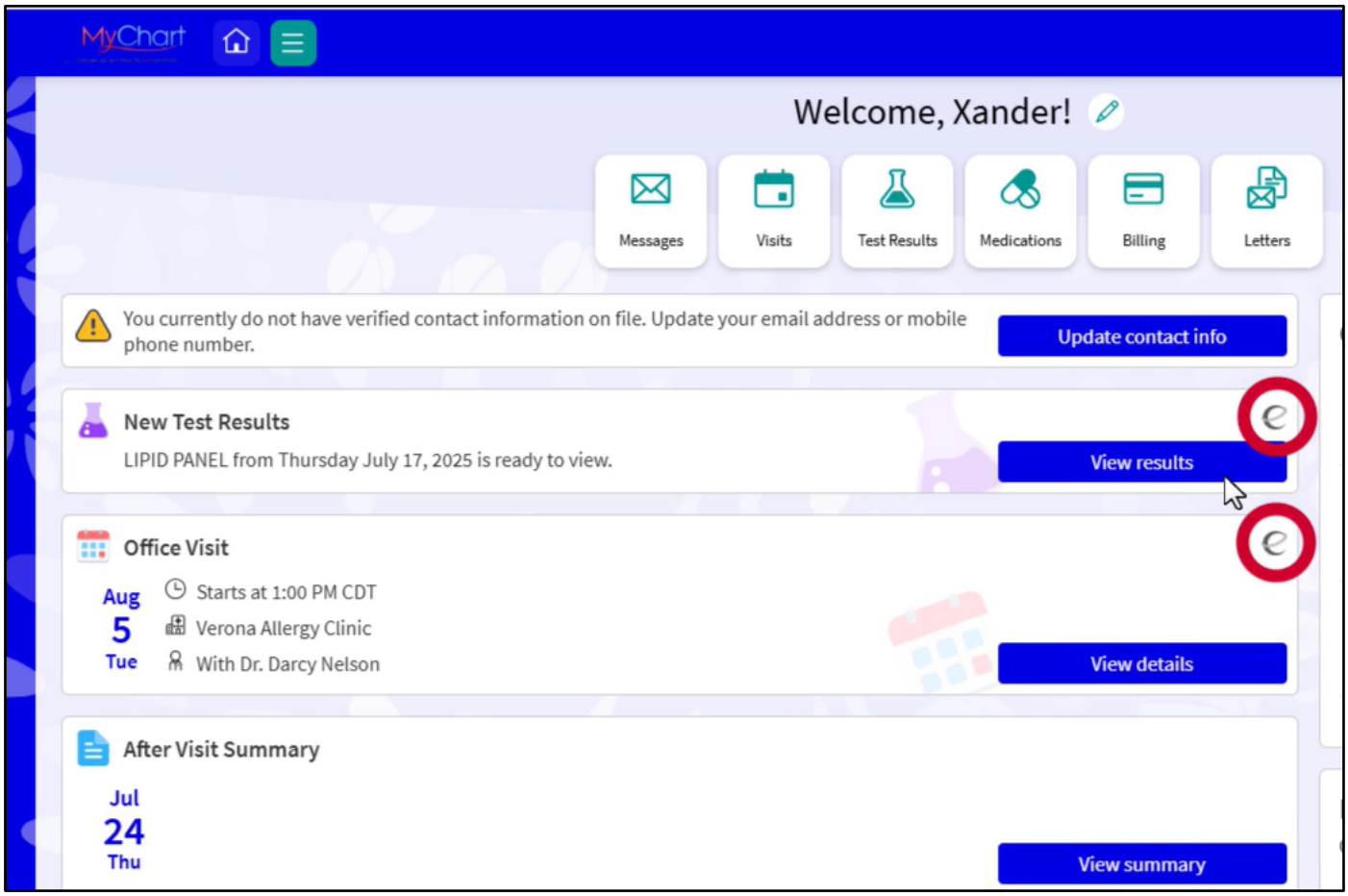
8. Complete the organization's authentication process.
   - You may be required to complete **Two-Factor Authentication (2FA)** or provide additional verification information.

Continued on next page.
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9. After the account is successfully linked:
   - Select the **Linked Accounts** tab.
   - Verify the organization appears in your list of connected accounts.
   - Use **Jump to Account** to access the external organization's MyChart portal.



10. Information from linked organizations will display throughout MyChart.
    - Look for the "**e**" next to health information that originates from another organization.
    - This icon indicates that the information is being shared through a linked MyChart account.



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Epic TIP SHEET

Prime Healthcare My Chart Guide 10/01/2021

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.

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

Sign up for a MyChart account

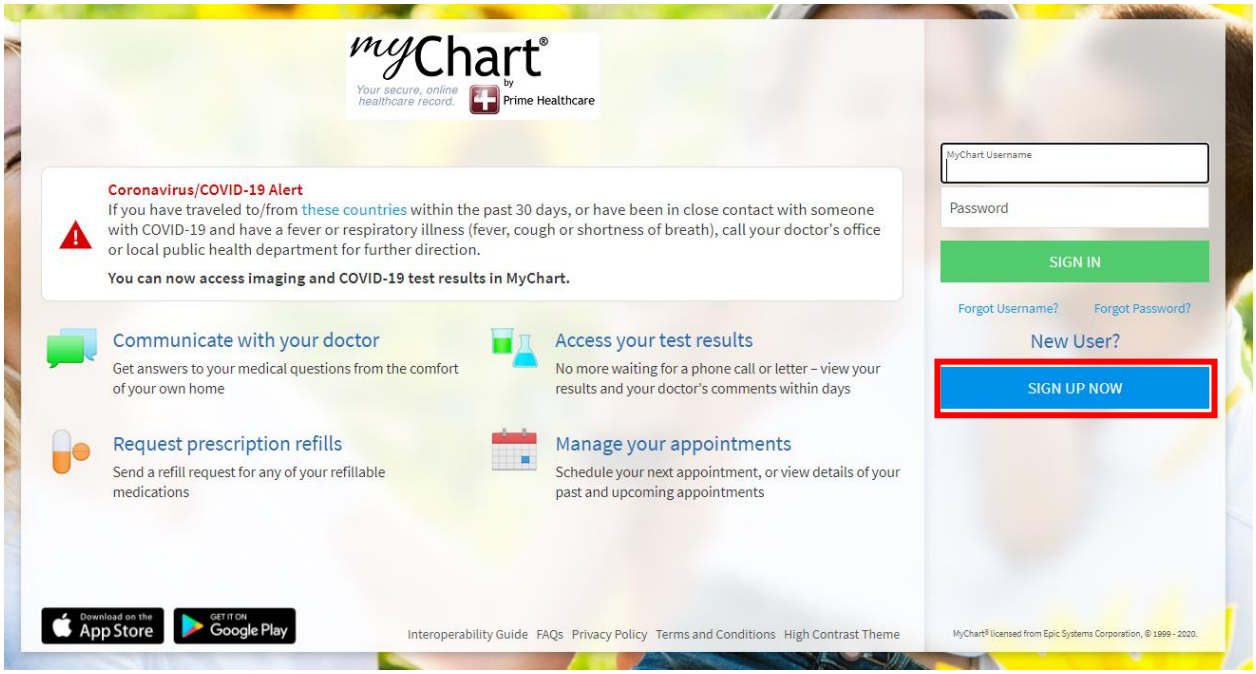
To sign up for MyChart, you must be at least 18 years old. There are several different methods of MyChart signup that might be used by different departments across the organization:

- 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 After-Visit Summary.
- You might be able to complete a paper form to request an activation code, after which you'll receive a letter in the mail with an activation code.
- 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.

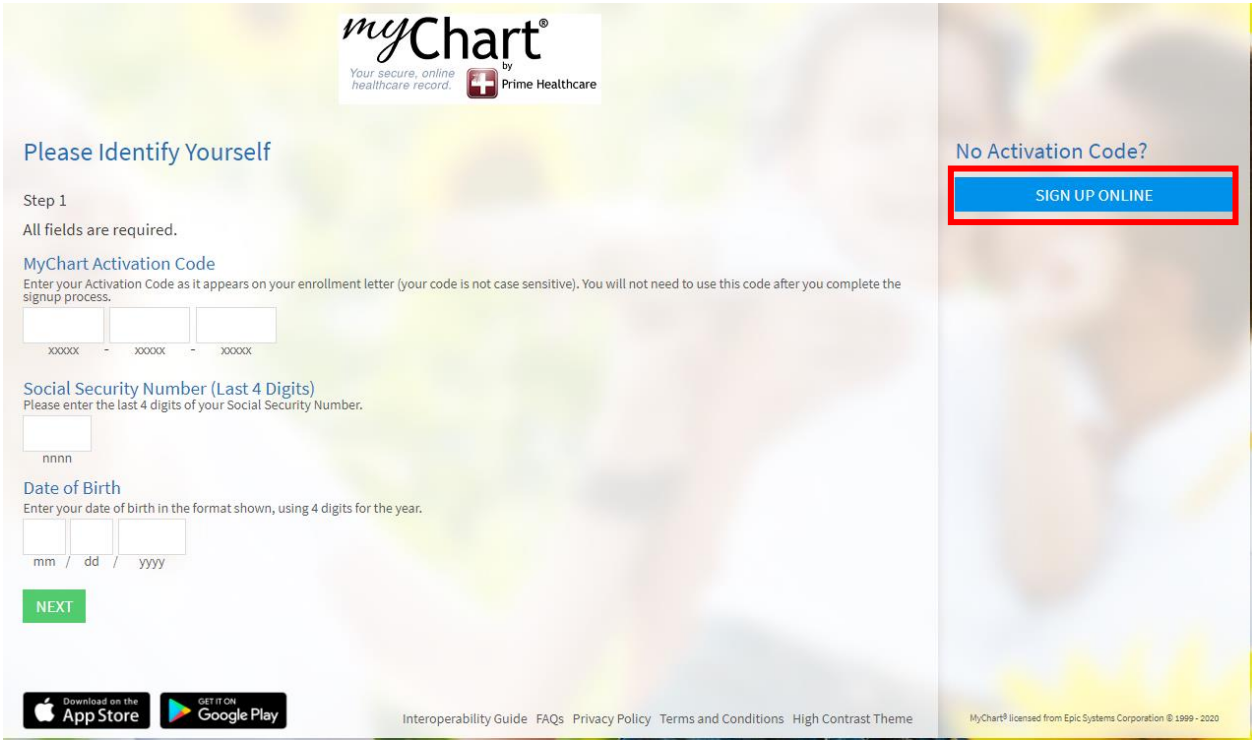
Request an activation code if you don't already have one

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

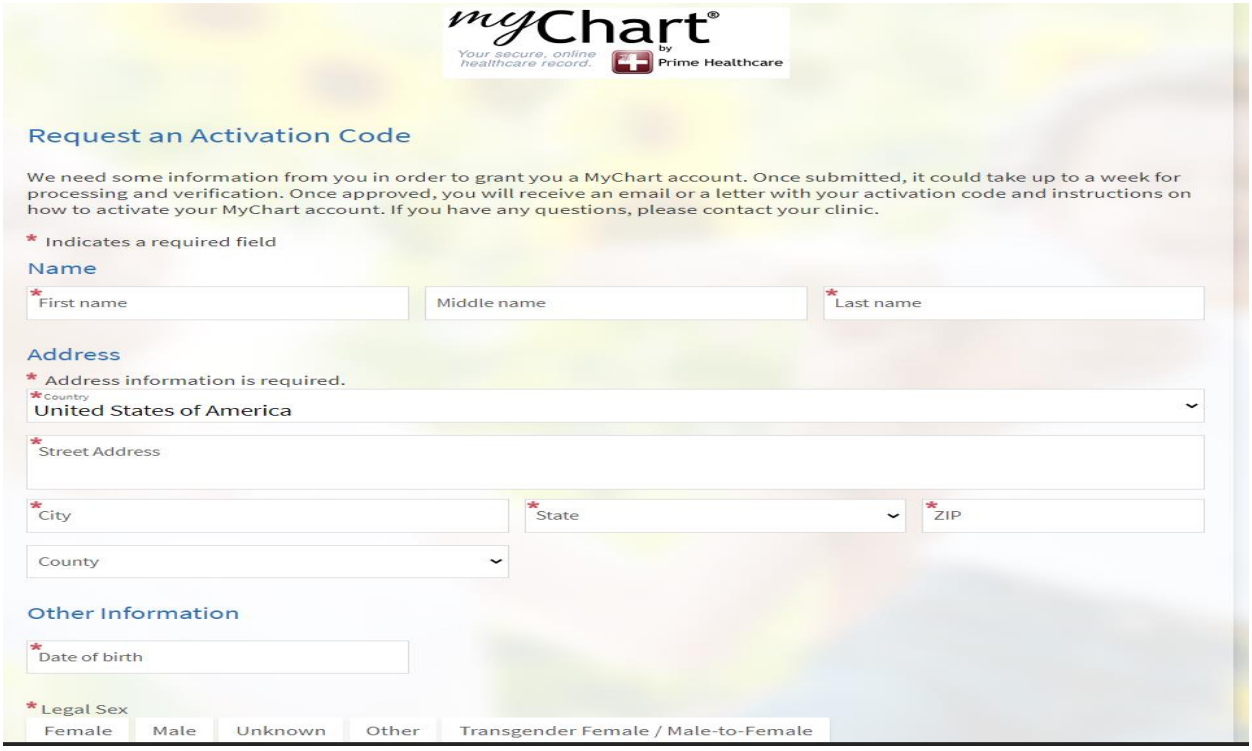
- On the MyChart login page, click **Sign Up Now** in the **New User?** section.



- Click **Sign Up Online**



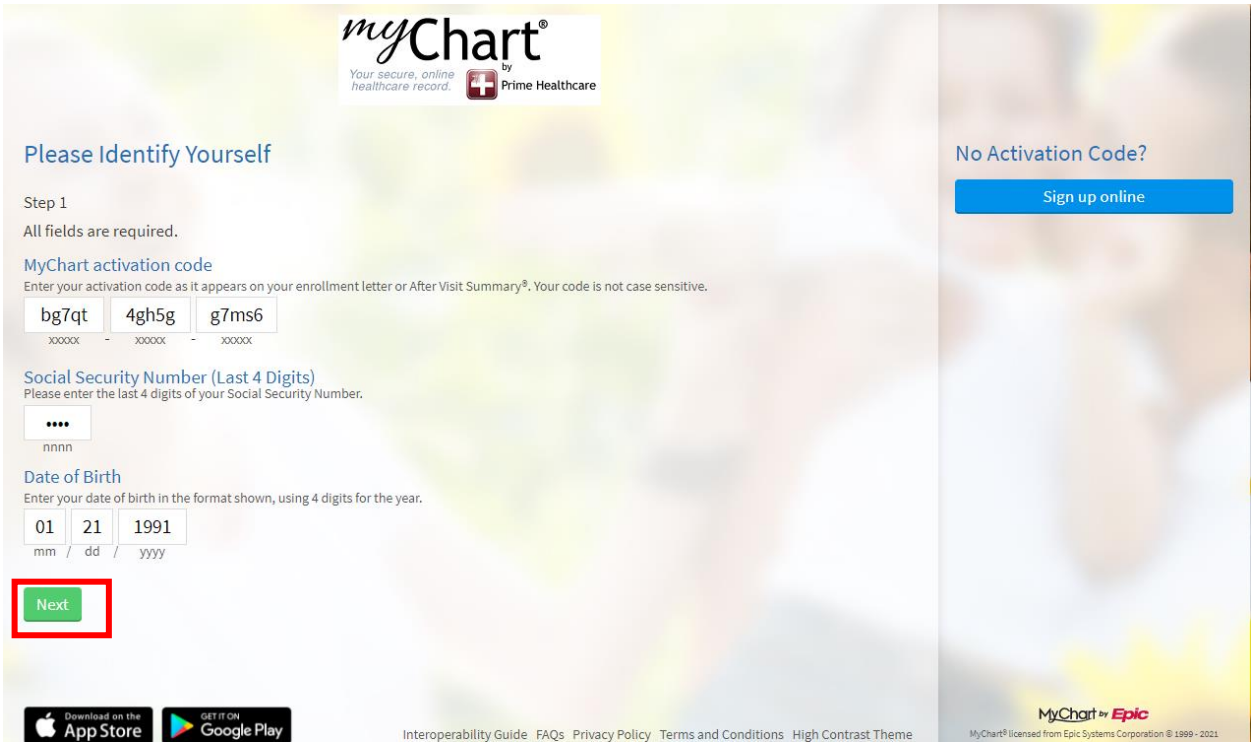
- Complete the form and have an activation code sent to your email address after processing and verification

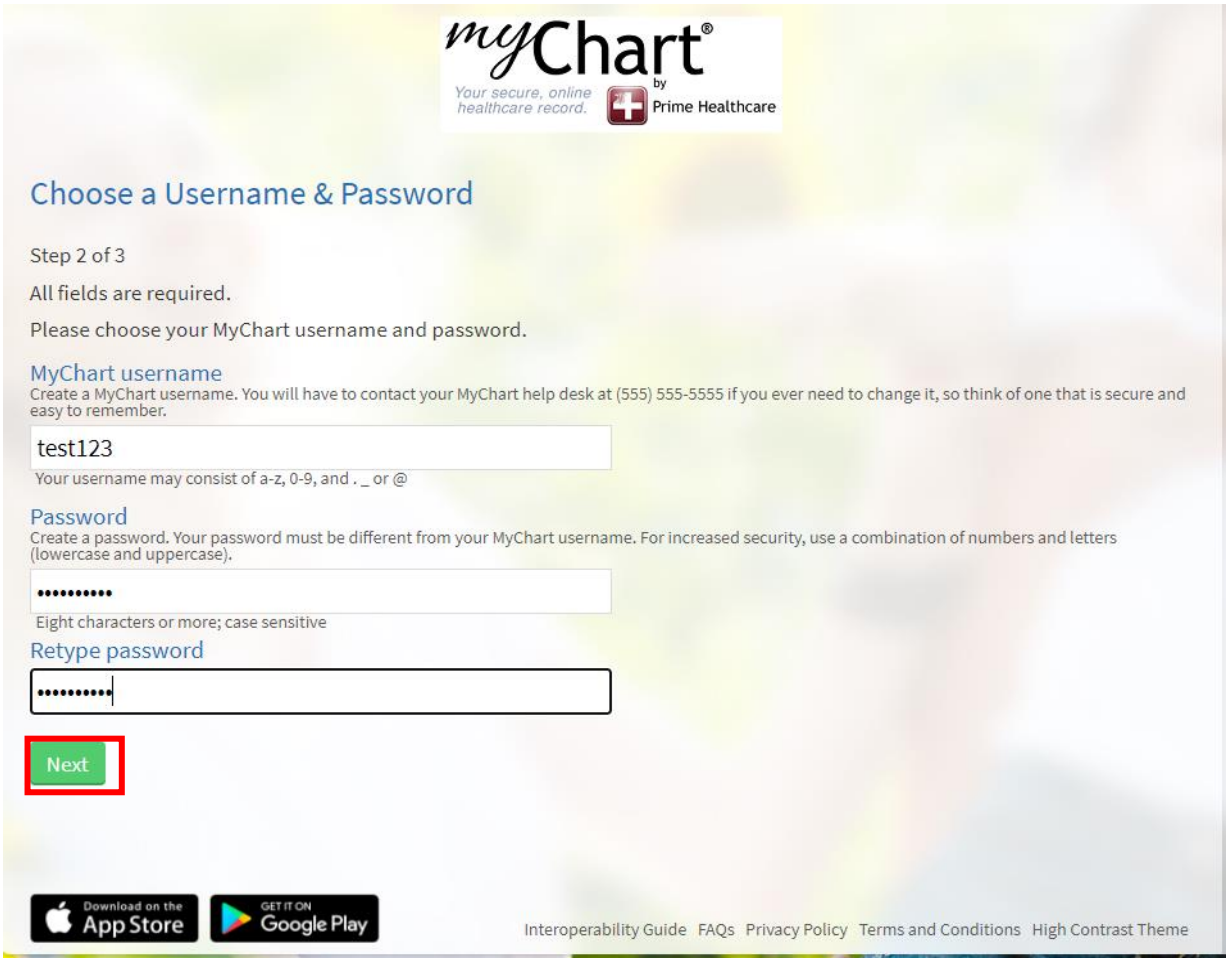


Use your activation code to sign up

After you have an activation code, you can use it to complete the MyChart signup process.

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 the last four digits of your Social Security 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 lease eight characters and must be different from your MyChart username. Choose a password that you don't use for other websites.
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.
5. Click on Sign in button.

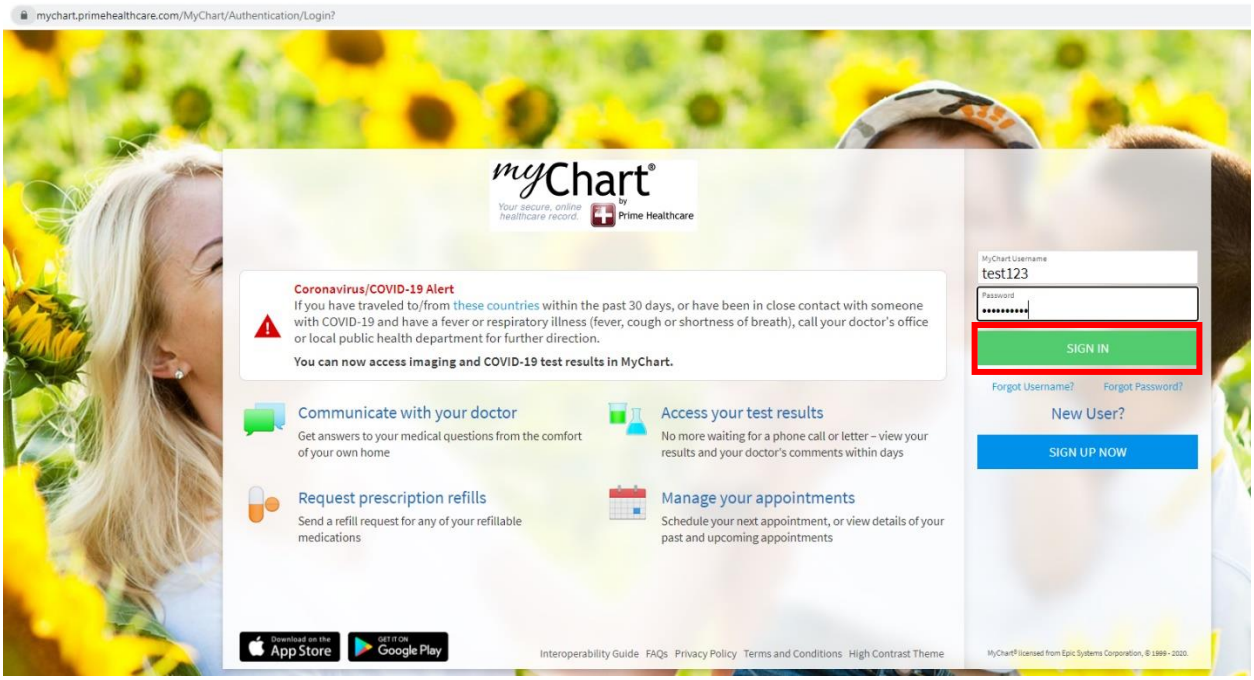

myChart®
Your secure, online healthcare record.
by Prime Healthcare
Please Identify Yourself
Step 1
All fields are required.
MyChart activation code
Enter your activation code as it appears on your enrollment letter or After Visit Summary®. Your code is not case sensitive.
bg7qt
4gh5g
g7ms6
xxxxx - xxxxx - xxxxx
Social Security Number (Last 4 Digits)
Please enter the last 4 digits of your Social Security Number.
••••
nnnn
Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.
01
21
1991
mm / dd / yyyy
Next
No Activation Code?
Sign up online
Download on the App Store
GET IT ON Google Play
Interoperability Guide FAQs Privacy Policy Terms and Conditions High Contrast Theme
MyChart by Epic
MyChart® licensed from Epic Systems Corporation © 1999 - 2021


myChart
Your secure, online healthcare record.
by
Prime Healthcare
Choose a Username & Password
Step 2 of 3
All fields are required.
Please choose your MyChart username and password.
MyChart username
Create a MyChart username. You will have to contact your MyChart help desk at (555) 555-5555 if you ever need to change it, so think of one that is secure and easy to remember.
test123
Your username may consist of a-z, 0-9, and . _ or @
Password
Create a password. Your password must be different from your MyChart username. For increased security, use a combination of numbers and letters (lowercase and uppercase).
Eight characters or more; case sensitive
Retype password
Next
Download on the App Store
GET IT ON Google Play
Interoperability Guide
FAQs
Privacy Policy
Terms and Conditions
High Contrast Theme


myChart®
Your secure, online healthcare record.
by Prime Healthcare
Step 3 of 3
Enable email notifications?
When new information is available (such as test results or messages), we will send a notification to your email address.
Yes
No
Email address
Your email address will be used only for notifications. We will not share your email address with anyone.
no@m.com
Example: chris@company.com
Retype email address
no@m.com
Enable text message notifications?
When new information is available (such as test results or messages), we will send a text notification to your mobile phone.
Yes
No
Mobile phone number
Your mobile phone number will be used for notifications only. We will not share your mobile phone number with anyone.
Example: 555-555-5555
Retype mobile phone number
Sign in
Download on the App Store
GET IT ON Google Play
Interoperability Guide
FAQs
Privacy Policy
Terms and Conditions
High Contrast Theme

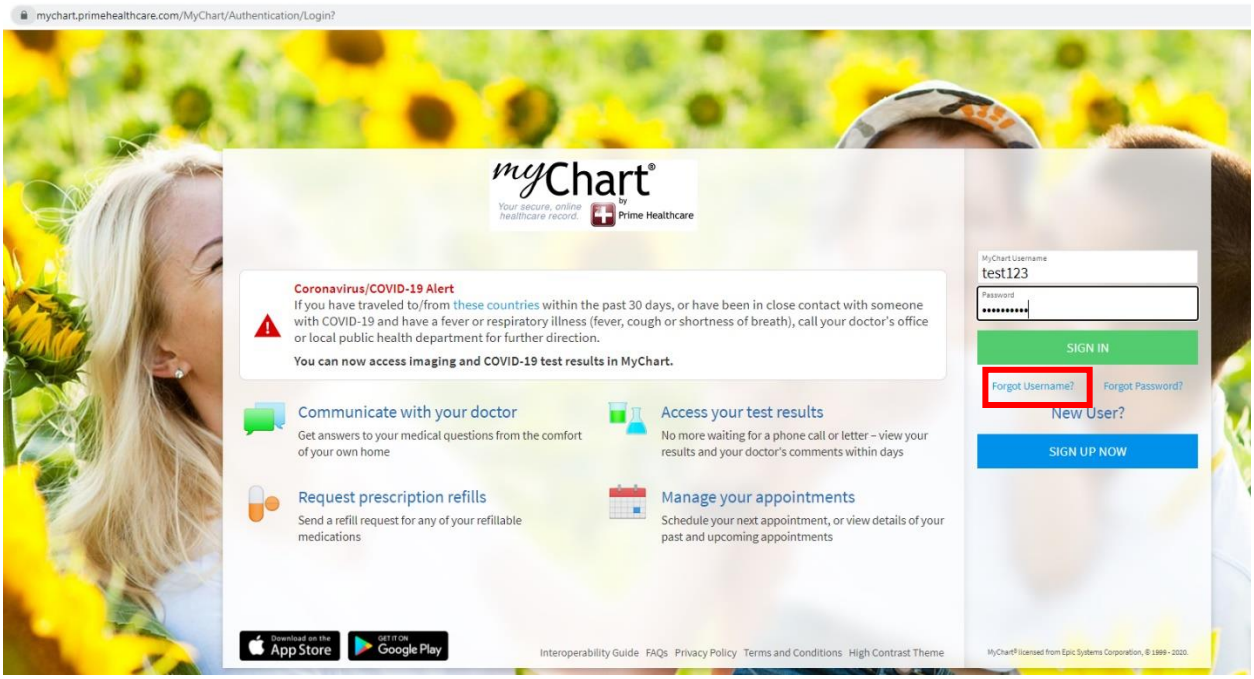
Log in to MyChart

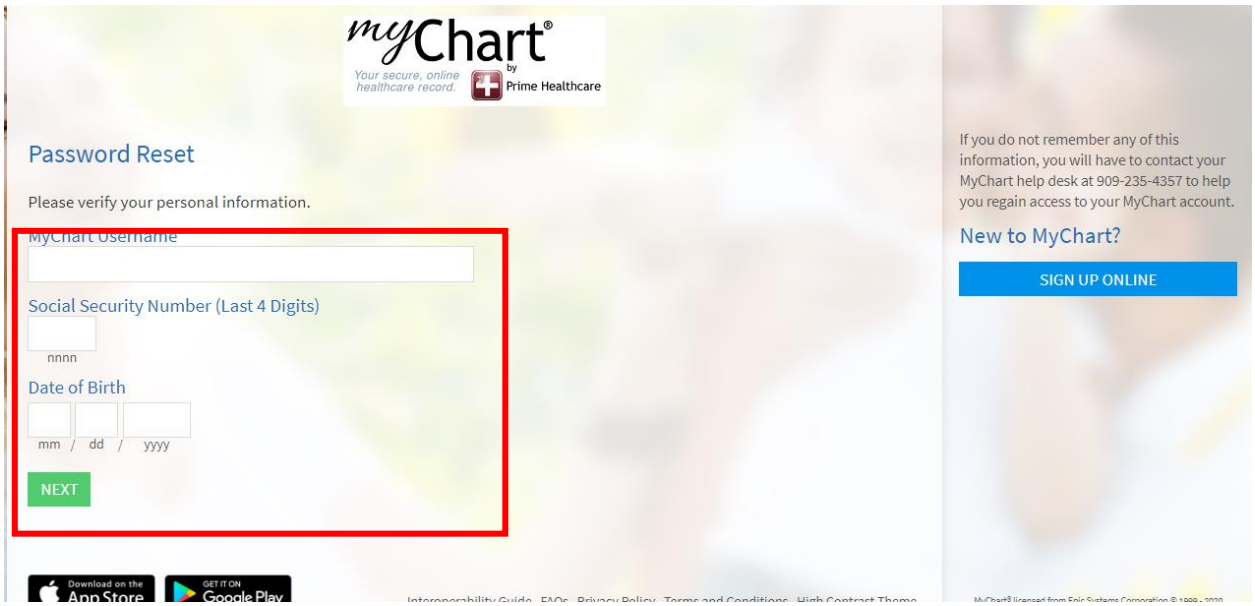
1. In your web browser, enter **https://mychart.primehealthcare.com** and access the login page.
2. Enter your MyChart username and password.
3. Click **Sign In**.



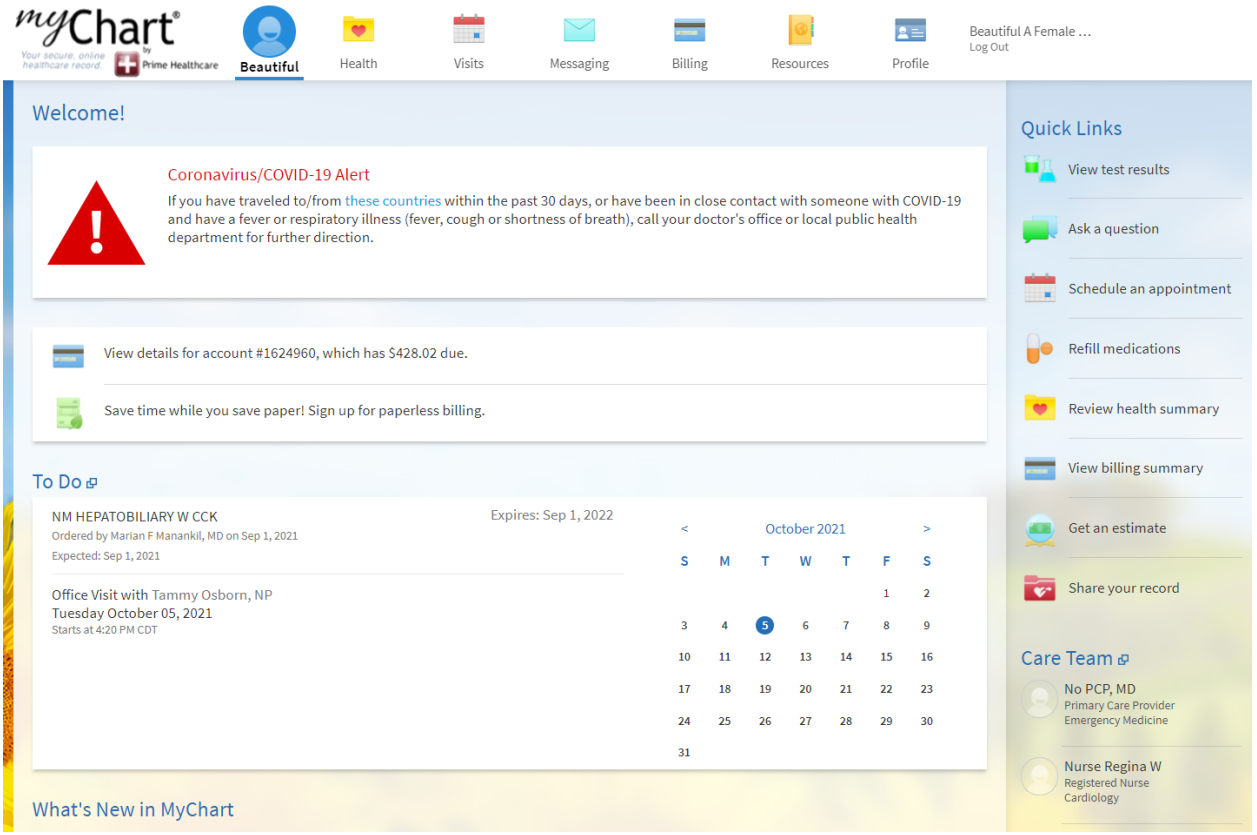
What if I forget my MyChart ID or password?

Click the **Forgot Password?** link below the password field for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, email us at **MyChartHelp@Primehealthcare.com** or call our MyChart Patient Support Line at 844-237-7463.





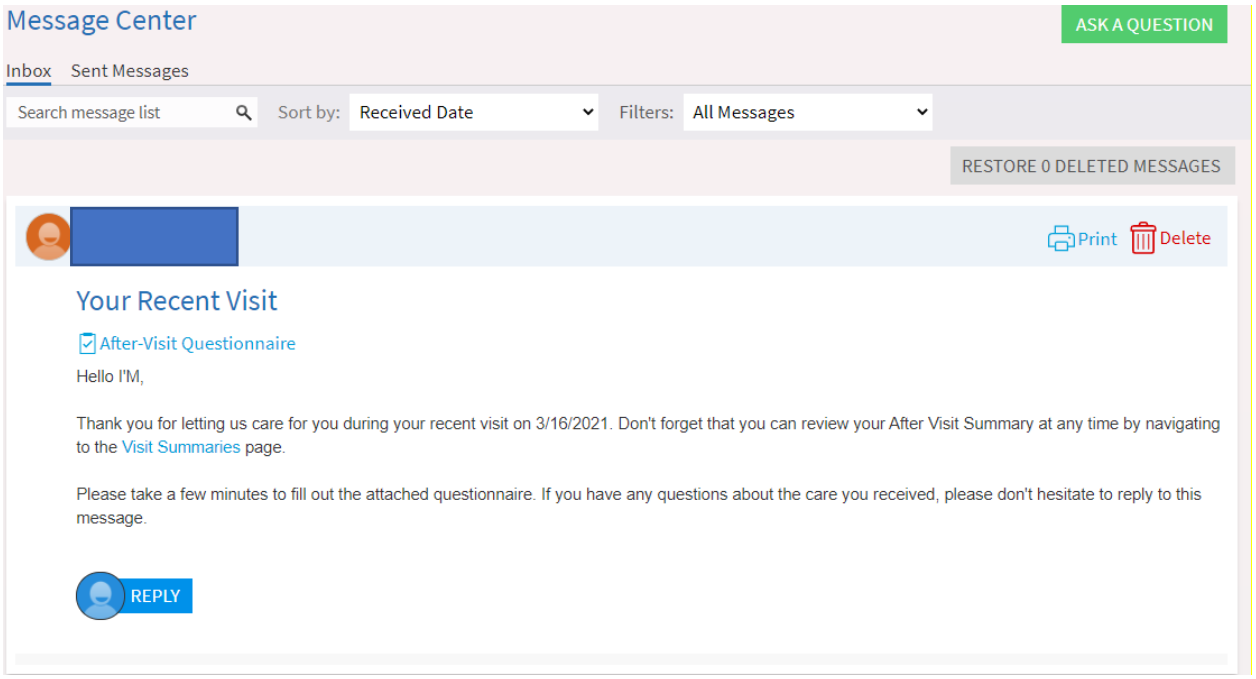
My chart Home Page



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). Click the message you want to read. From here, you can reply to the message or delete it.

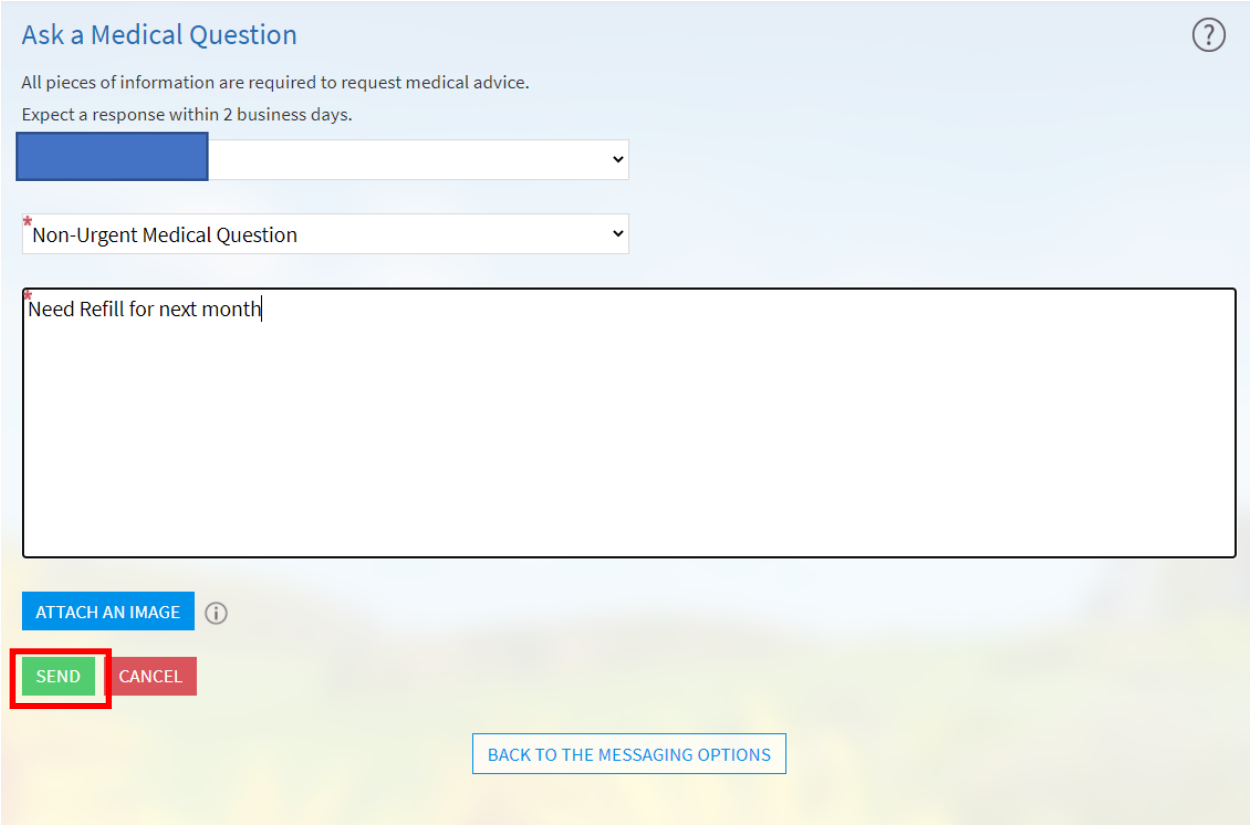


Ask your doctor for medical advice

If you have a **non-urgent** medical question, you can send a message to your doctor's staff members. **FOR MEDICAL EMERGENCIES, PLEASE DIAL 911.** Your **non-urgent** message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Get Medical Advice 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.

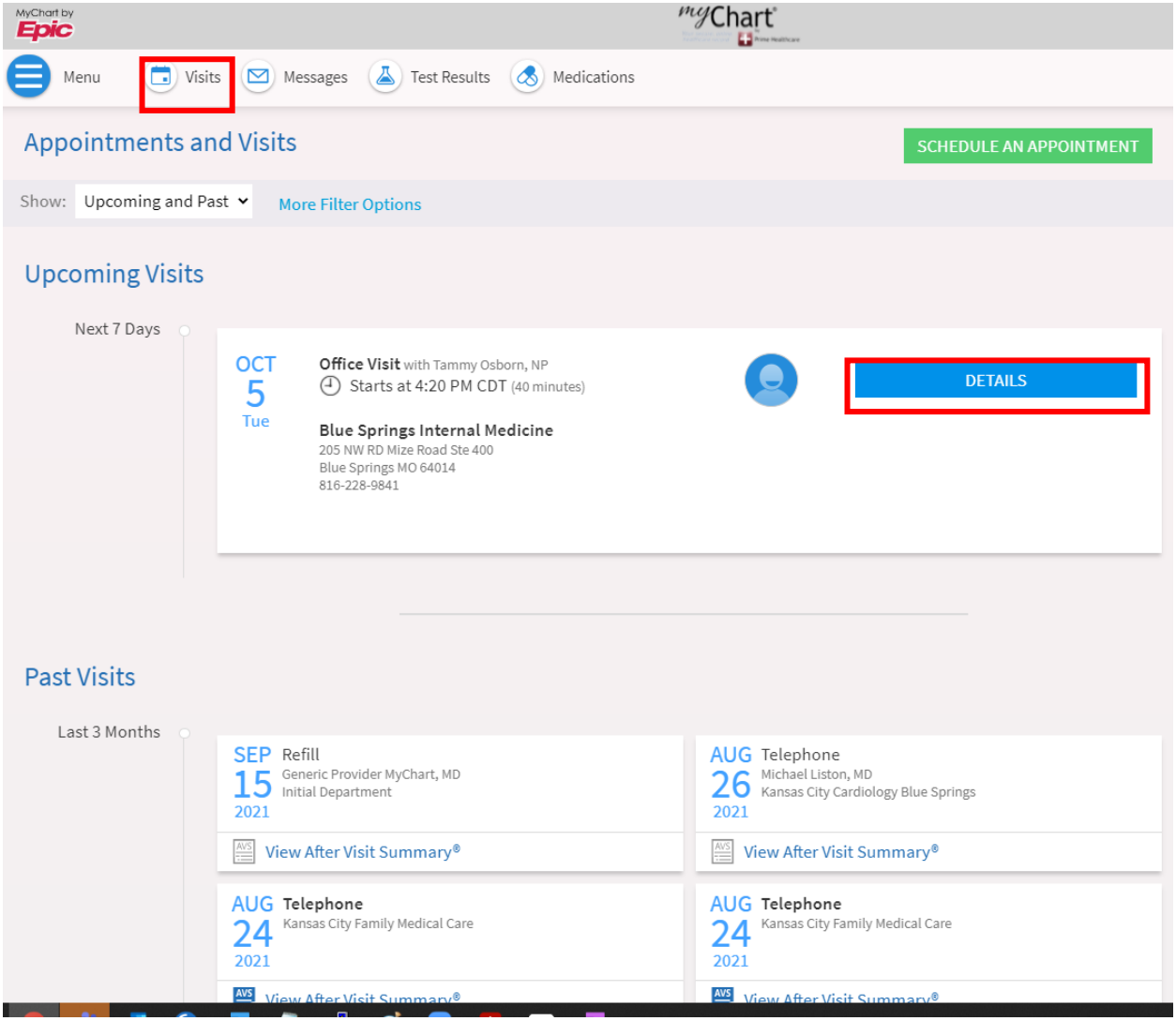
1. Go to Messaging > Ask a Question > New Medical Question.
2. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
3. Click **Non-Urgent Medical Question**.
4. Enter your medical question in the text box.
5. When you are finished, click **Send**.



Visits

View your After Visit Summary for a past appointments or admission

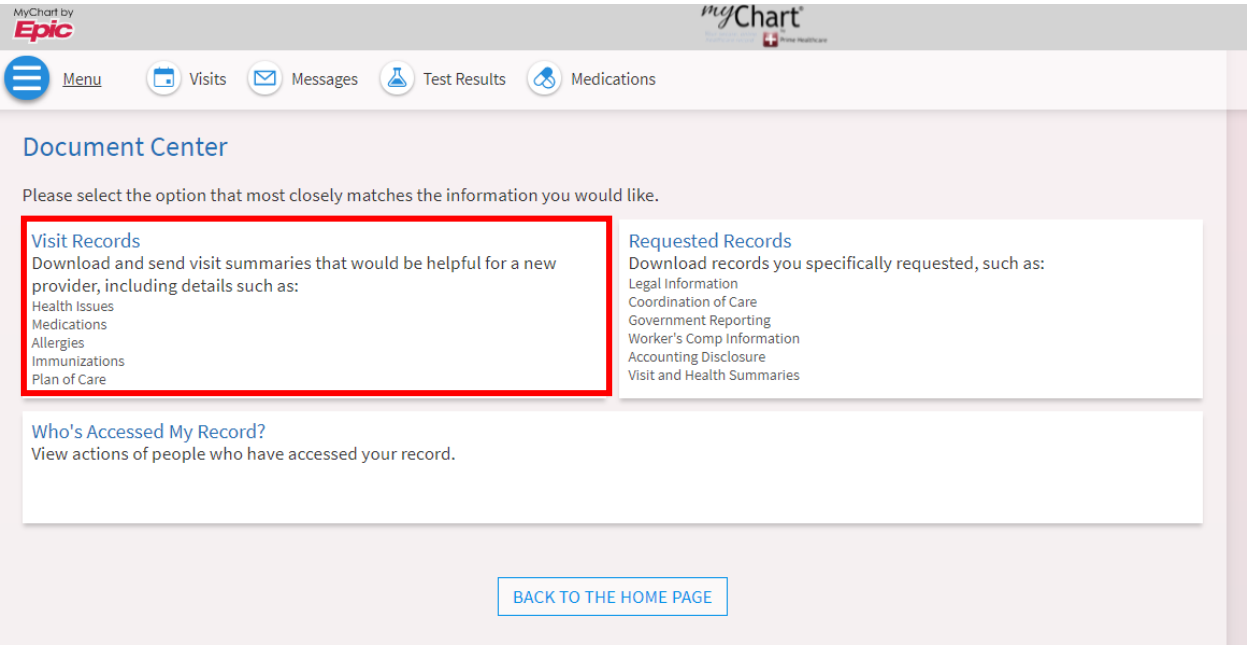
To access a visit summary for previous appointments in MyChart, go to **Visits > Appointments and Visits** and select the appointment you want to review. This feature might be helpful if you've lost the summary or patient instructions from your last visit, or if you want to review the procedures that were performed.

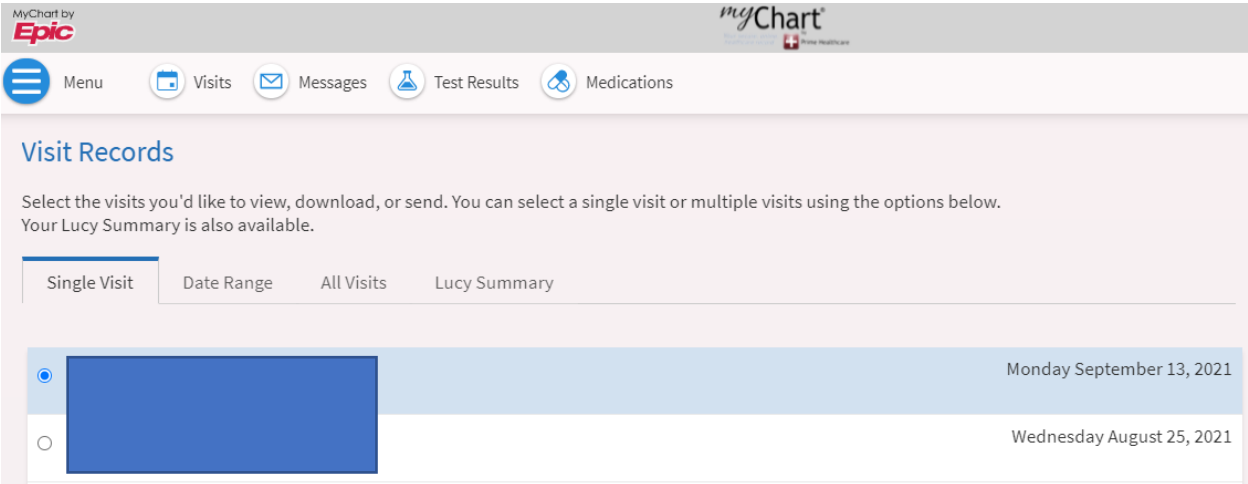


Request Records

To save a copy of a visit summary for your own records, download it by clicking the **My Record tab** > Document Center

Click Visit Records.



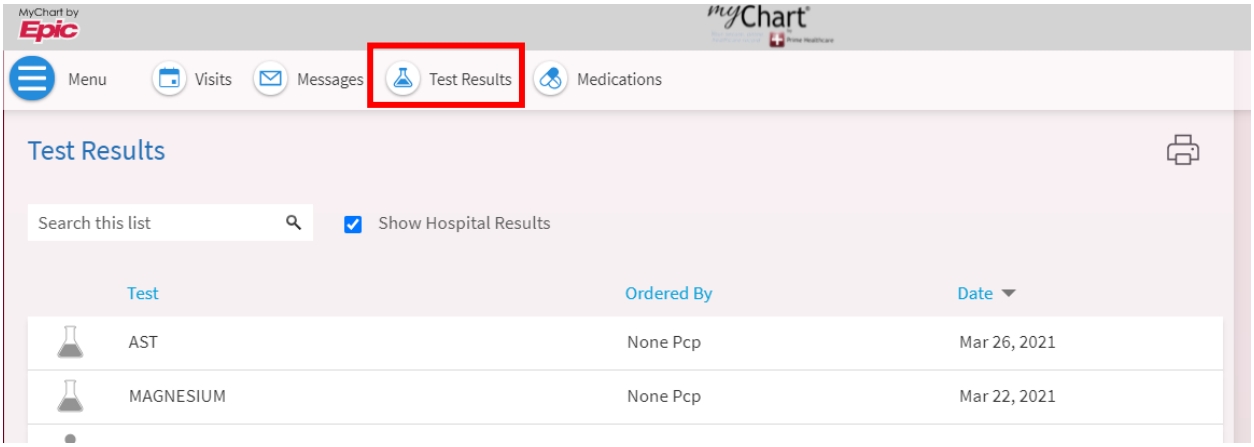


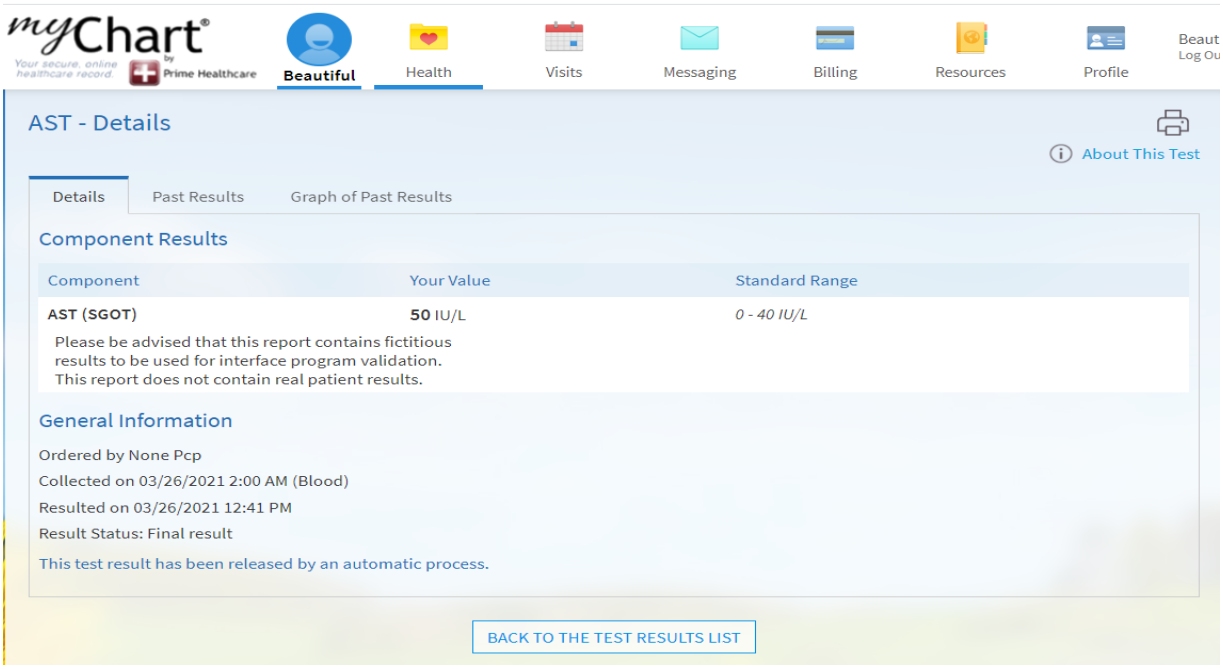
My Medical Record

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 **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.





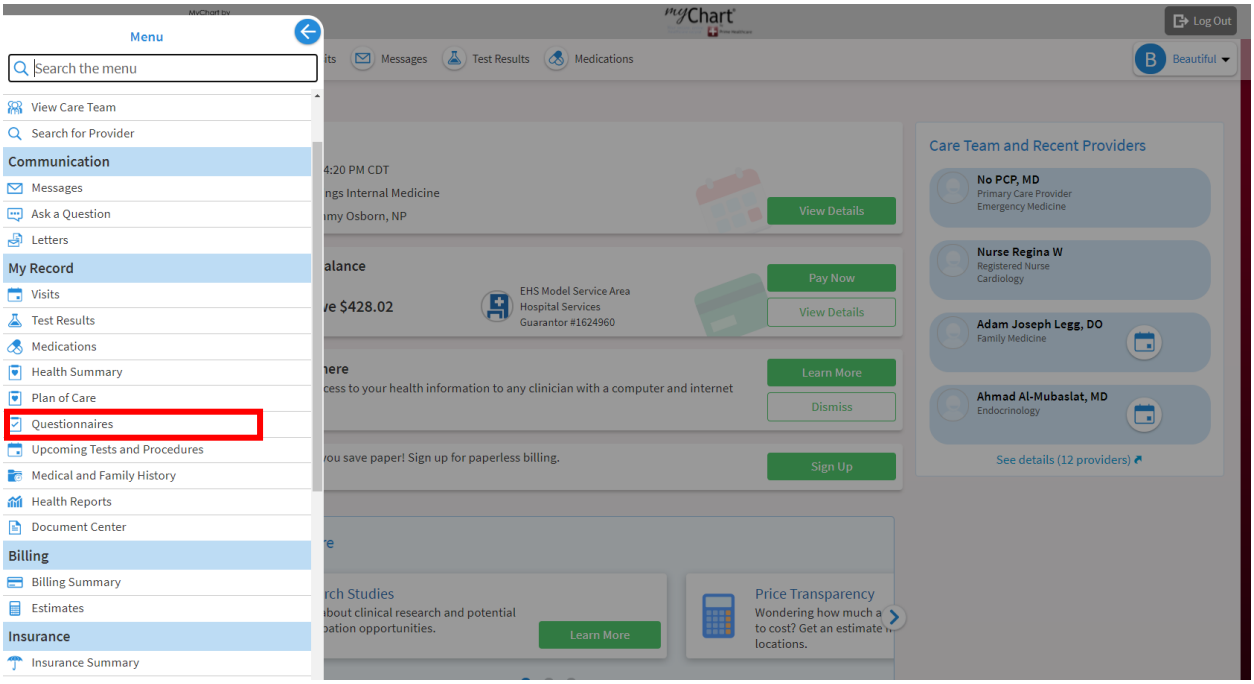
Respond to questionnaires from your clinic

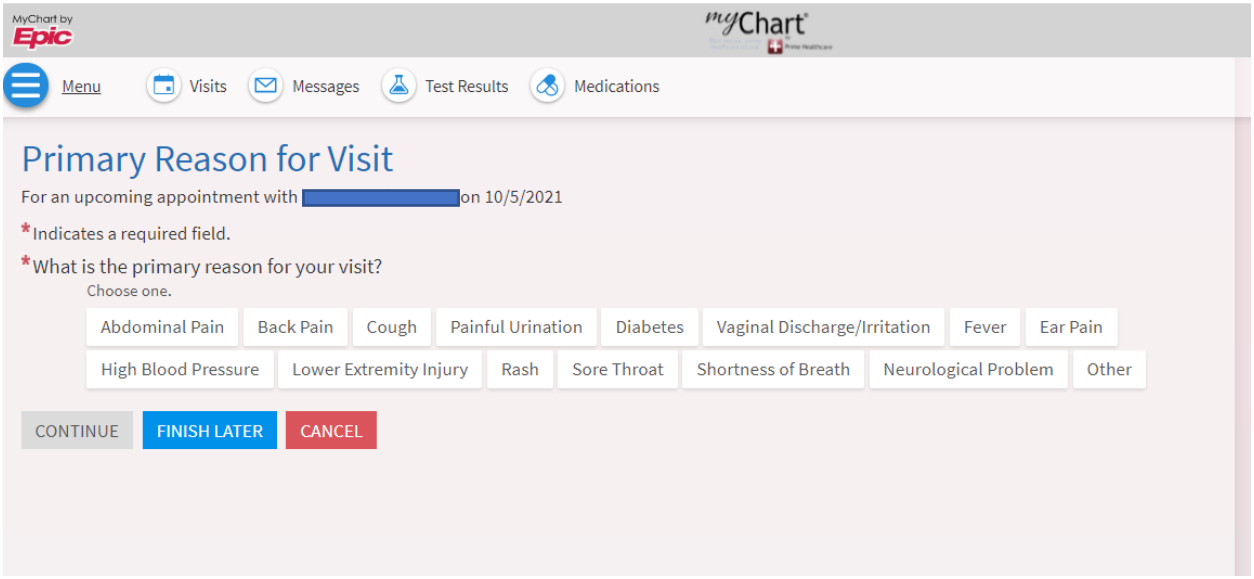
Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic.

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

- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Upcoming Appointments**. Select the appointment and 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 **Save and Quit** to save your progress. You can come back to the questionnaire later to finish and submit it.



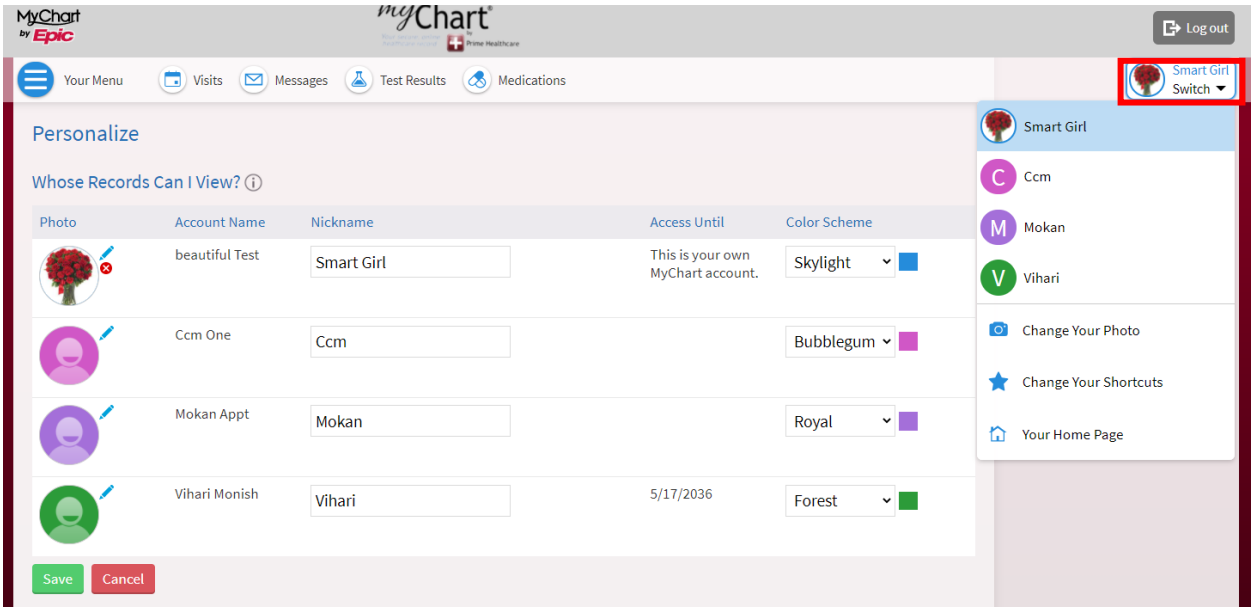

MyChart by Epic
myChart
Menu
Visits
Messages
Test Results
Medications
Primary Reason for Visit
For an upcoming appointment with [redacted] on 10/5/2021
*Indicates a required field.
*What is the primary reason for your visit?
Choose one.
Abdominal Pain
Back Pain
Cough
Painful Urination
Diabetes
Vaginal Discharge/Irritation
Fever
Ear Pain
High Blood Pressure
Lower Extremity Injury
Rash
Sore Throat
Shortness of Breath
Neurological Problem
Other
CONTINUE
FINISH LATER
CANCEL

Family Access

Access a family member's record

After you've received permission, you can view you're a family member's records by clicking the drop down in the right corner.

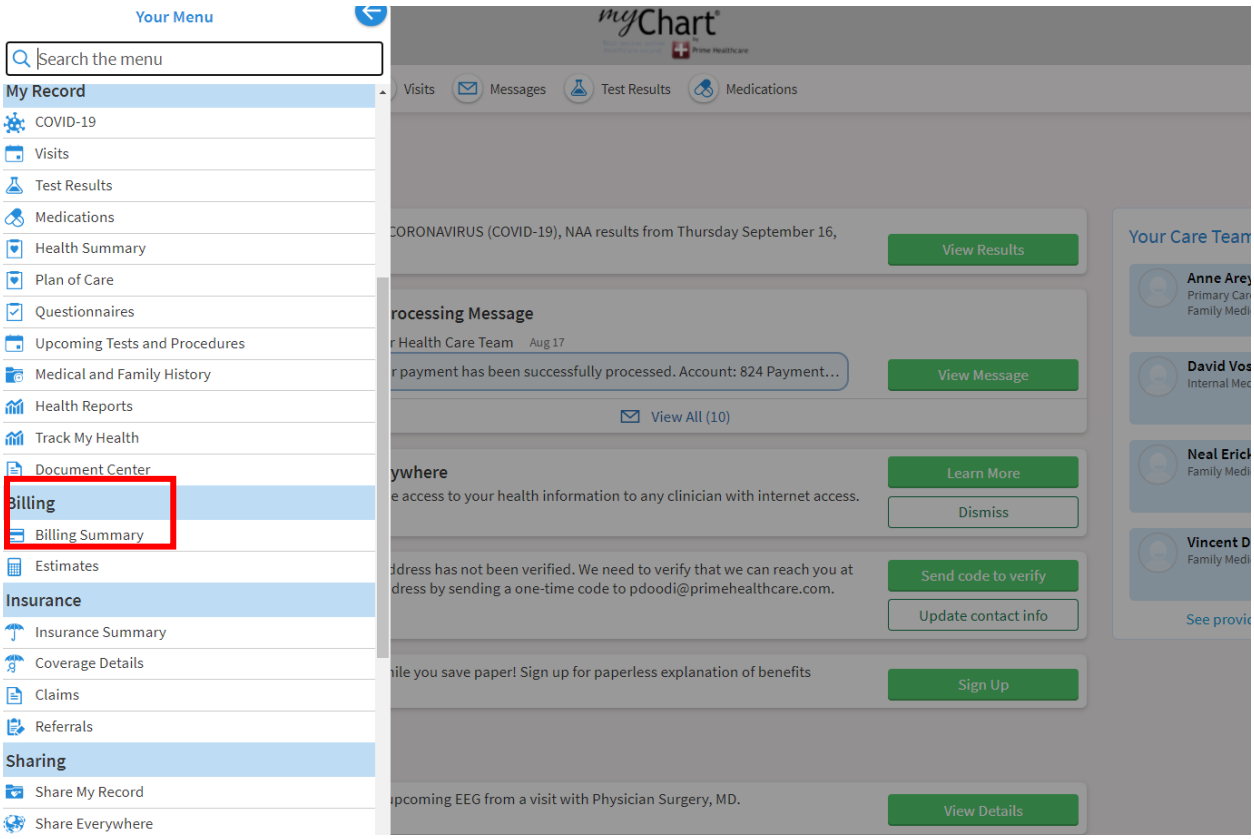
After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.



Billing and Insurance

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. Here, you'll see all of your accounts with links to individual statements and bill payment features. To view additional information about an account, click the **See Account Detail** link.



Billing for Reshma Test

Physician and Hospital Services for Guarantor #824

Overview | Details | Payments | Communications

Visit Accounts

Show all details

Visit Accounts on Payment Plan

Nov 12 2019

Office Visit at Blue Springs Internal Medicine
Physician Services
Provider: Lin Clark, MD
Patient: beautiful Test
Account #3474

Billed	$59.00
You Paid	-$2.00
Discounted	-$29.50
Your Balance	**$27.50**

Detailed Account Information

OFFICE/OUTPATIENT ESTABLISHED MINIMAL PROBLEM(S) - 99211 (CPT®)	$59.00
Payments and Adjustments	
DISCOUNT (SELF-PAY, UNINSURED) - Nov 12, 2019	-$29.50
MYCHART/WELCOME PMT - Aug 13, 2021	-$1.00
MYCHART/WELCOME PMT - Aug 17, 2021	-$1.00

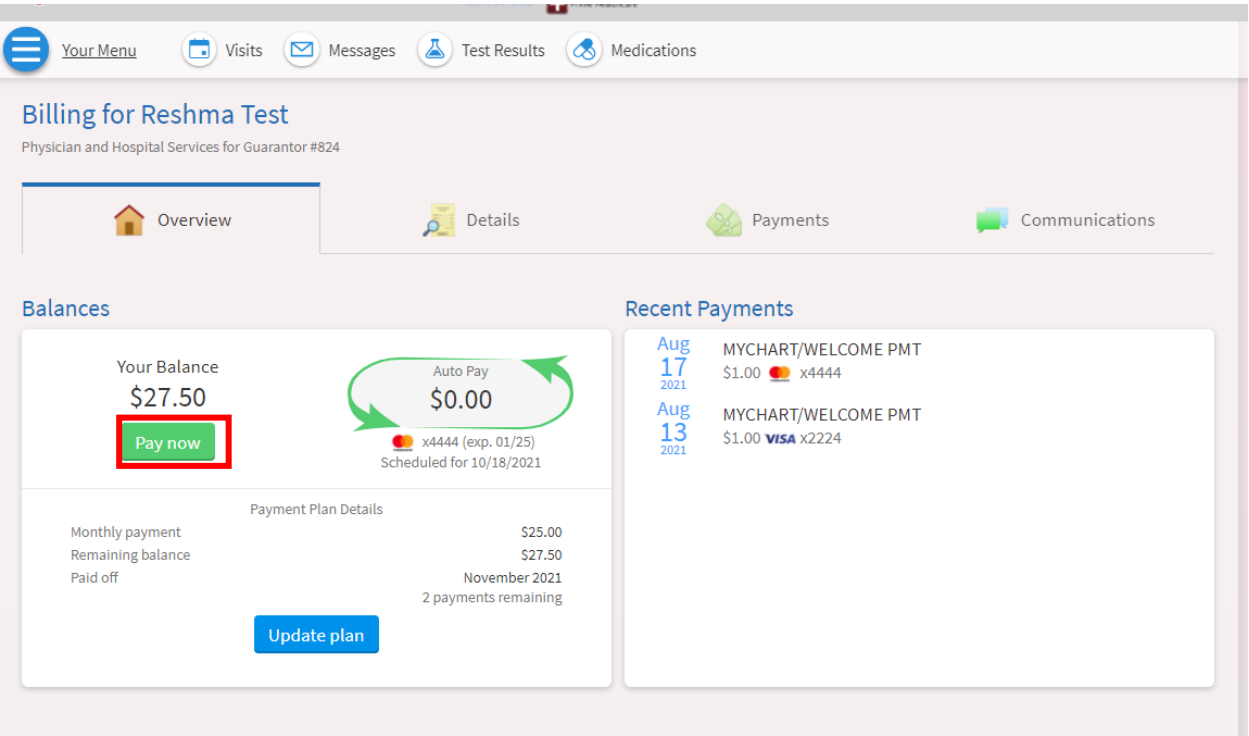
Hide details

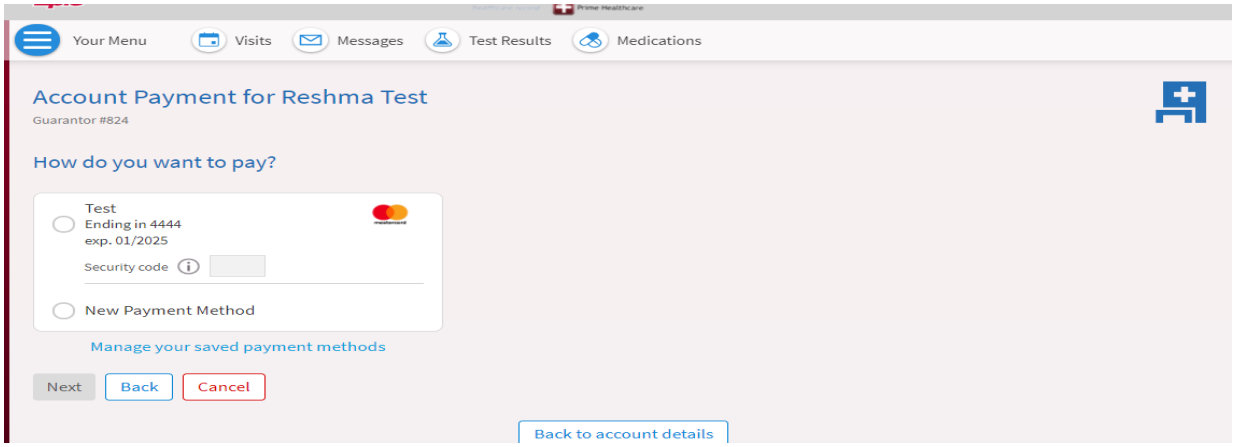
Your total balance of visit accounts on a payment plan: **$27.50**

Make a payment

When you have an outstanding account balance, you can make a payment directly through MyChart.

1. Go to **Billing > Billing Summary**.
2. Click **Pay now.**
3. Enter the amount to pay along with your credit card information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.





Preferences and Administrative Features

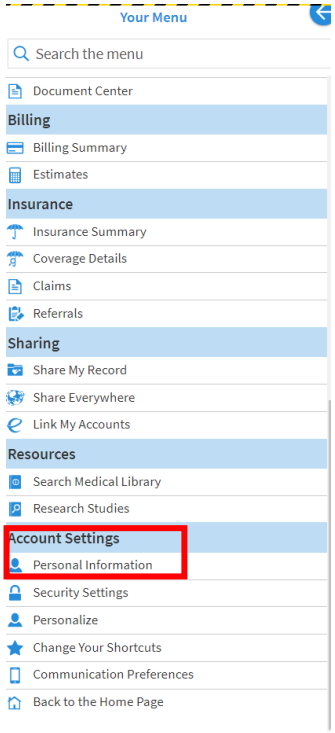
Update your personal information

You can update your address, phone number, or email address at any time so that your clinic always has the most up-to-date information in your record.

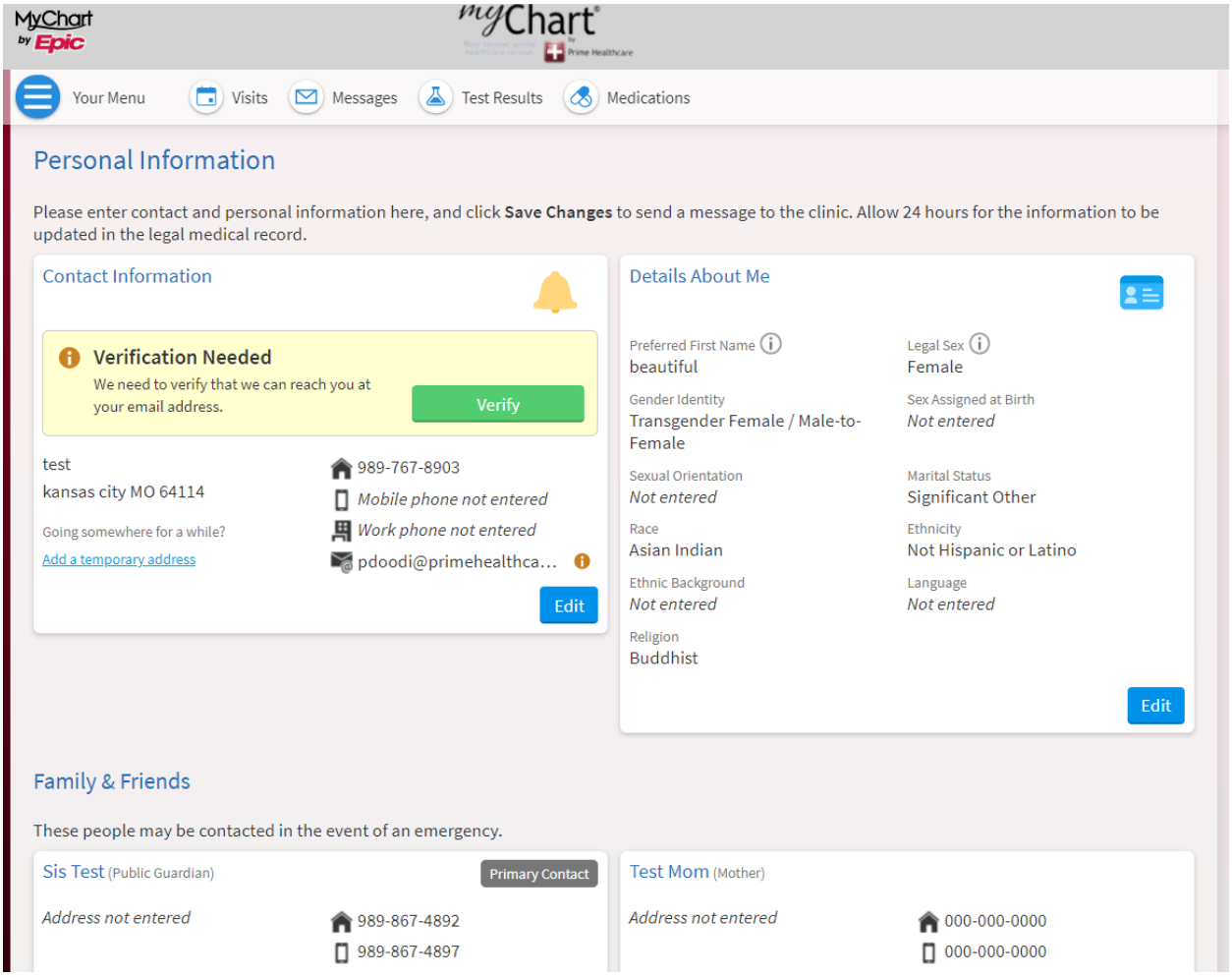
1. Go to Account Settings > Personal information.
2. Enter the new information and click **Accept Changes**.
3. Confirm that your updated information is correct, and then click

Submit Changes. Your updated information is sent to your clinic and

will be updated accordingly.

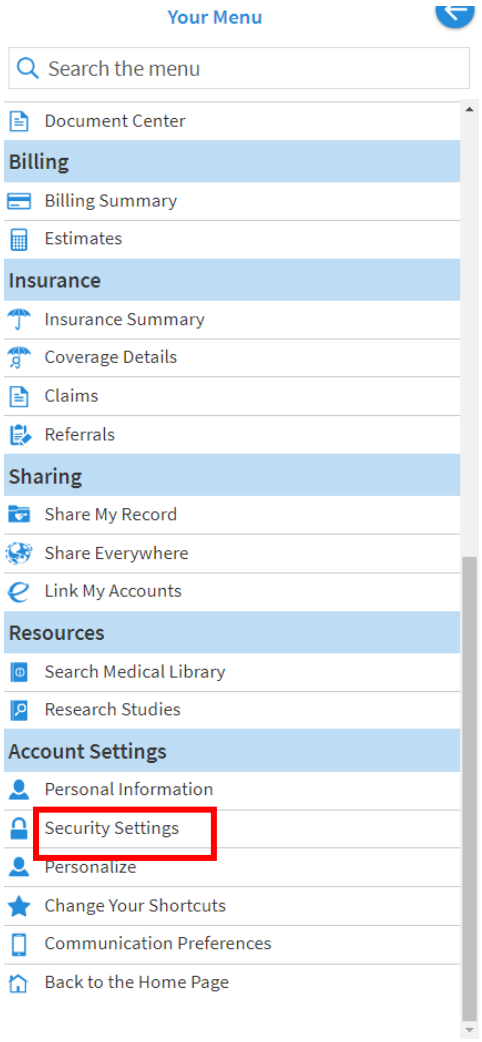


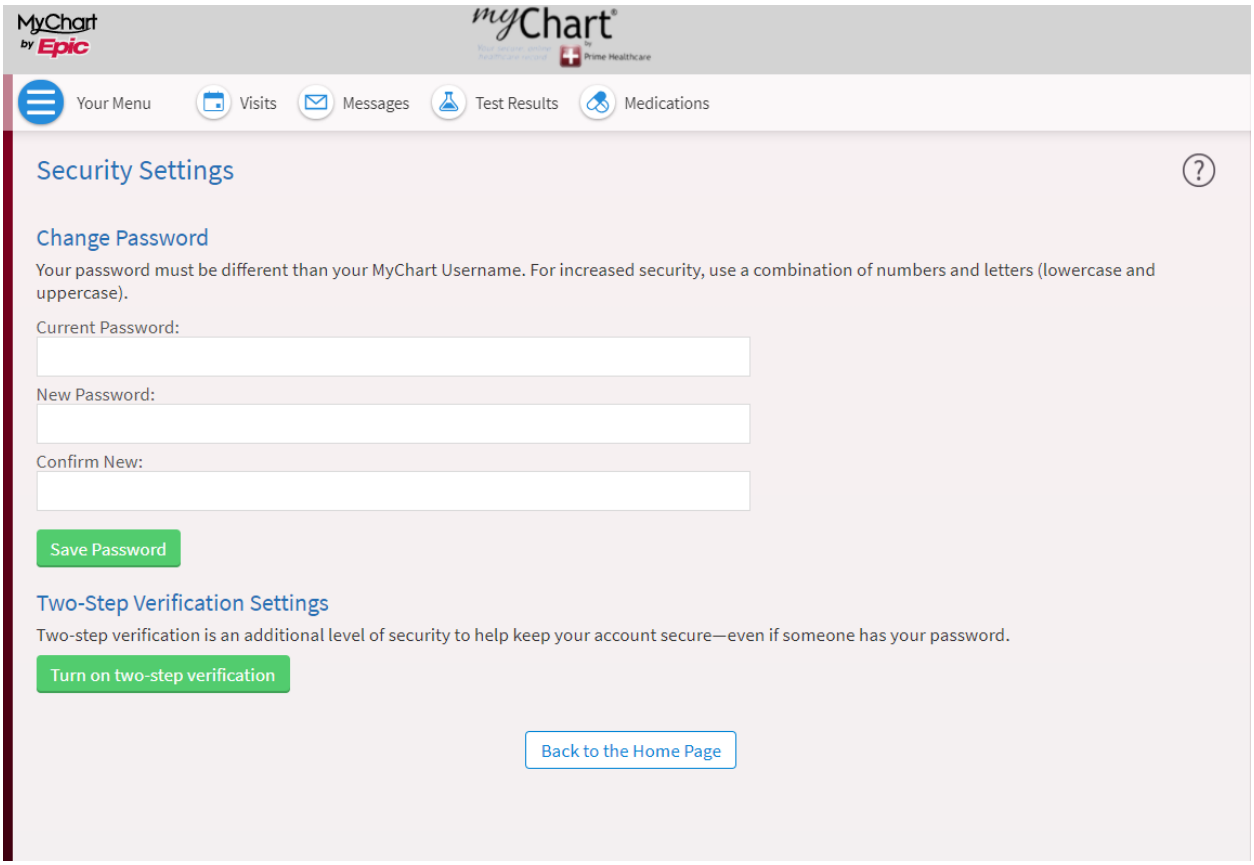
Registraion


MyChart by Epic
myChart
Your Menu
Visits
Messages
Test Results
Medications
Personal Information
Please enter contact and personal information here, and click Save Changes to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.
Contact Information
Verification Needed
We need to verify that we can reach you at your email address.
Verify
test
kansas city MO 64114
Going somewhere for a while?
Add a temporary address
989-767-8903
Mobile phone not entered
Work phone not entered
pdoodi@primehealthca...
Edit
Details About Me
Preferred First Name
beautiful
Legal Sex
Female
Gender Identity
Transgender Female / Male-to-Female
Sex Assigned at Birth
Not entered
Sexual Orientation
Not entered
Marital Status
Significant Other
Race
Asian Indian
Ethnicity
Not Hispanic or Latino
Ethnic Background
Not entered
Language
Not entered
Religion
Buddhist
Edit
Family & Friends
These people may be contacted in the event of an emergency.
Sis Test (Public Guardian)
Primary Contact
Address not entered
989-867-4892
989-867-4897
Test Mom (Mother)
Address not entered
000-000-0000
000-000-0000

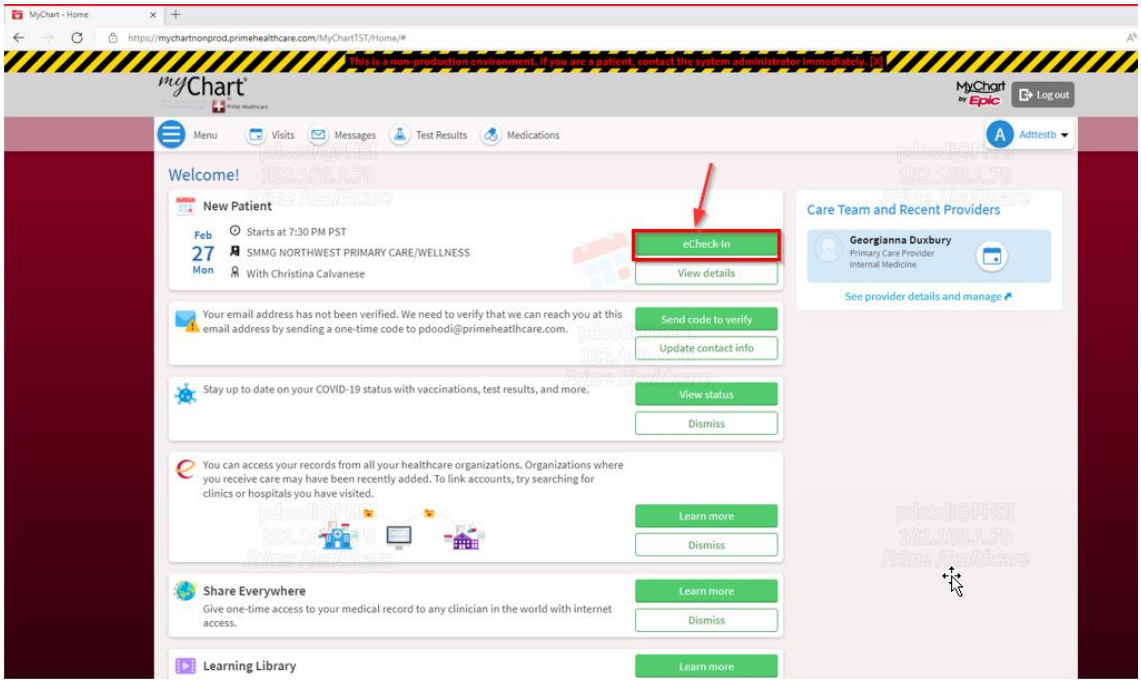
Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Account Settings > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.

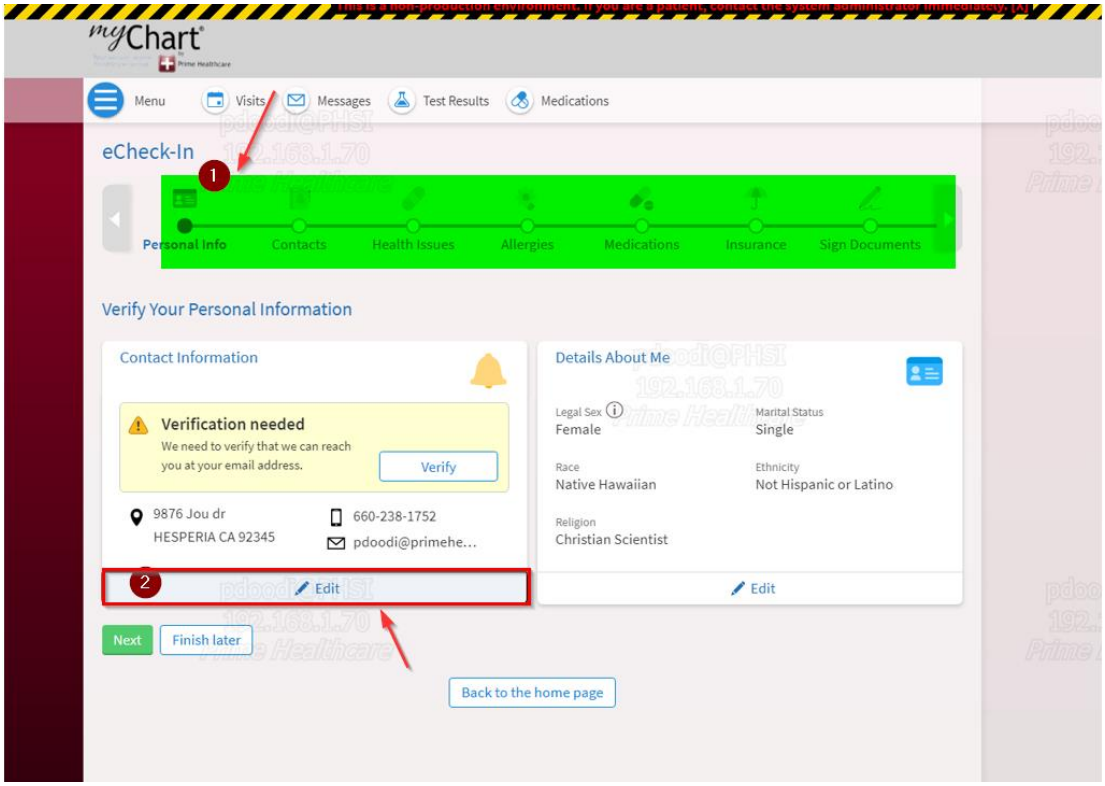



MyChart by Epic
myChart
Prime Healthcare
Your Menu
Visits
Messages
Test Results
Medications
Security Settings
Change Password
Your password must be different than your MyChart Username. For increased security, use a combination of numbers and letters (lowercase and uppercase).
Current Password:
New Password:
Confirm New:
Save Password
Two-Step Verification Settings
Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.
Turn on two-step verification
Back to the Home Page

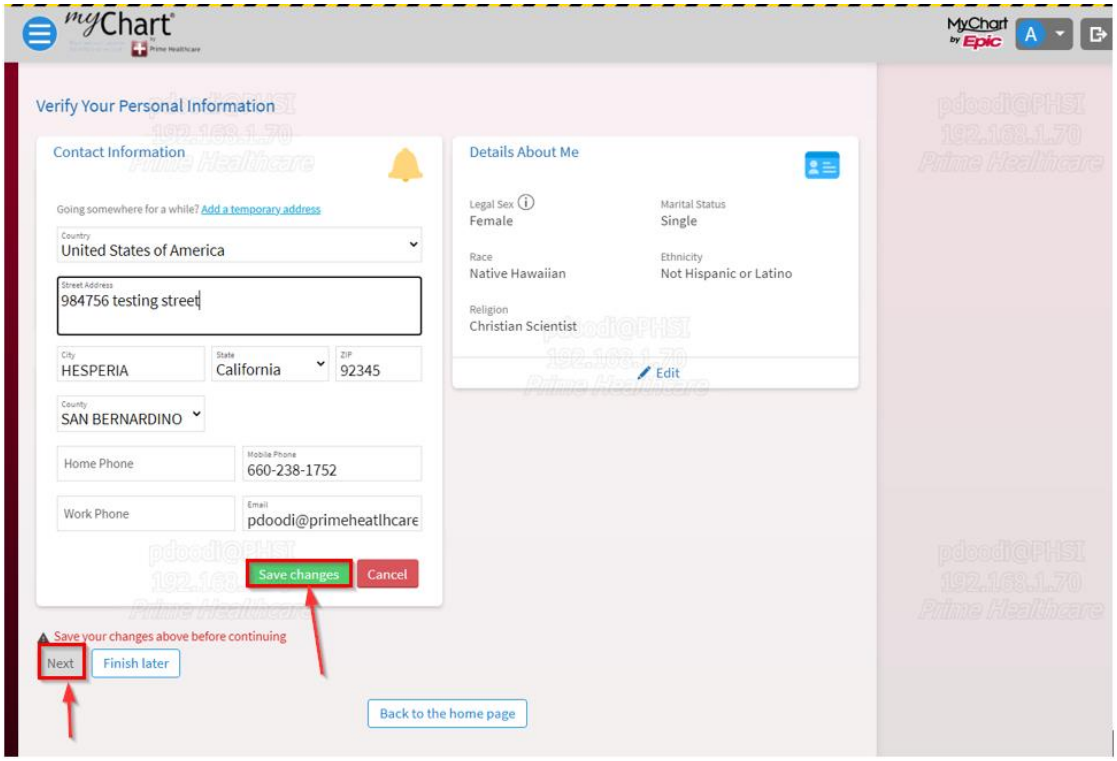
1.After logging into MyChart Portal through link, eCheck In activity will be available on home page. Click on eCheck In.



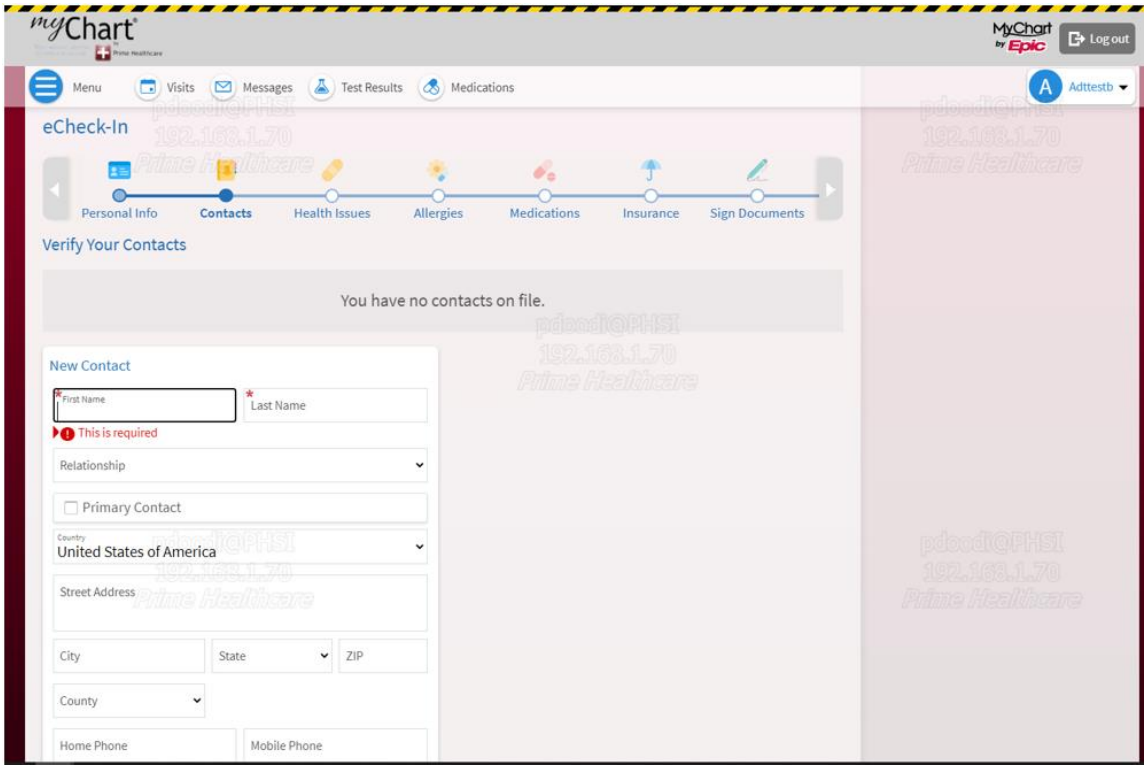
2.You will be able to see series of Events(1). Click on edit(2) to make changes to your address.



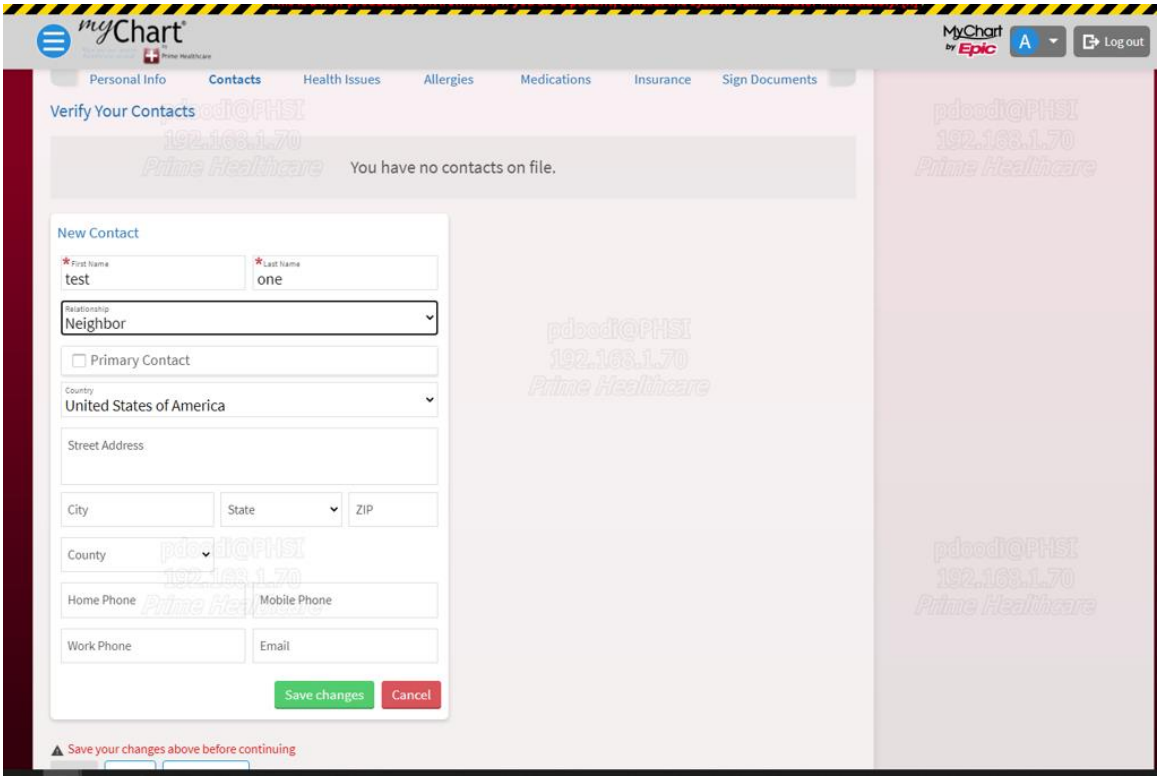
3.Click on Save Changes and go to Next.



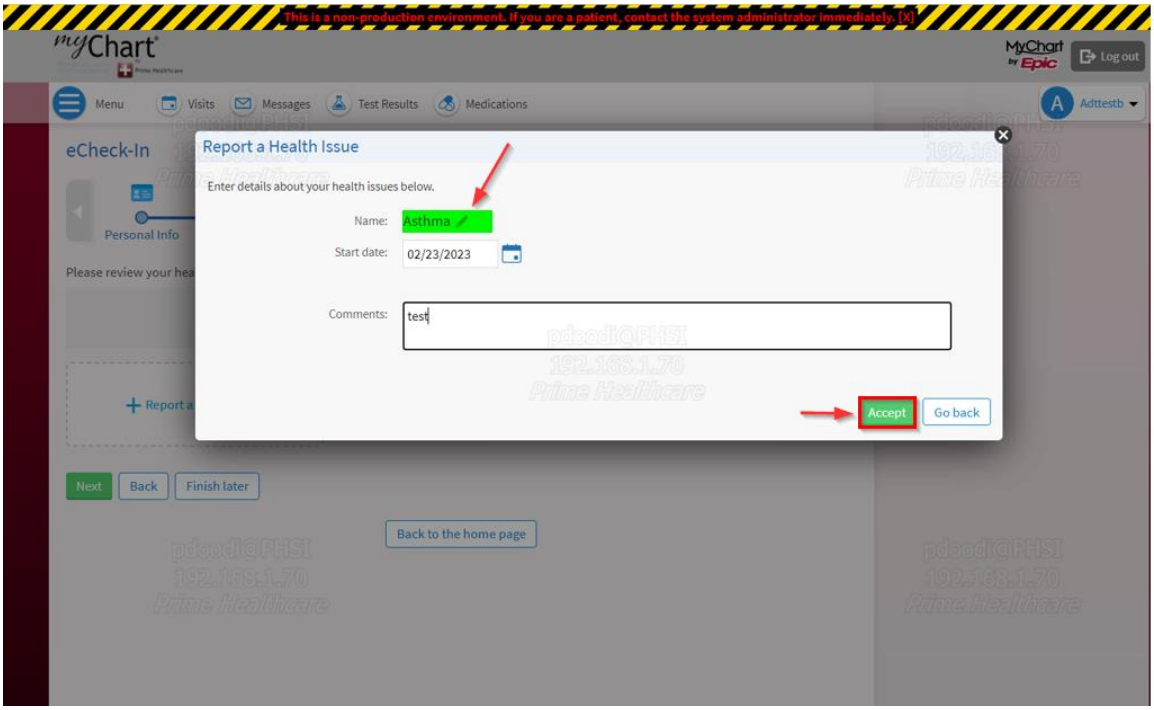
4.Enter your first name, last name, contact relation, phone number and other details.



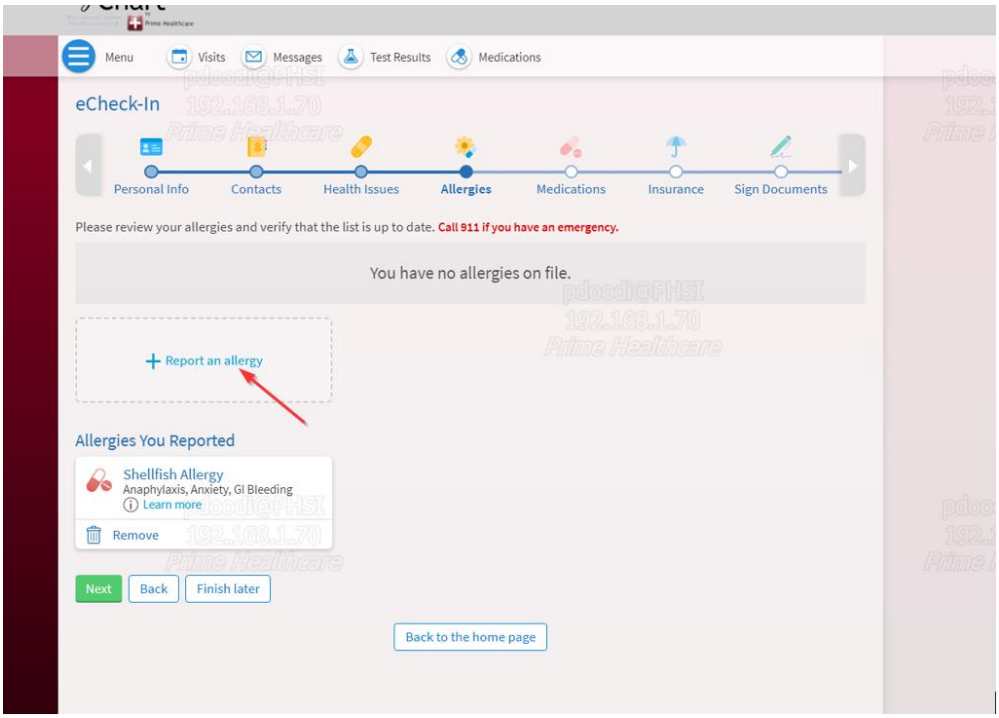
5.Save Changes and go to next.



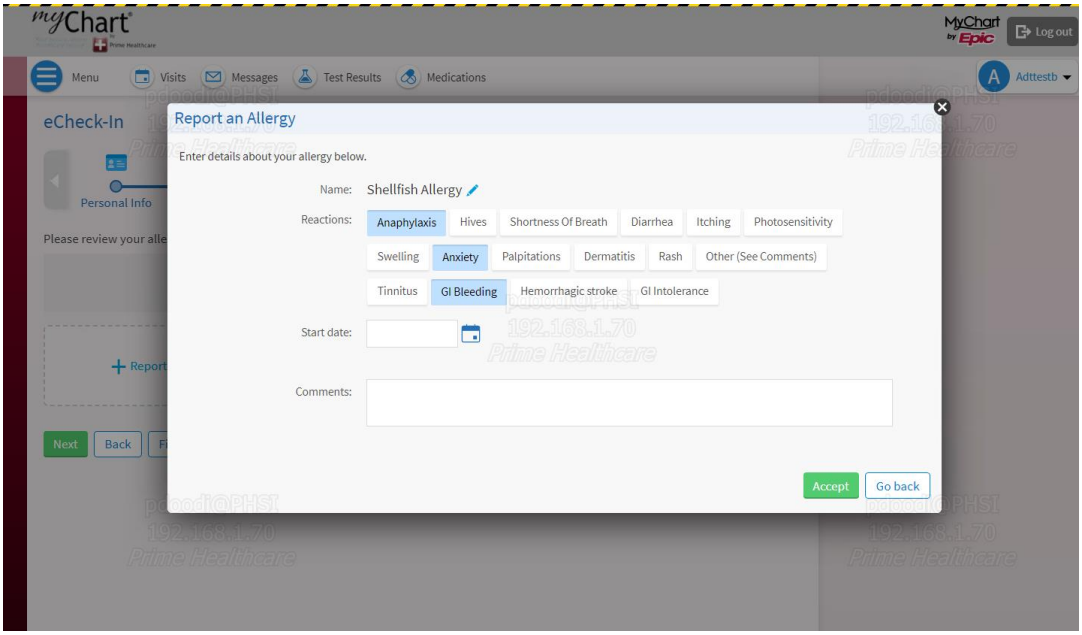
6.In case of Health issues, add the health problem as shown. If needed can mention about it briefly in Comments box. Accept and go to next.



7.In case of any existing allergies, Click on Report an allergy.



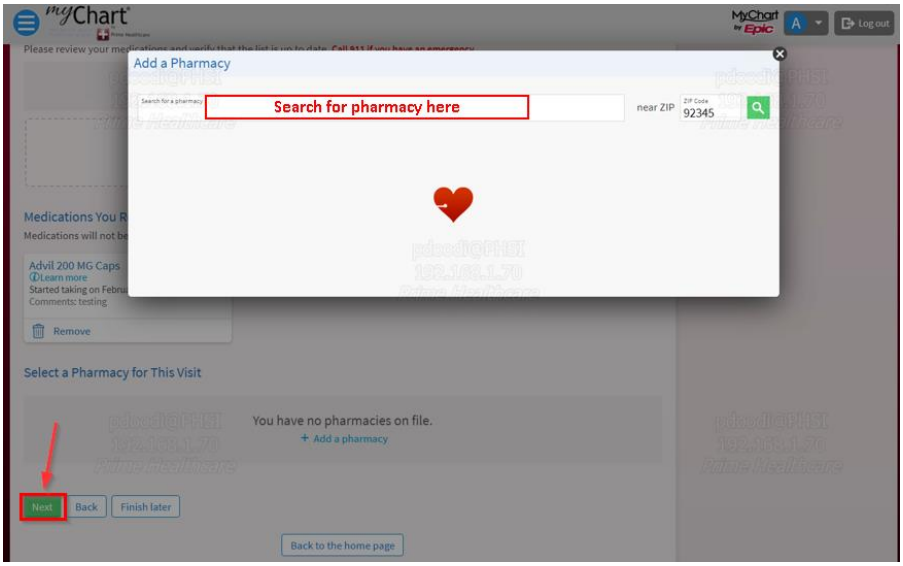
8.Mention the allergy and the reactions. Accept and go to next.



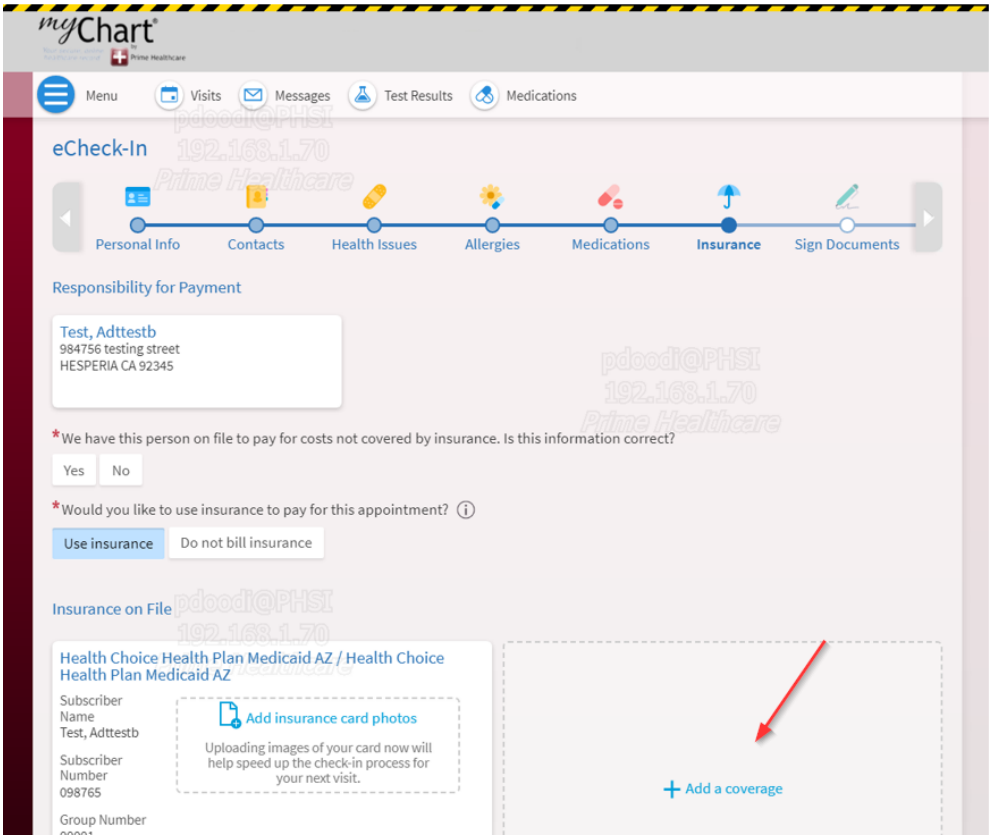
9.If you have any medication taking, click on Report a medication(1). Mention the Medication name and duration. To add the Pharmacy required, click on Add a Pharmacy (2).



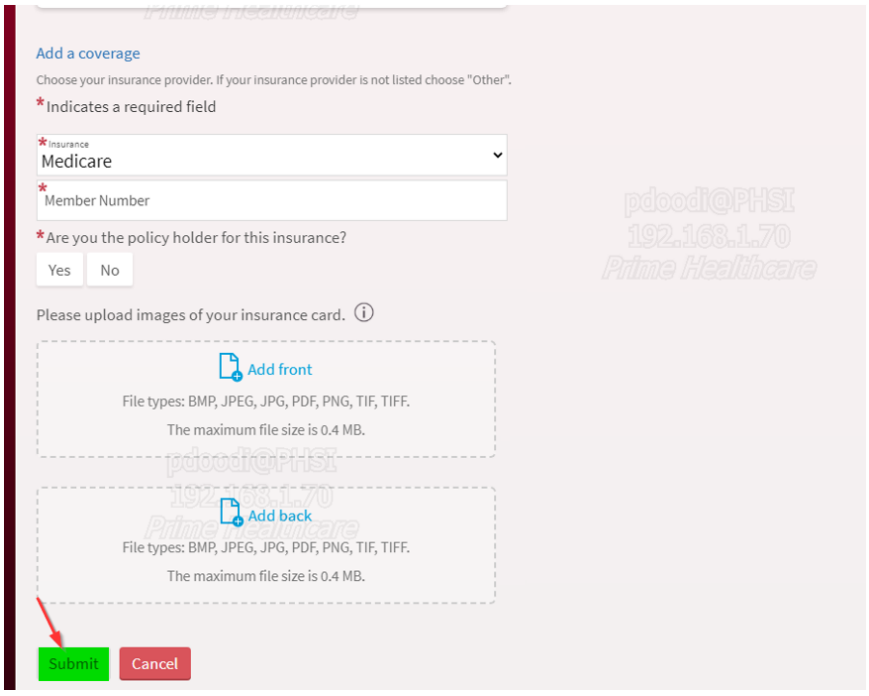
10.Search for the Pharmacy by entering the zip code.



11.To add the Insurance Coverage, click on Add a Coverage.

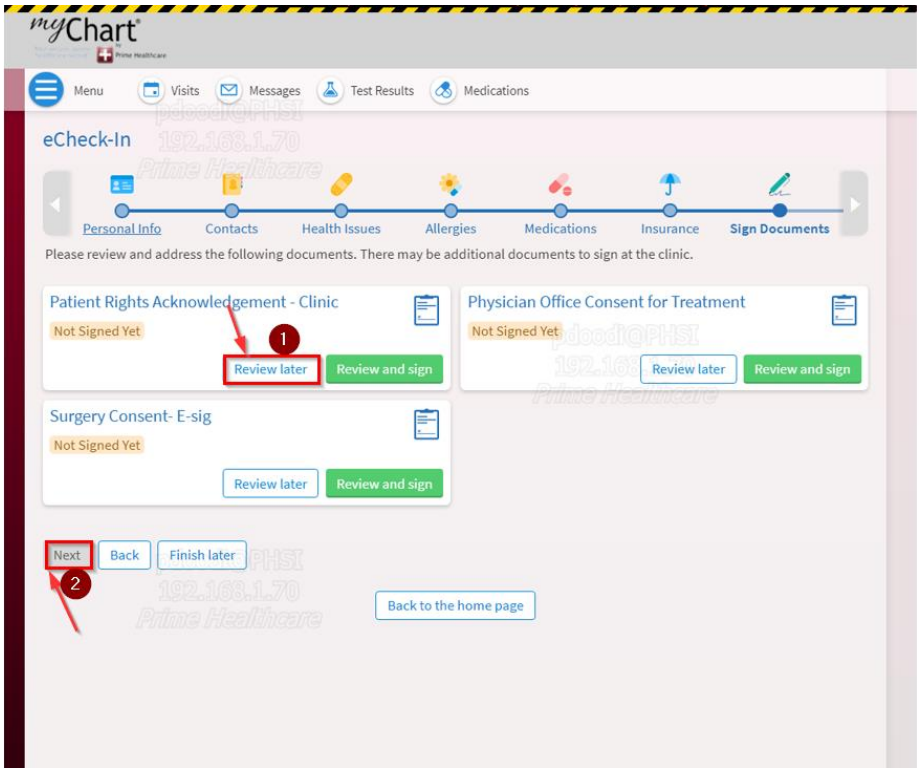


12.Mention the Coverage details and submit.

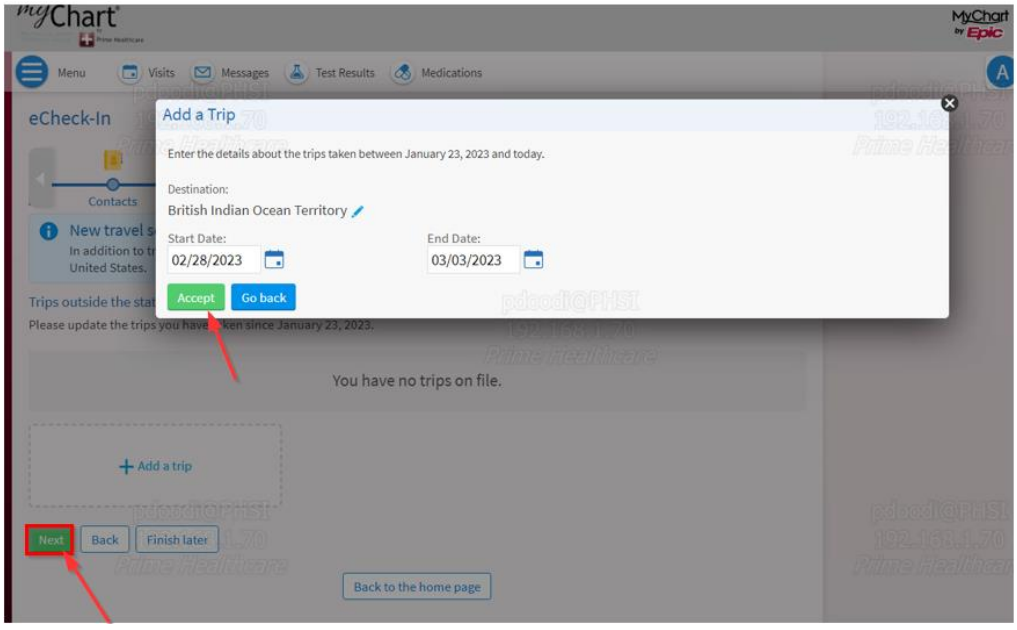


13.You can review and sign the documents then or could be done later by clicking on Review later(1).

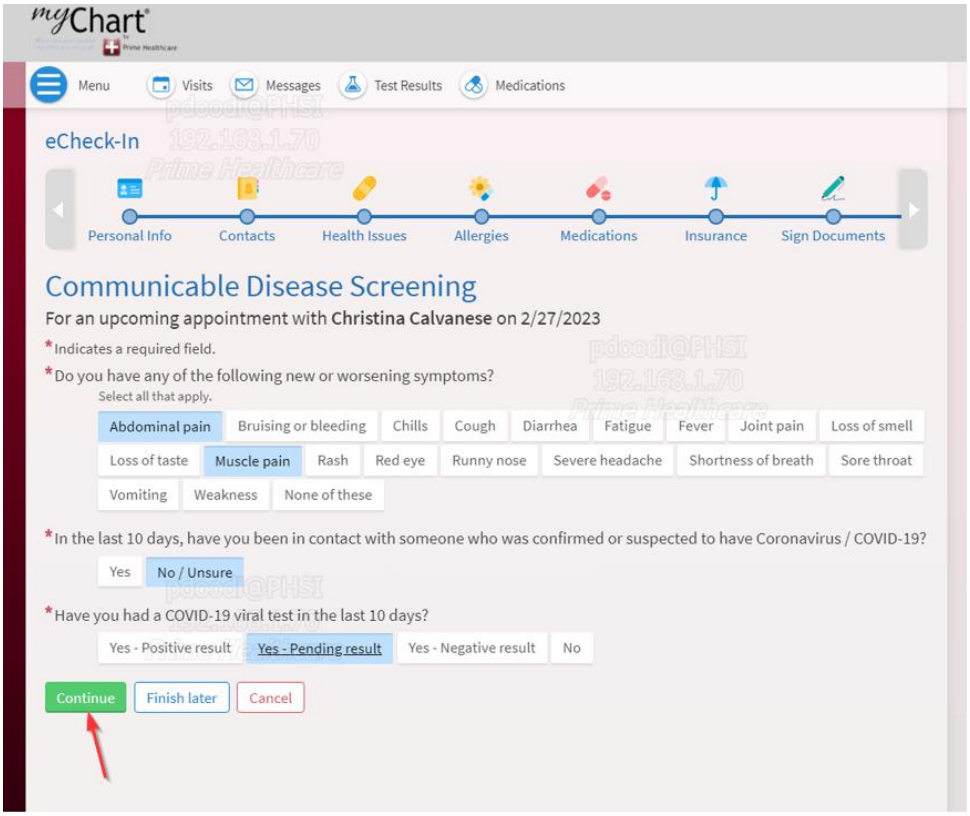
Click on next(2)



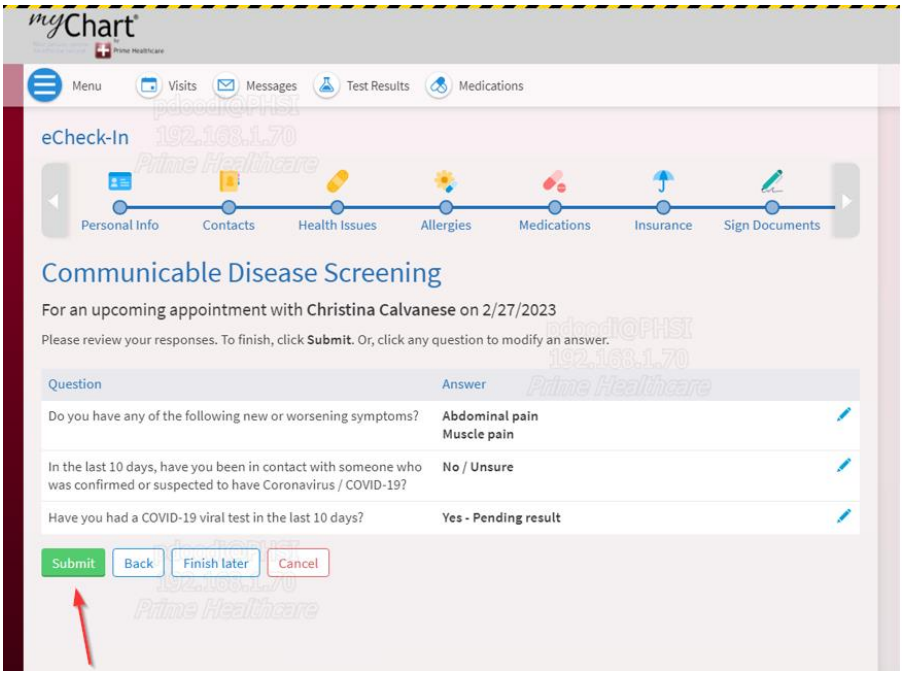
14.You can mention the trips taken and click on accept. Click on next.



15.You can take the available screenings for communicable diseases (Symptoms) that are applicable and click on continue.



16.After completing Screenings, click on submit.



17. eCheck In is complete.

