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Epic TIP SHEET

Prime Healthcare MyChart Guide

This tip sheet will show the workflows of the patients in MyChart

Try It Out

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 MyChart

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:

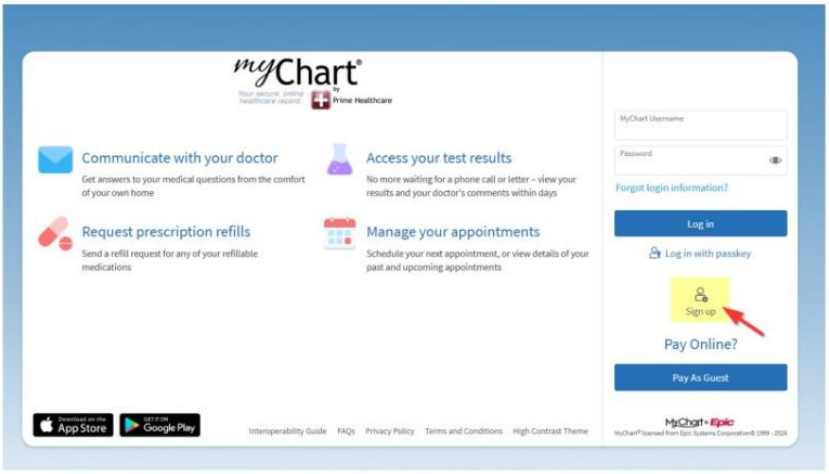
- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a MyChart activation code on your After-Visit Summary.
- You might be able to complete a paper form to request an activation code, after which you'll receive a letter in the mail with an 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

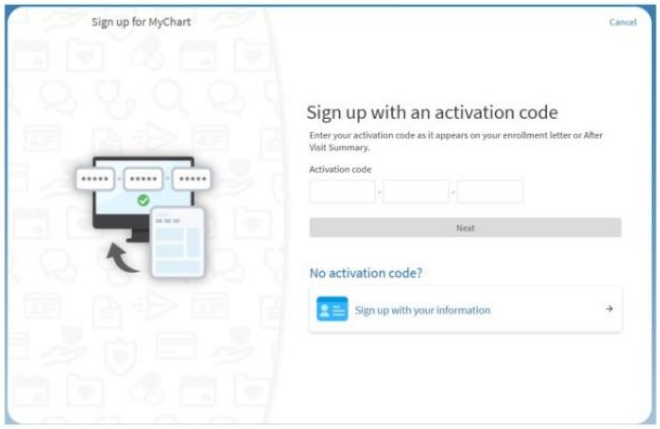
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You can receive activation code information to your email address or phone number using which patient can sign up for MyChart account.

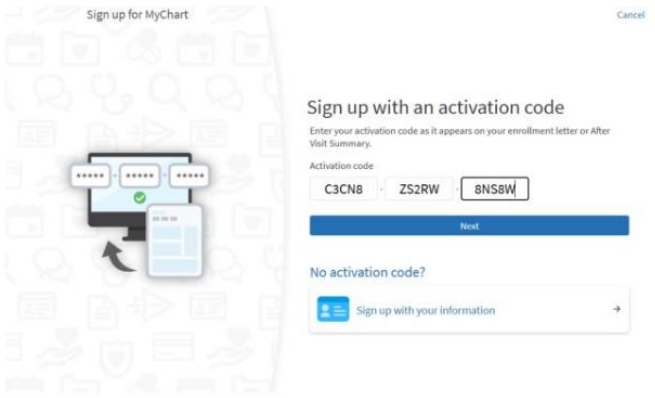
Sign up with the Activation code

1.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.

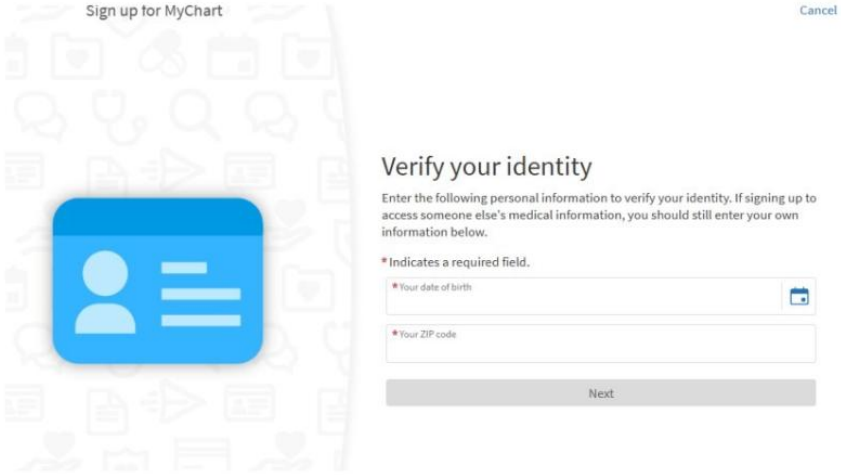




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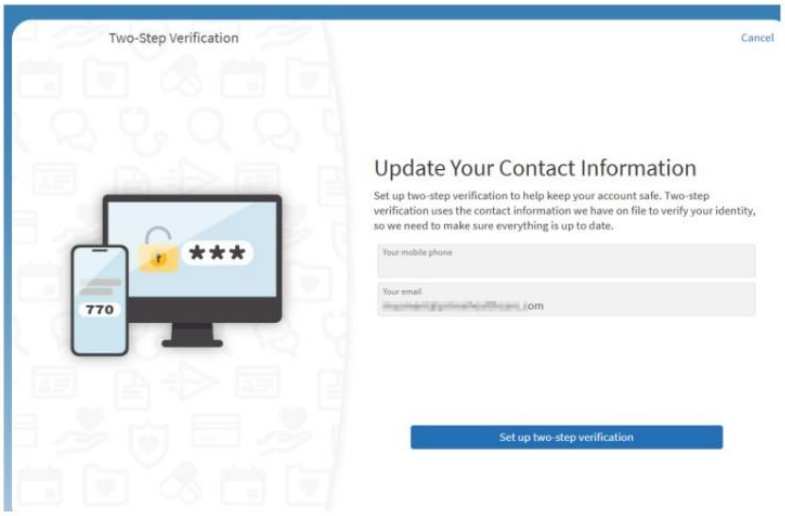


2.Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Click Next.

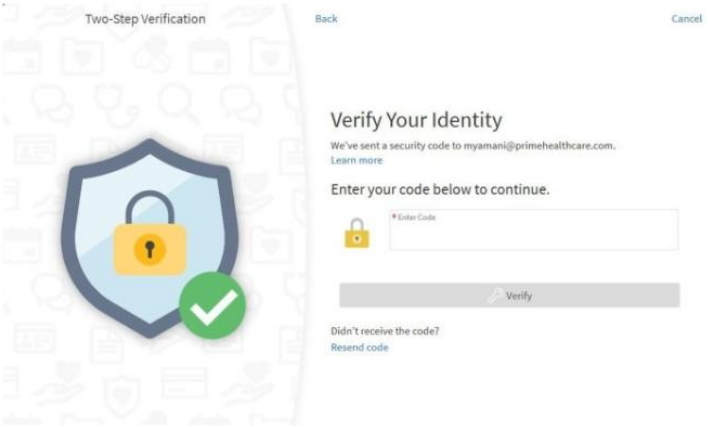


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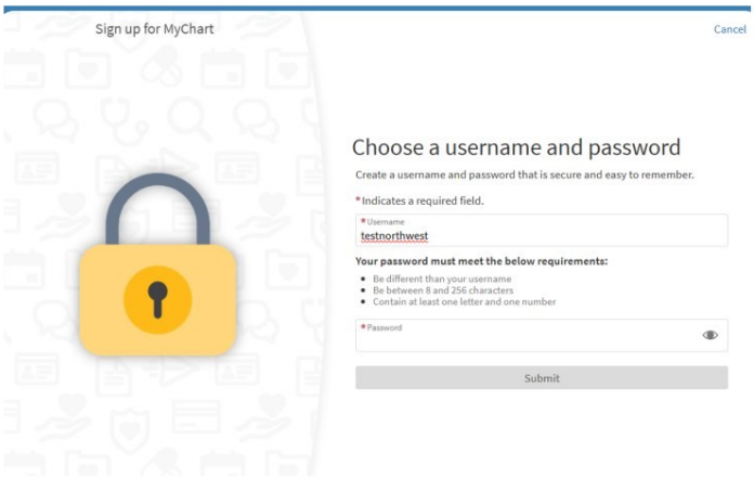
3. Set up two-step verification. Choose mobile number or email address to receive the code.



4.On the next page, enter the code and verify.

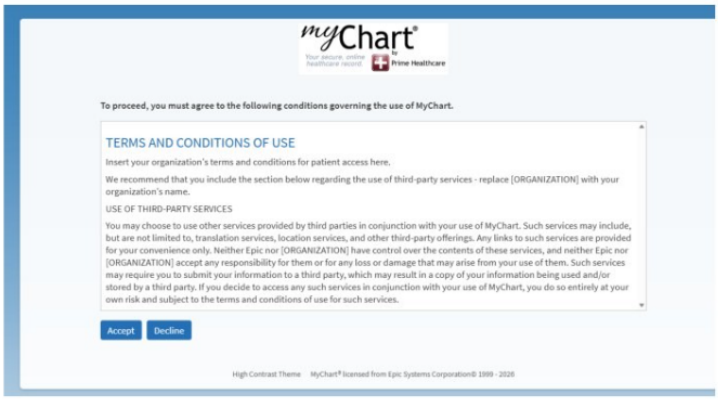


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5.choose the following: | MyChart username. This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time. | Password. This should be a unique combination of numbers and letters, using 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.

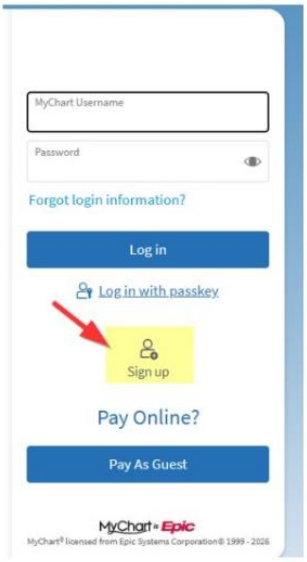
6. Click on Submit and accept the terms and conditions.



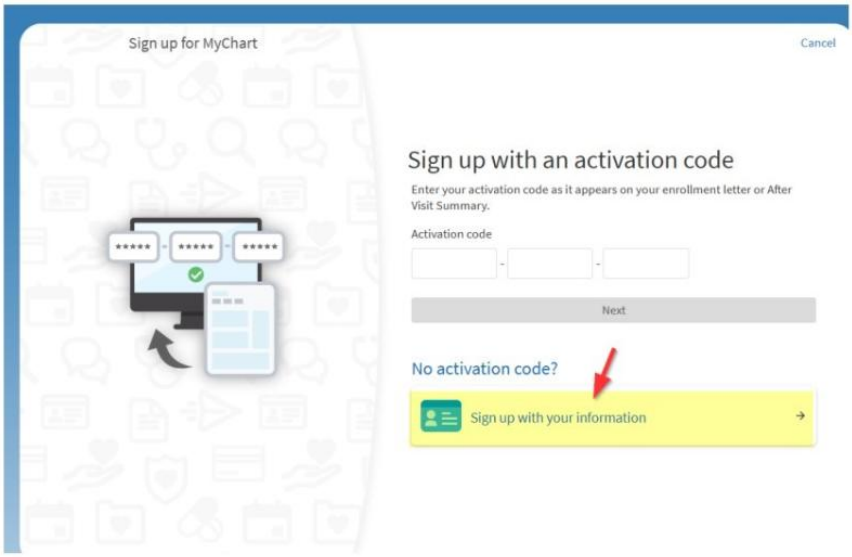
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You can even sign up without Activation code.

Select sign up

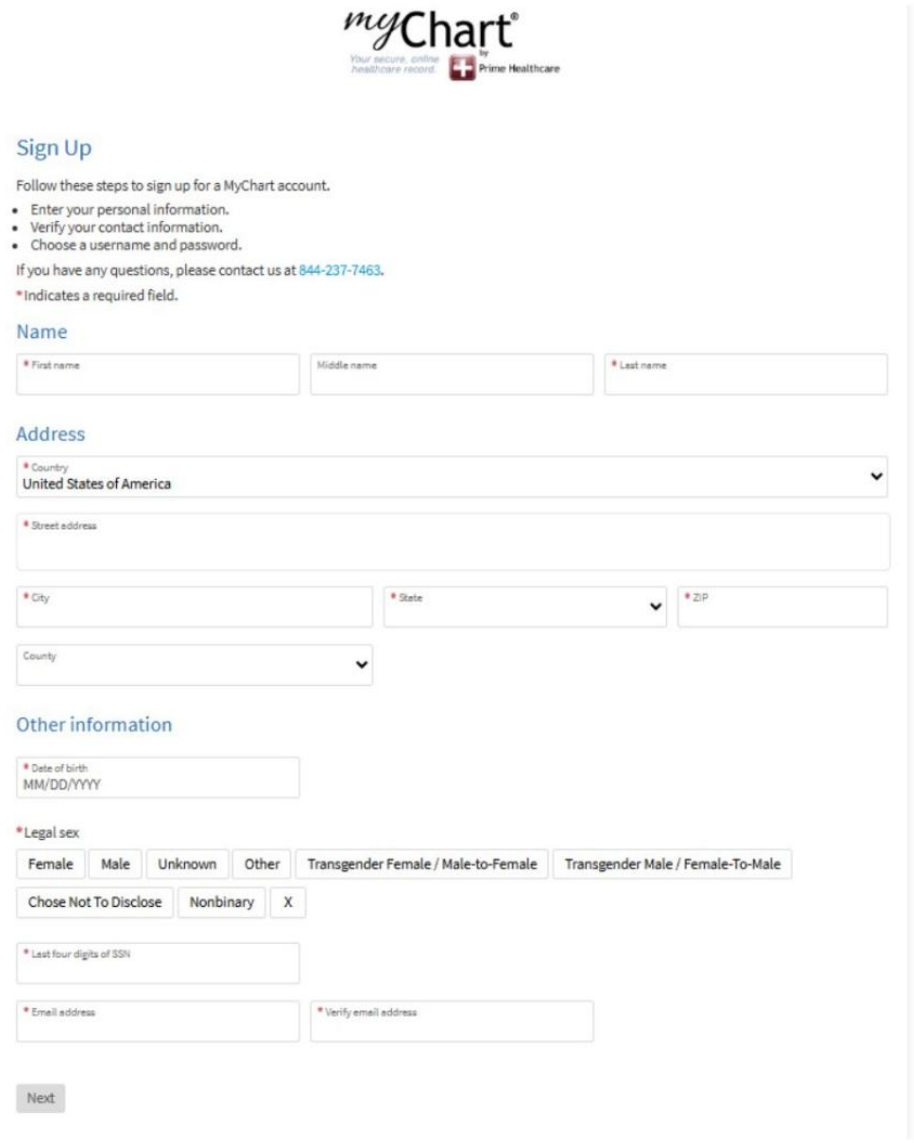


Click on Sign up with your information



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Give all the details and select next



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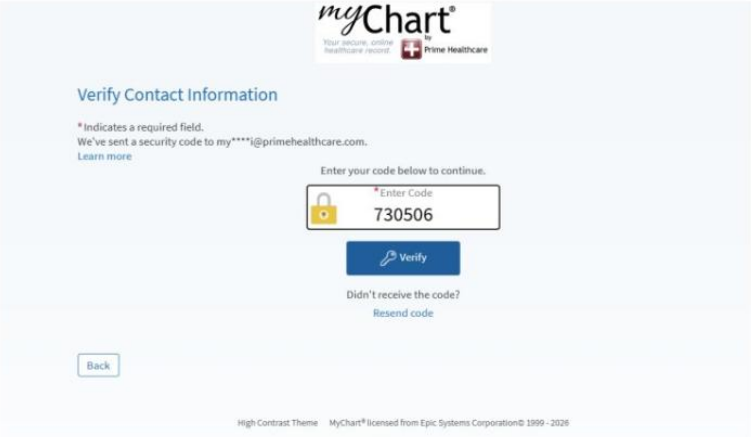
Verify your Contact Information.



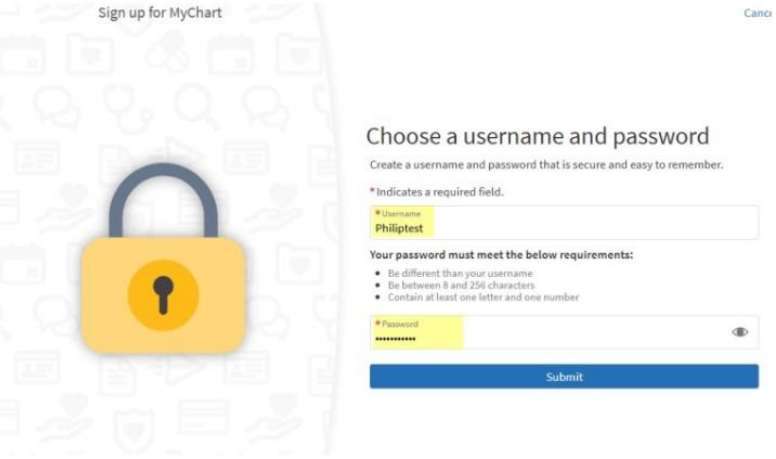
Enter the code that is sent to either email or phone.



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Provide username and password and click on Submit.

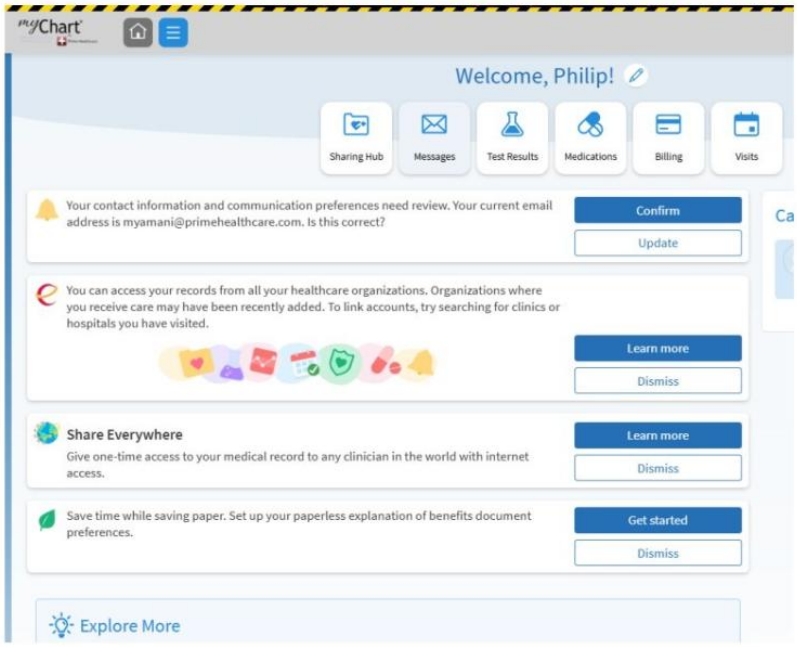


Accept the terms and conditions.

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Account is created.



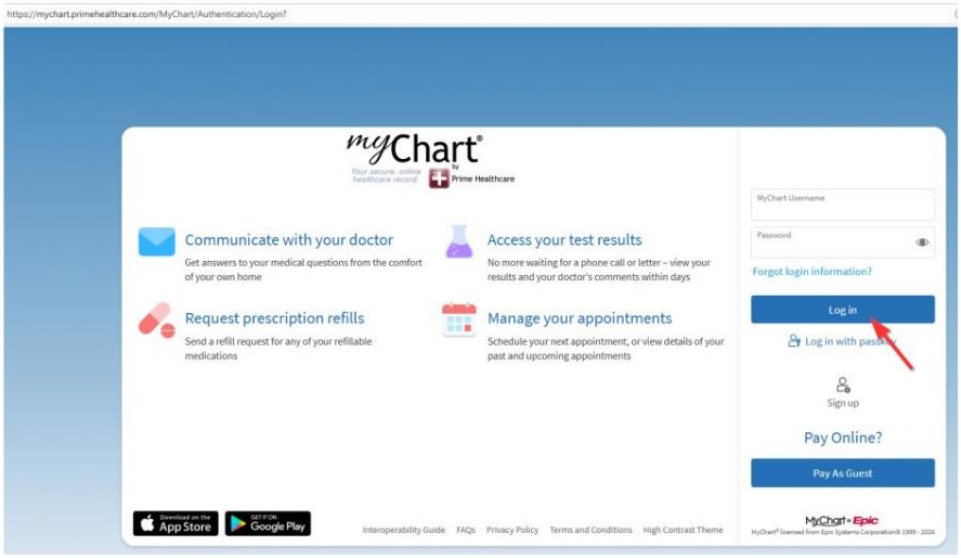
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Log in to MyChart

1.In your web browser, enter https://mychart.primehealthcare.com and access the login page.

2. Enter your MyChart username and password.

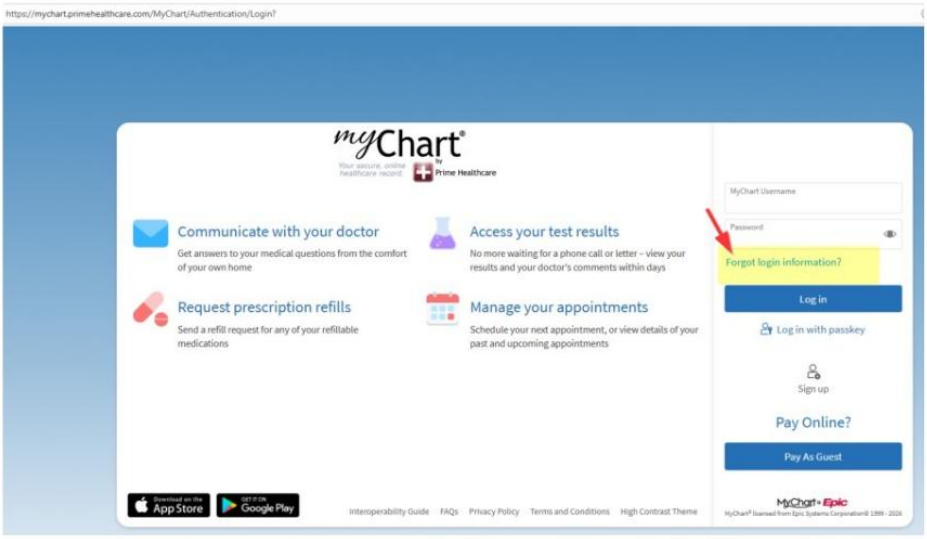
3. Click Log In.



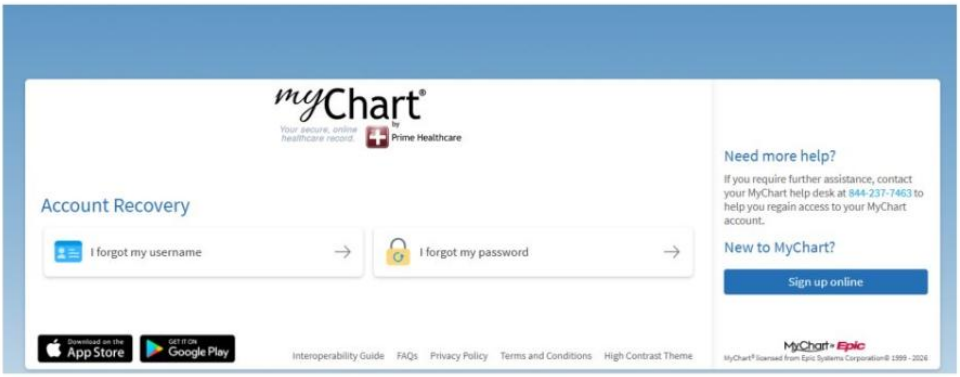
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What if I forget Username / Password

Select forgot login information on the login page

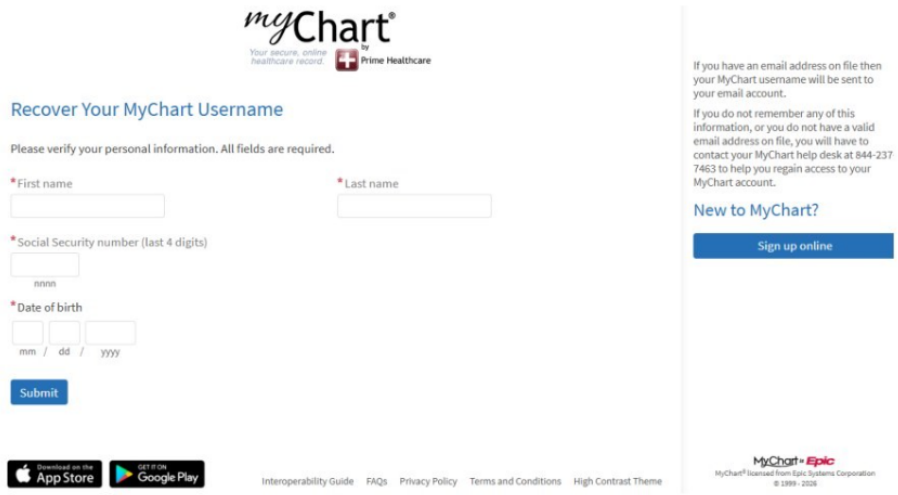


Select username or password as per requirement.



To recover username, select I forgot my username and give required details as shown in picture below.

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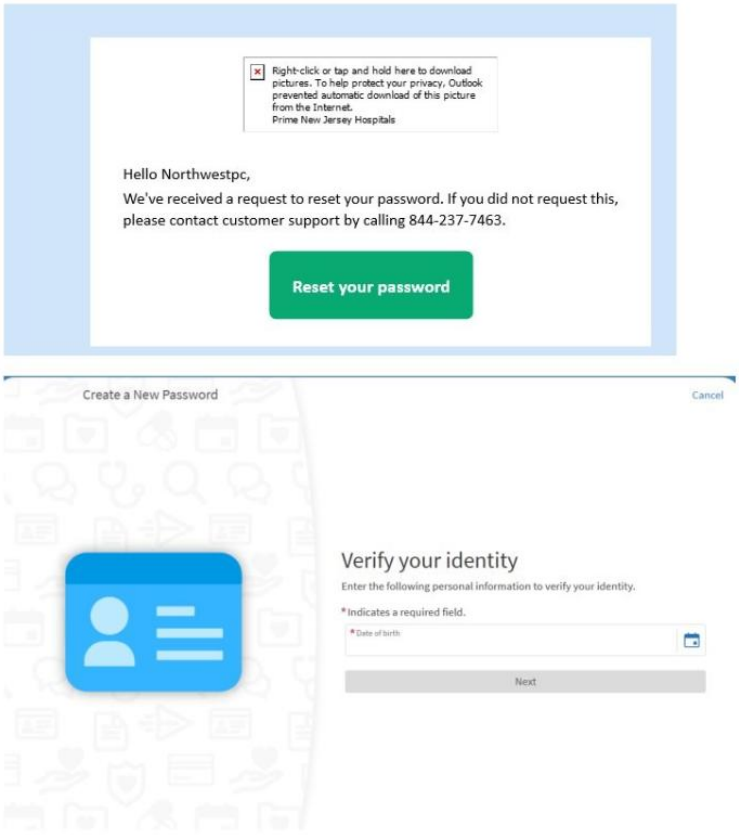


To reset the password, select I forgot my password and give details as shown below



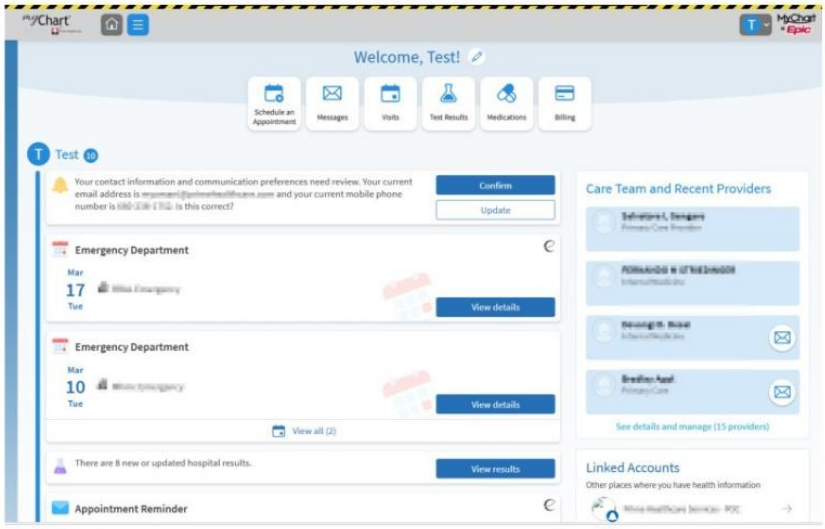
Reset password link can be provided by the front desk of clinic staff as well using which patients can reset password by selecting the link and giving identification items.

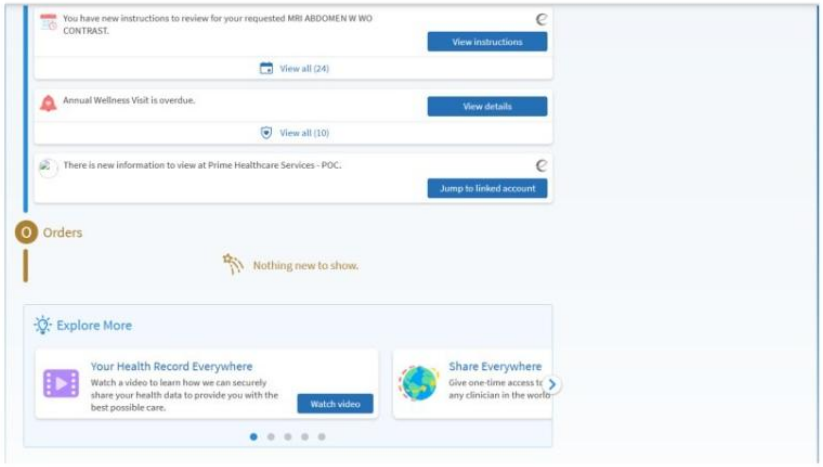
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MyChart Home Page

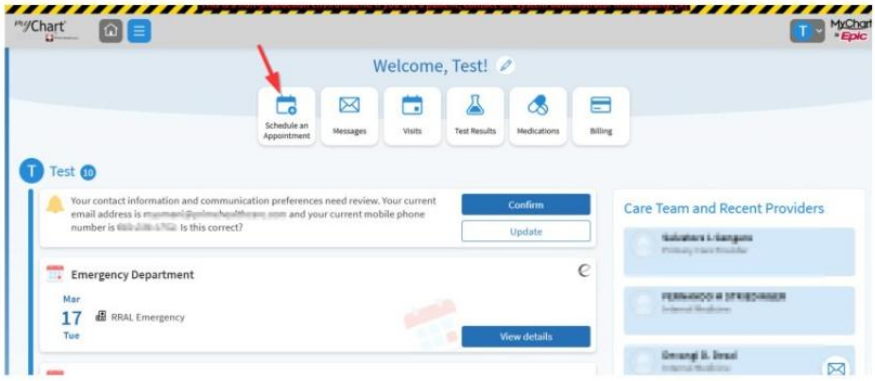




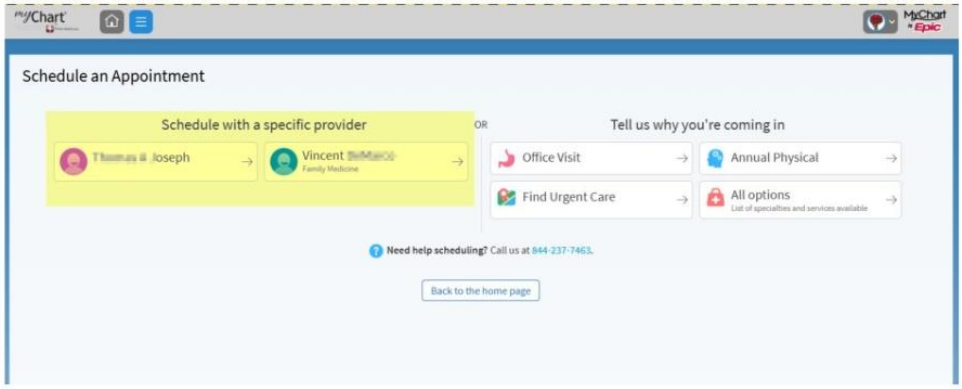
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Schedule an appointment

You can use MyChart to schedule and cancel appointments online.

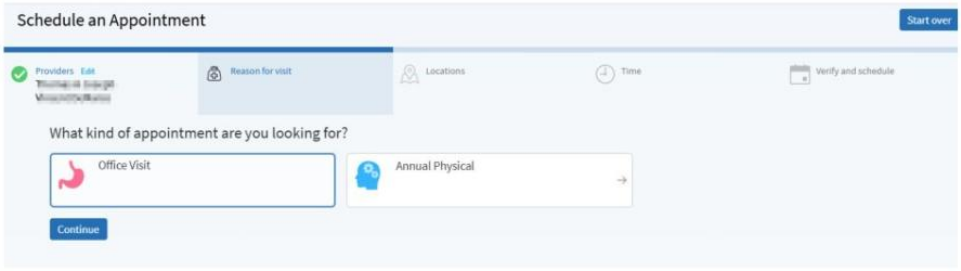


If you have an established relationship with any provider, you will be able to schedule appointment directly with that provider as shown below.



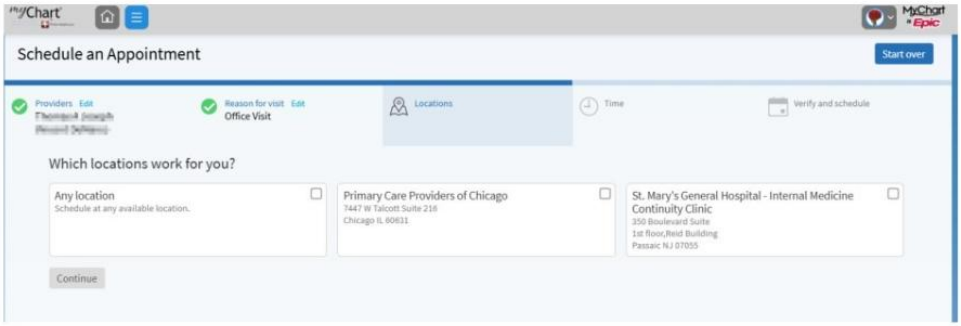
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Select Reason for Visit



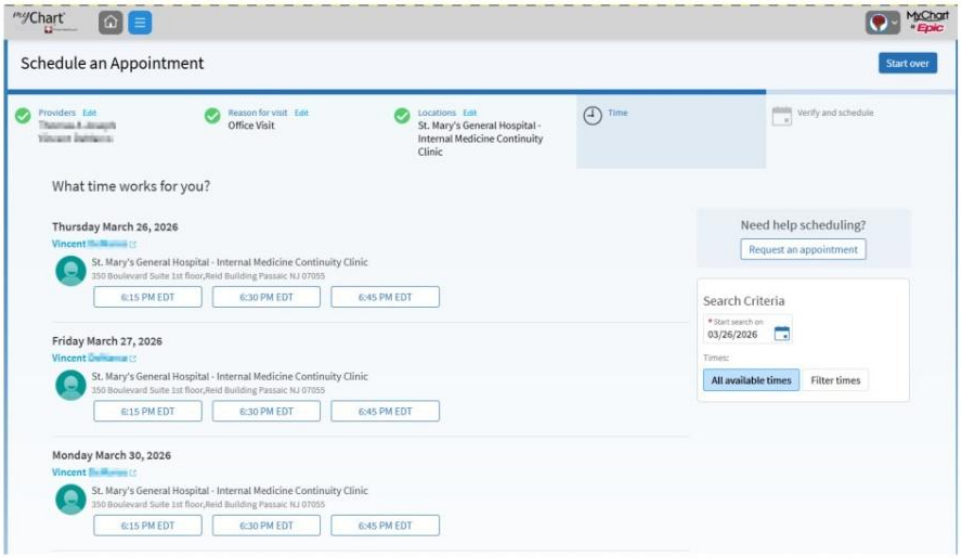
Select location

For example:

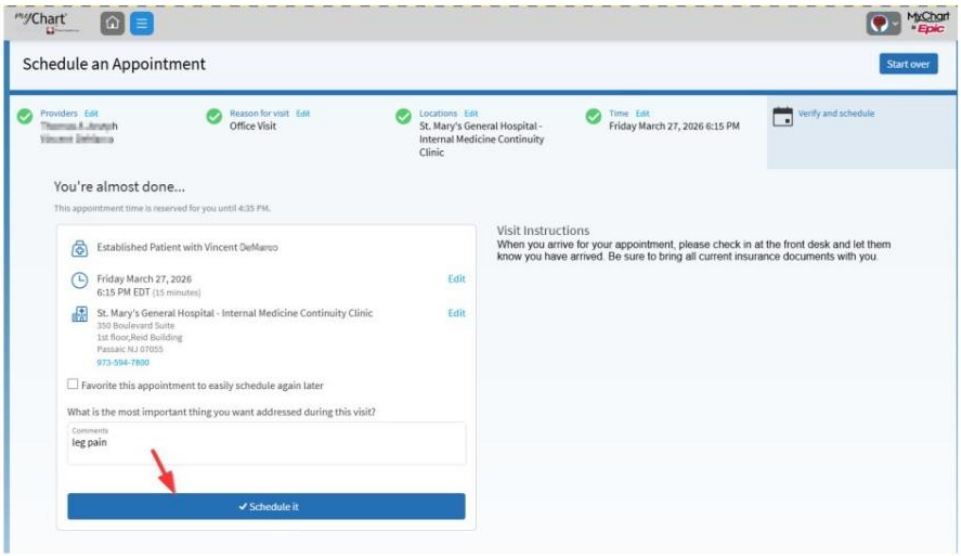


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Select the suitable time slot

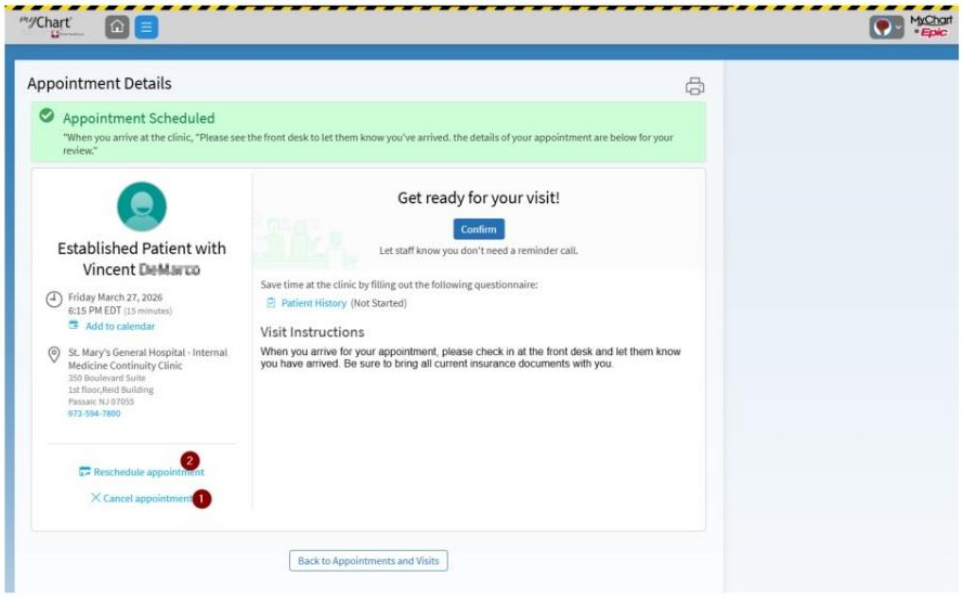


Click on Schedule it

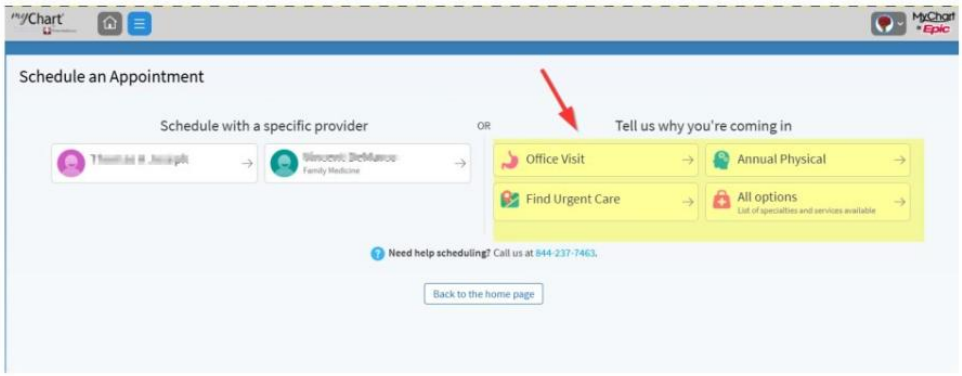


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Once the appointment is scheduled, it opens the following screen. Patient can cancel the appointment (1) and reschedule the appointment (2) as needed.



You can also schedule appointments with other providers, other reasons and for different specialties.

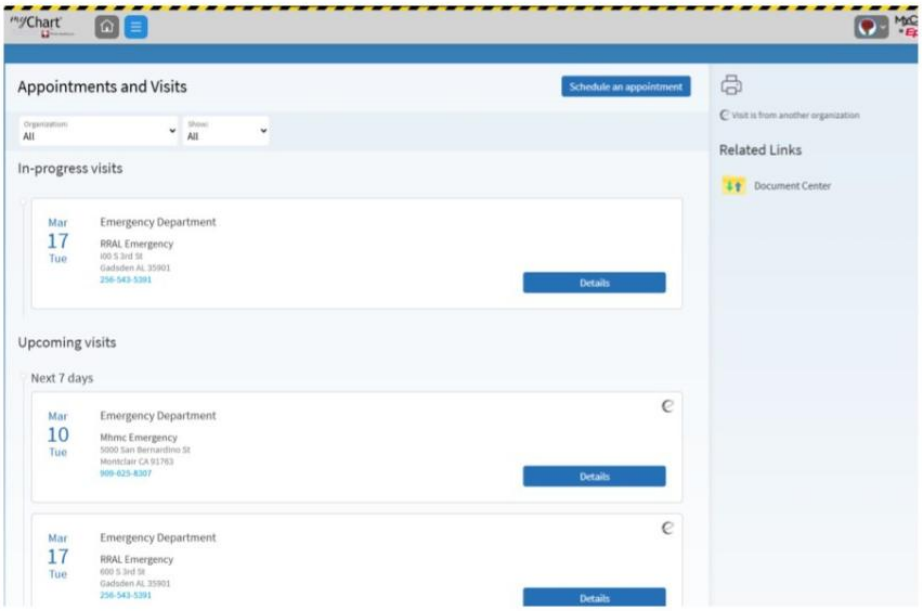


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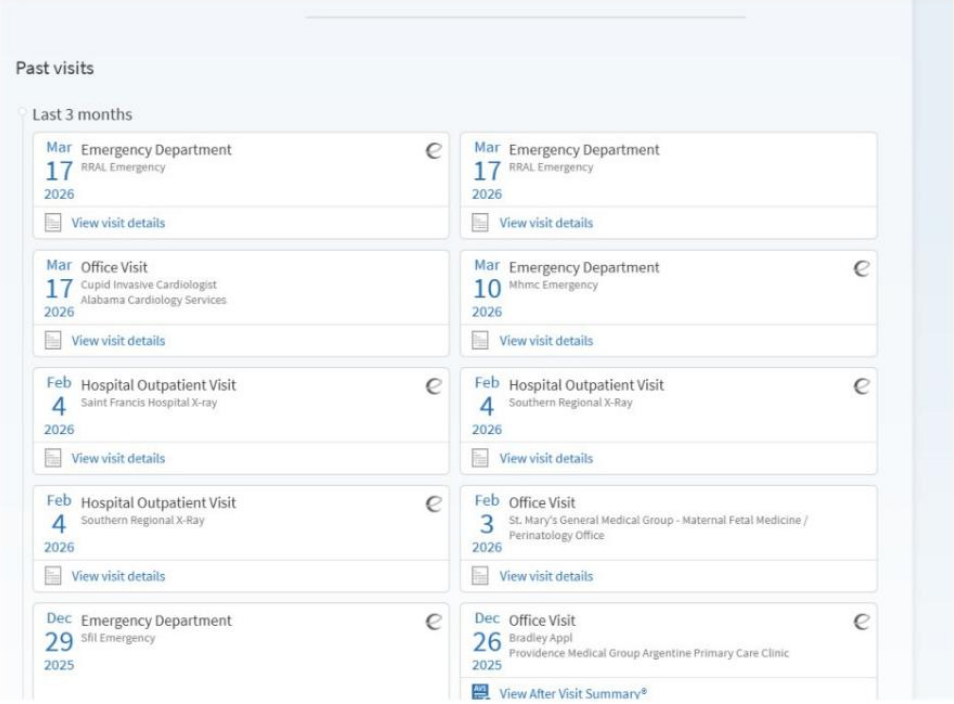
You can view the past and future appointments along with the details in the Visits activity.

View your After Visit Summary for past appointments or admissions.

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.



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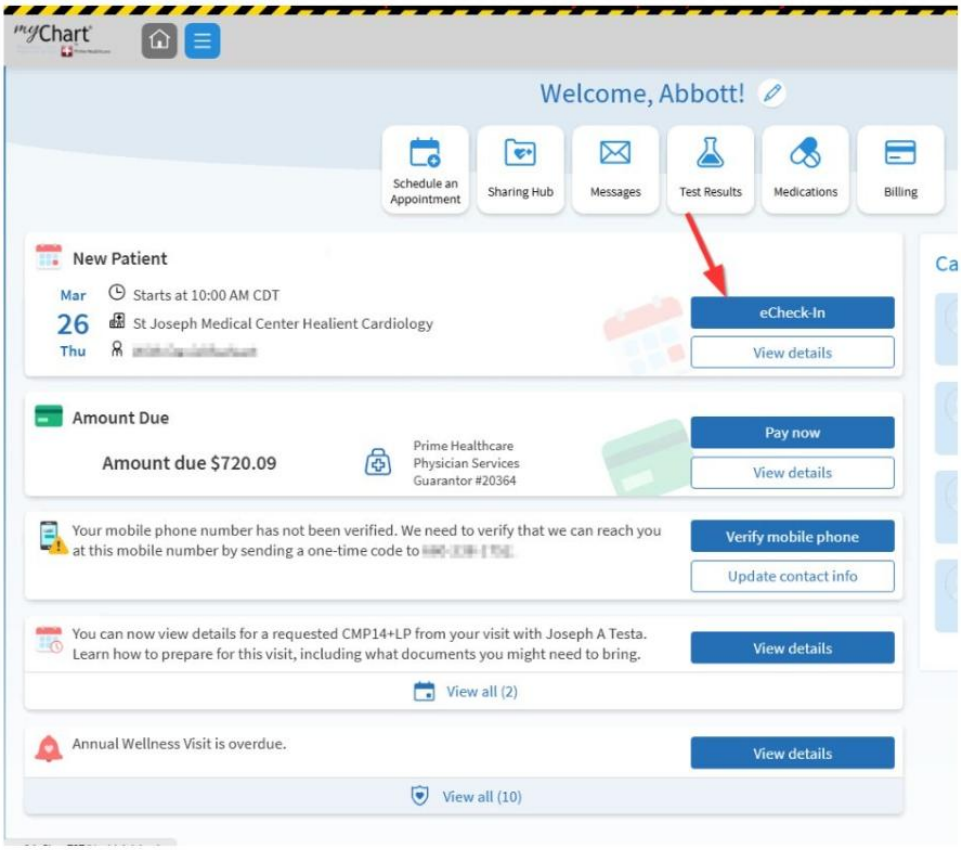


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eCheck in

eCheck-In lets patients complete configurable registration steps online; available steps include Personal Information, Patient Contacts, Guarantor Verification, Insurance, Patient Location, Hardware Test, Payments, Financial Assistance Screening, Documents, Medications, Allergies, Health Issues, Primary Care Provider, Travel History, Questionnaires, and Barcode (enable Barcode only if used).

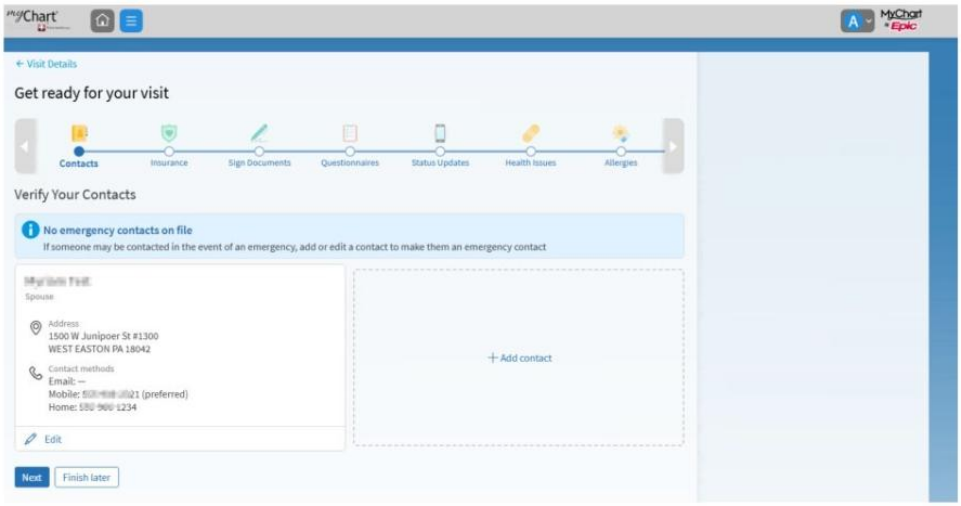
Click on Get ready to perform eCheck In.



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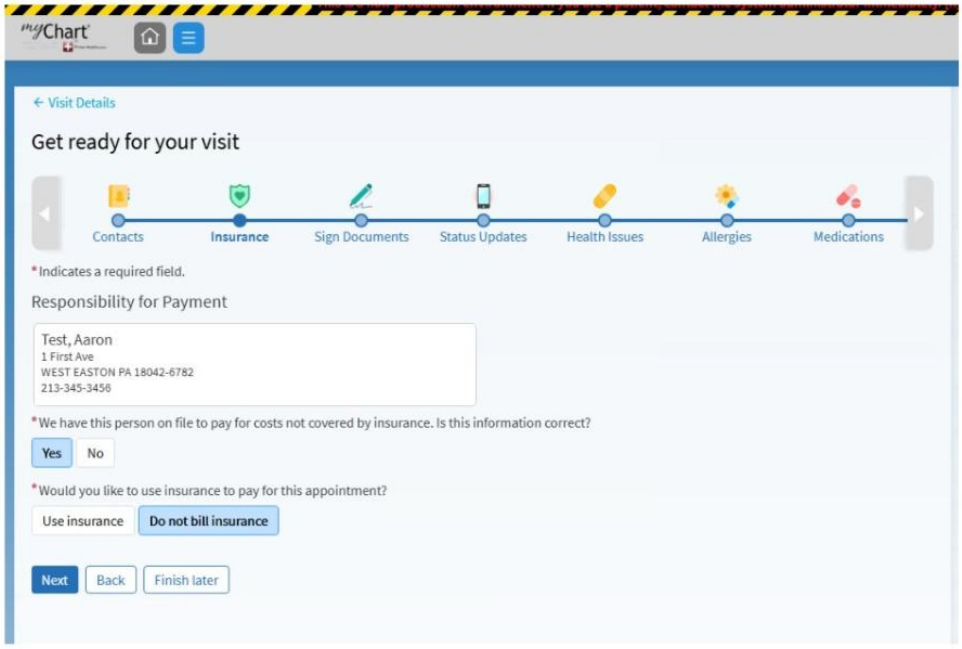
Complete all the steps.

Add any contacts or edit any existing contact.

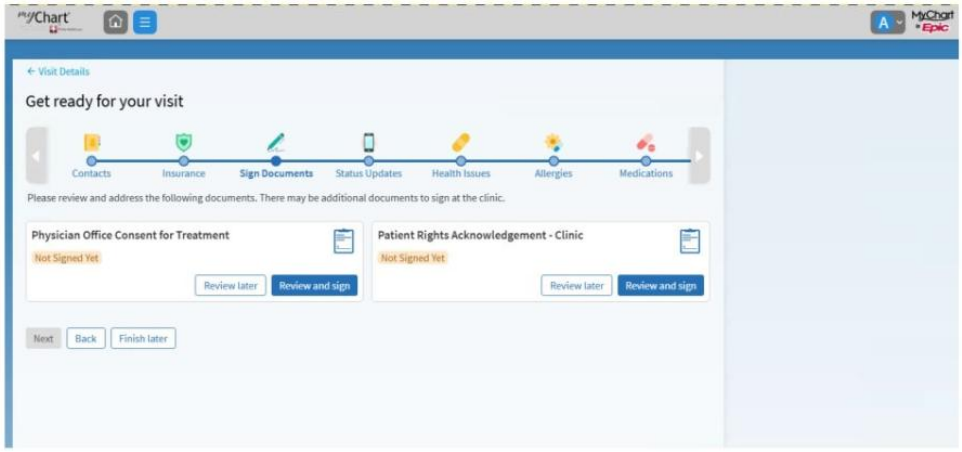


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Update Insurance details.

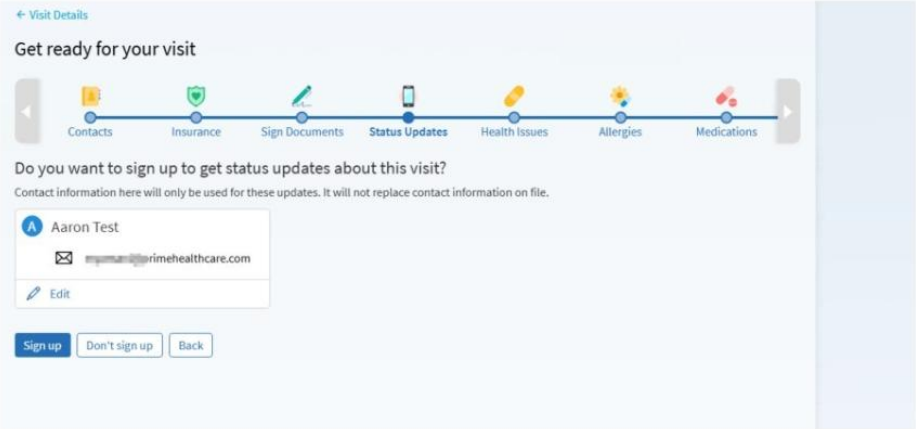


Review the documents and sign as required.

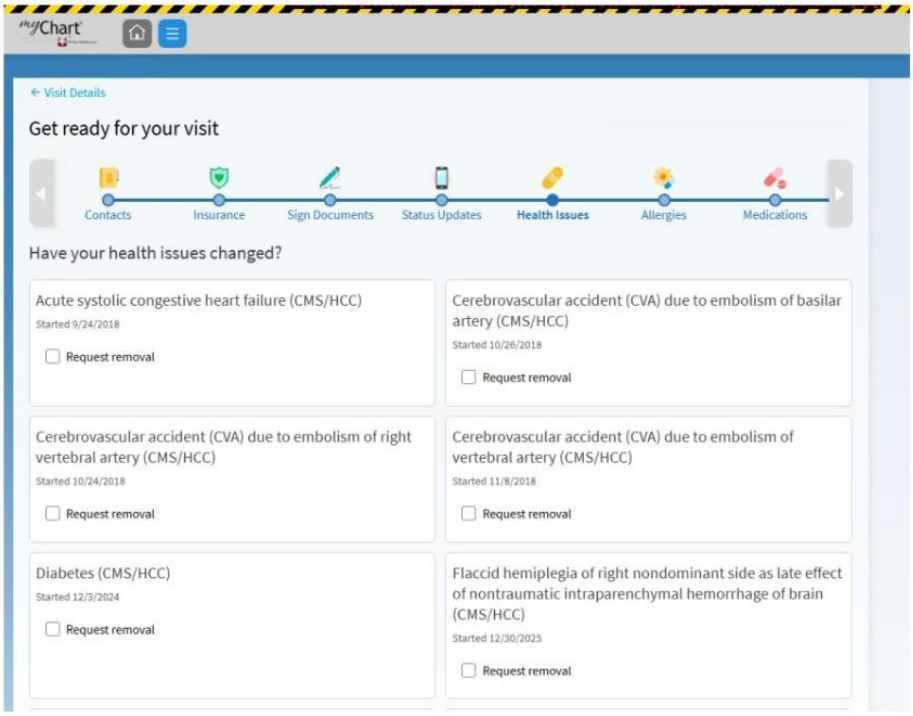


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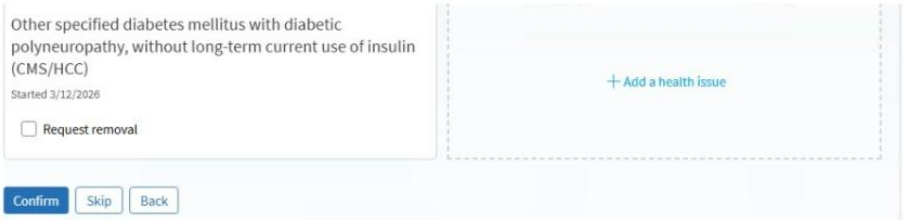
Sign up for status updates for the visit if you would like to get notified about the visit.



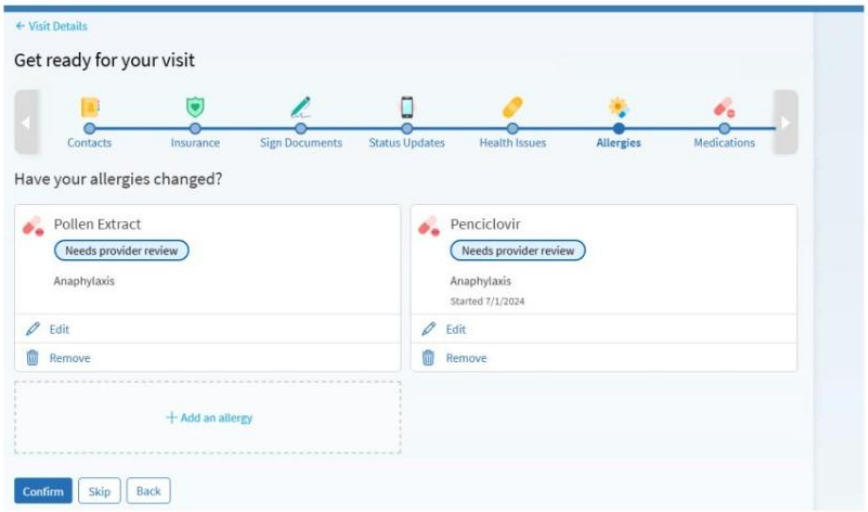
Review the health issues and request removal if they are no longer existing and add new if needed.



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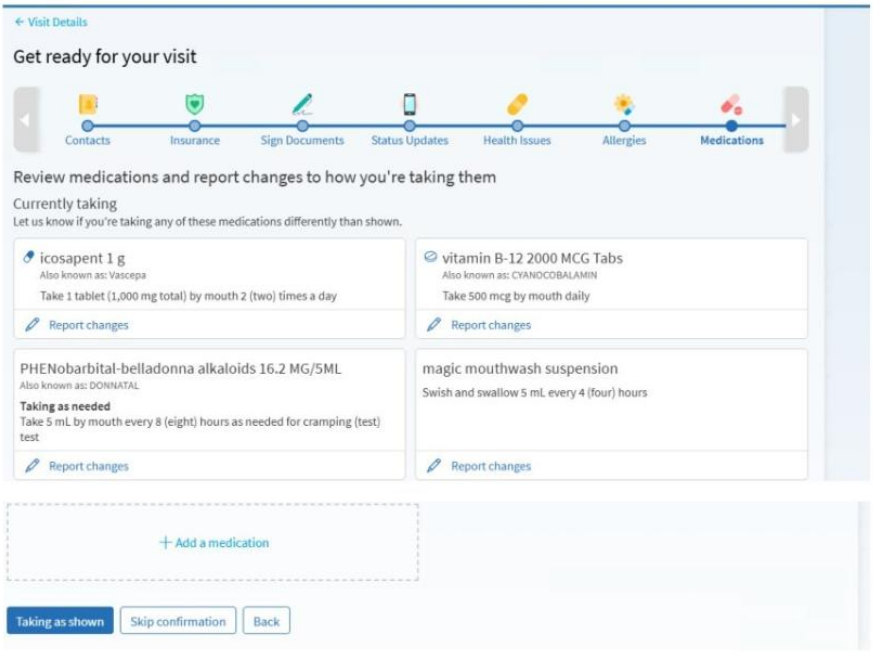


Review the allergies and add/removed as needed.



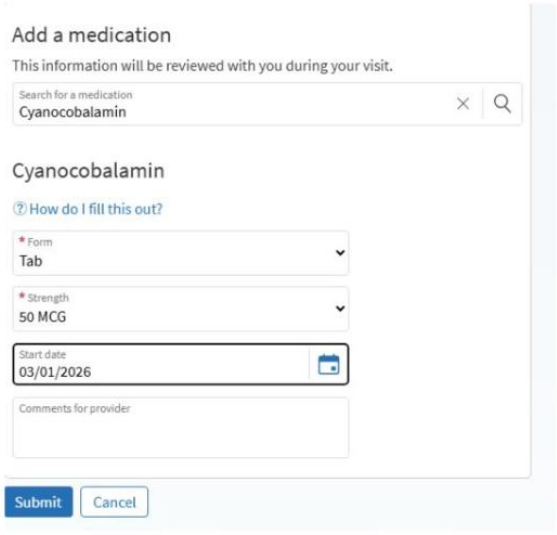
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Review the medication and add or change any existing medications if no longer valid.



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For new medication to add, give the form of medication, strength, start date and any comments if needed.

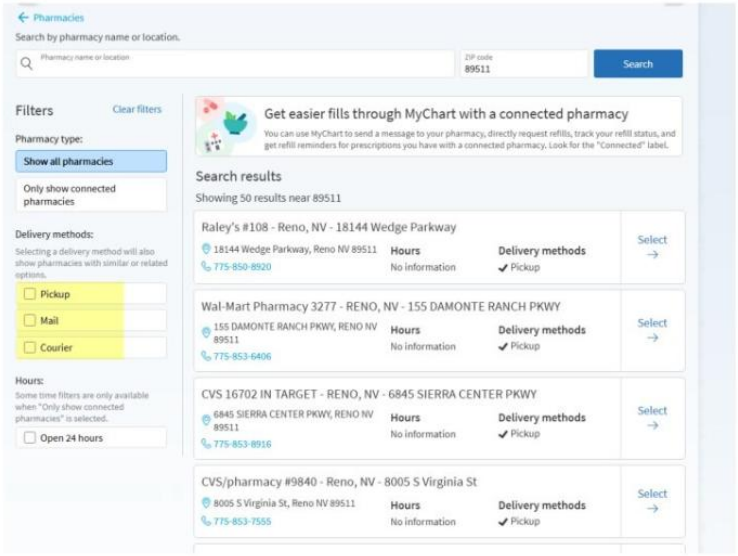


Edit the Pharmacy details if required, you can add a new pharmacy and opt for delivery options.



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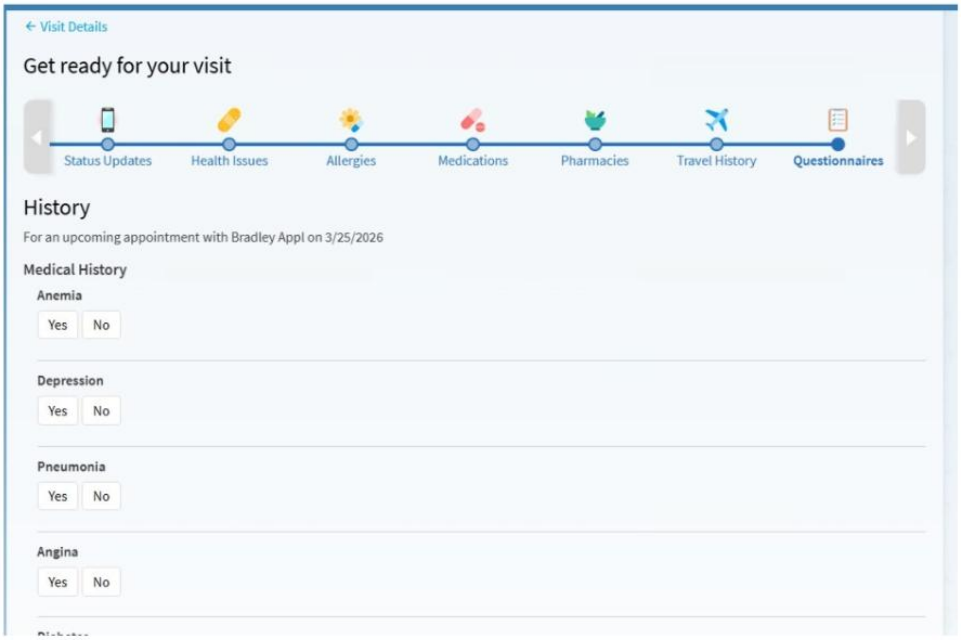
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Add the trip details if you have travelled recently.



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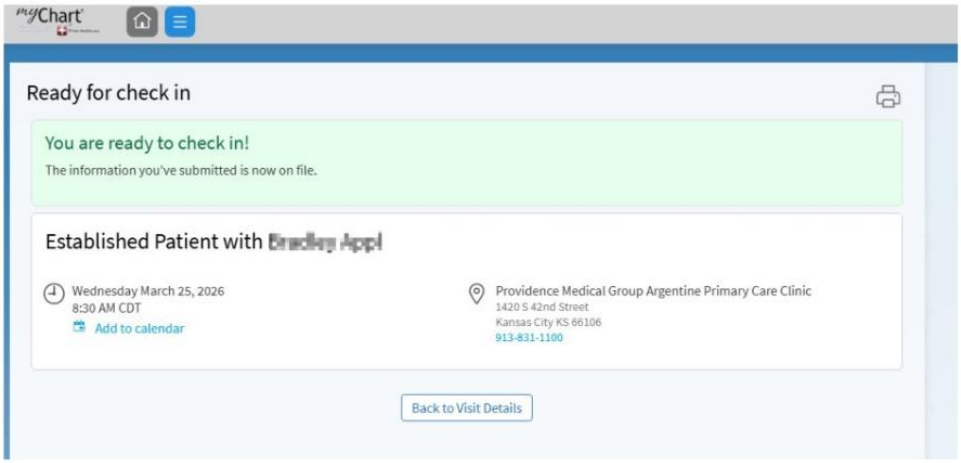
Answer the questionnaires available and submit them. Questionnaires are also available in the Menu directly.





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Once eCheck In is submitted, the following window will pop up.



Messaging

Epic's MyChart messaging lets patients send and receive secure messages.

Click on Messages icon to send or view any message.

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

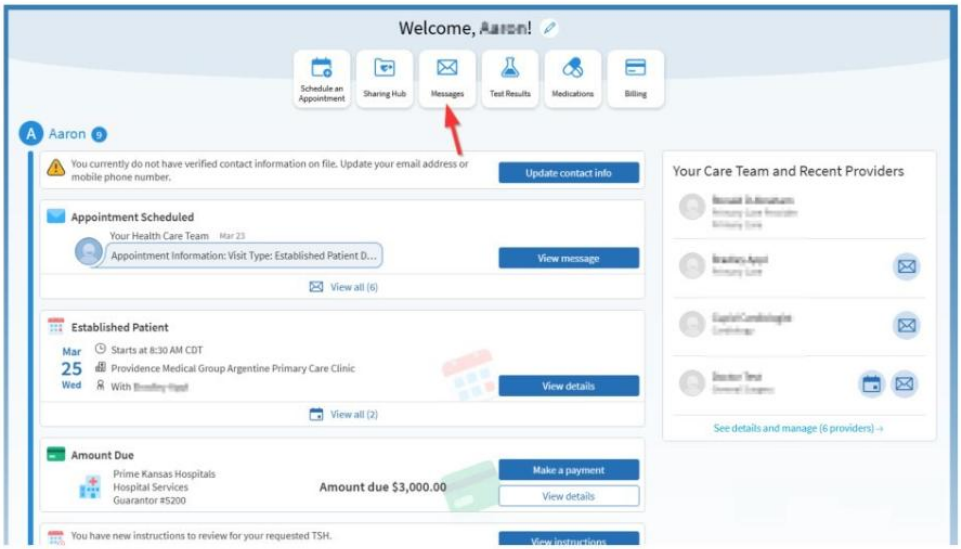
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staff at the clinic.

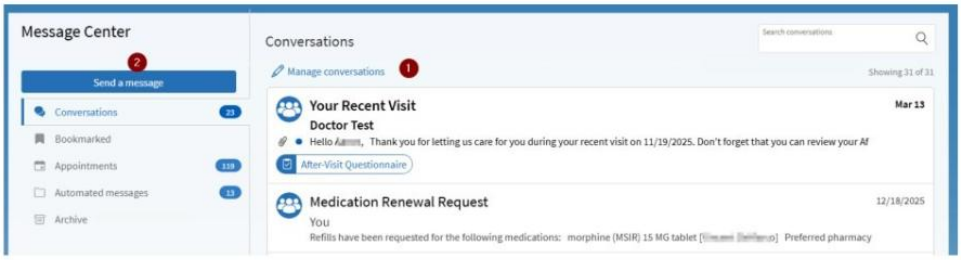
3. Click Non-Urgent Medical Question.

4. Enter your medical question in the text box.

5. When you are finished, click Send

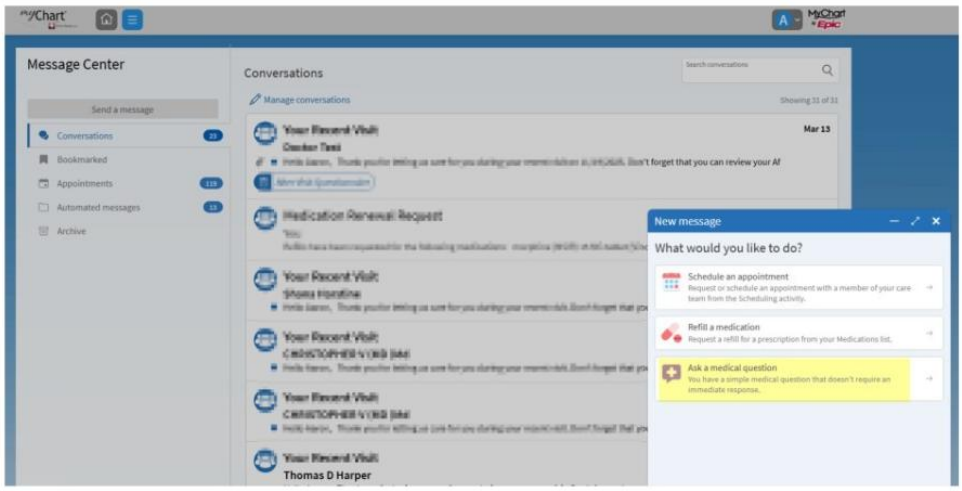


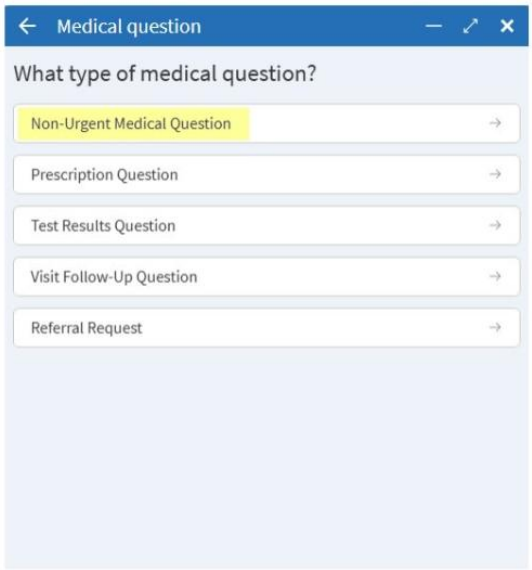
Recent /existing messages can be viewed (1) and can send a new message (2)



To send a new message, select Ask a medical question

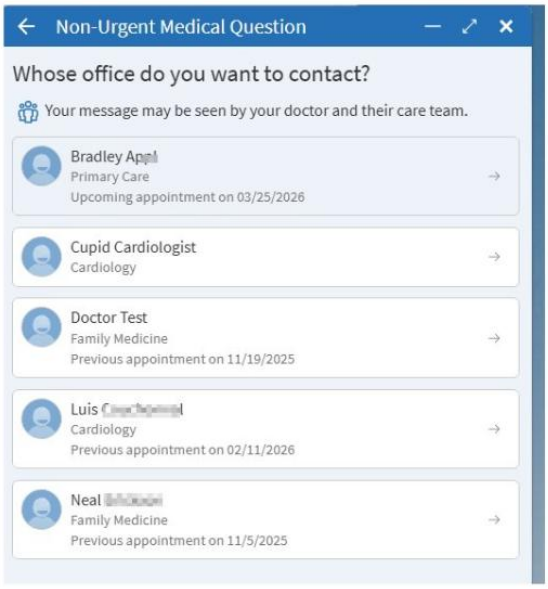
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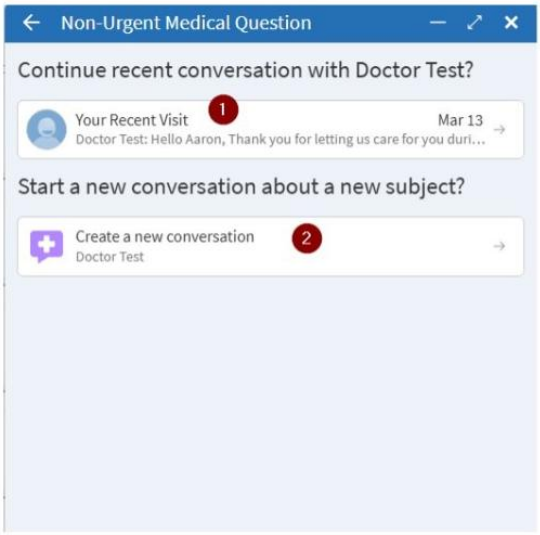


Provider with whom patient had past office visits will be visible in the list of messaging.

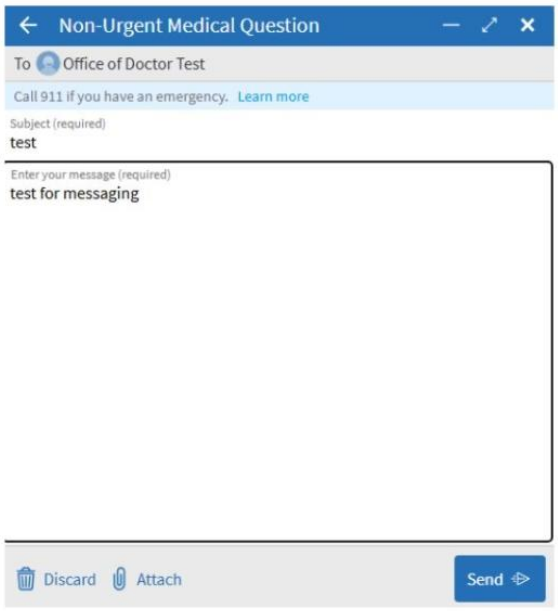
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Patient can continue an existing conversation with the provider (1) or create a new conversation (2).



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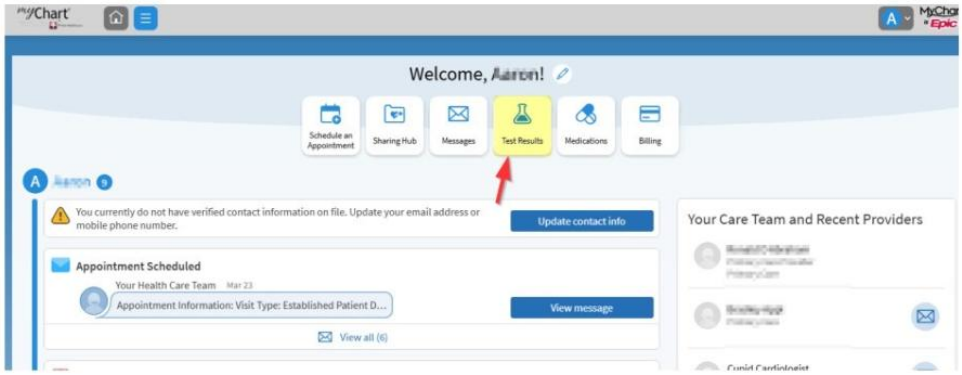
View test results

View your test results With MyChart

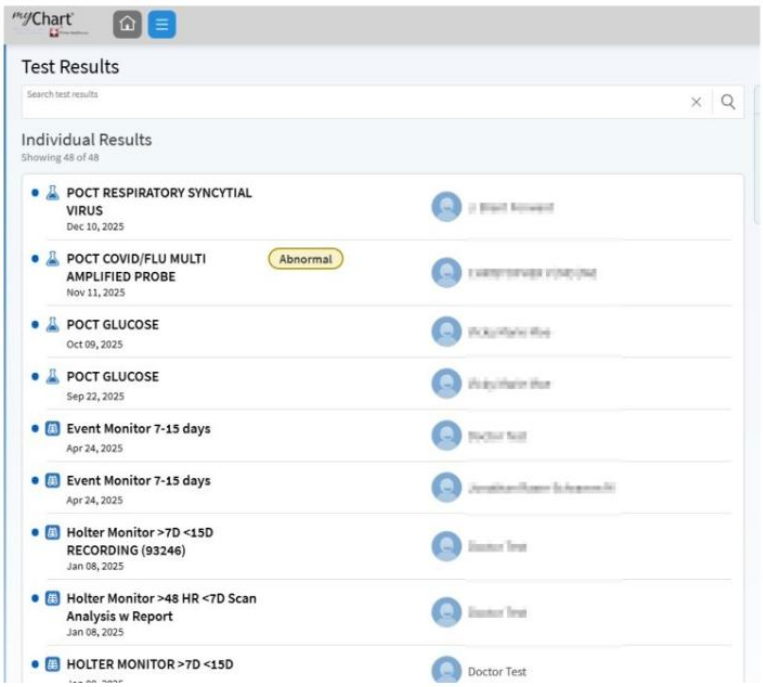
You can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician.

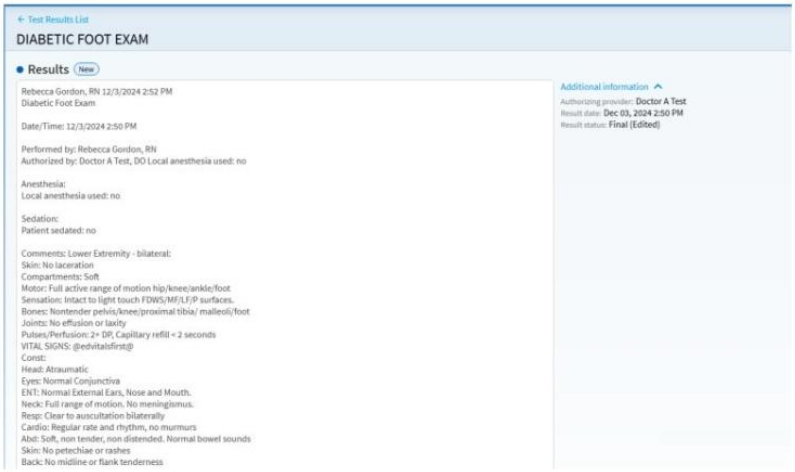
To view test results, go to Test Results. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result



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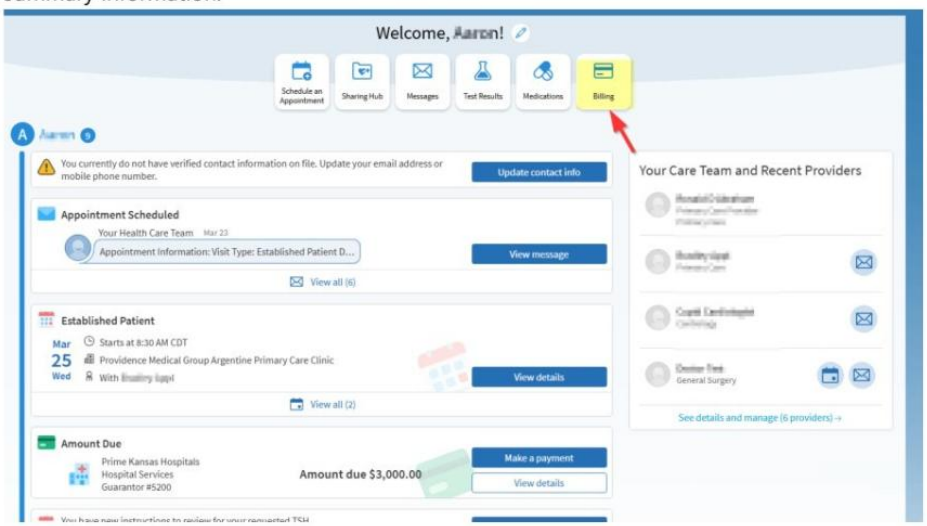




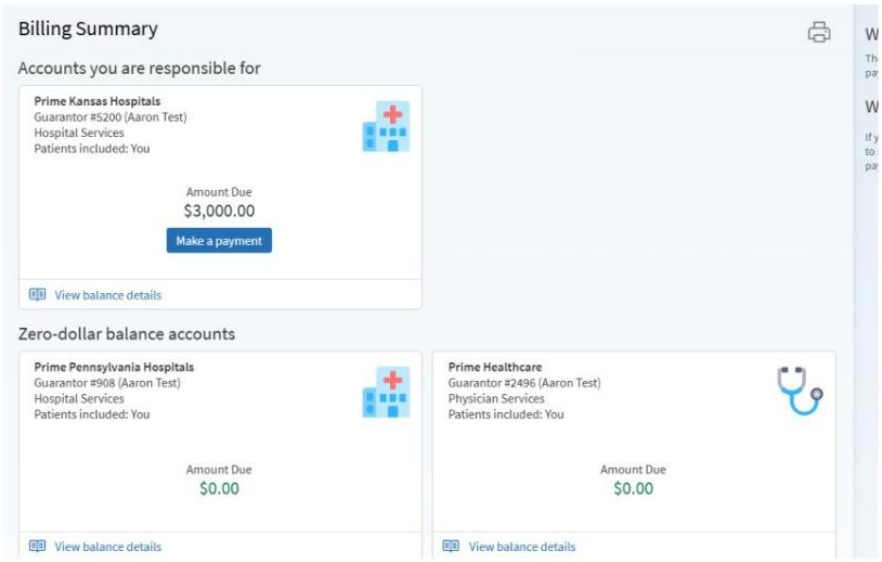
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Billing

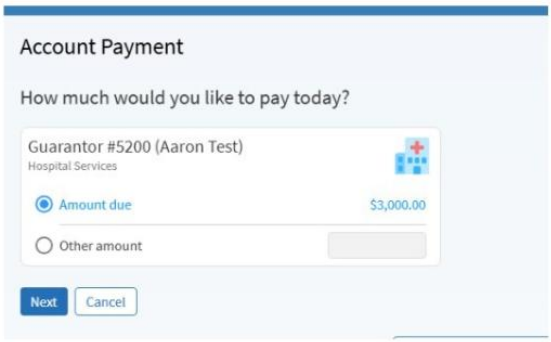
Patients can pay through MyChart and view the outstanding balance details and other billing summary information.

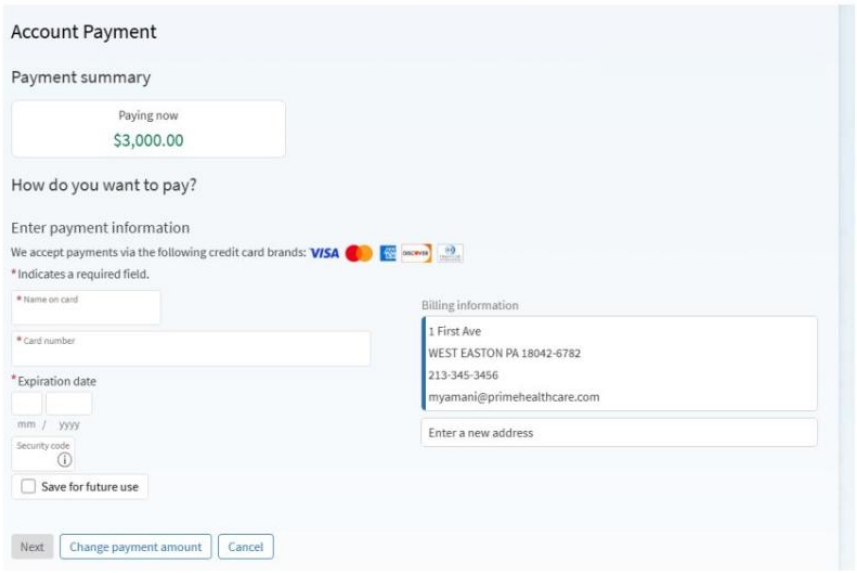


Payment for the Amount due can be done by selecting Make a payment.

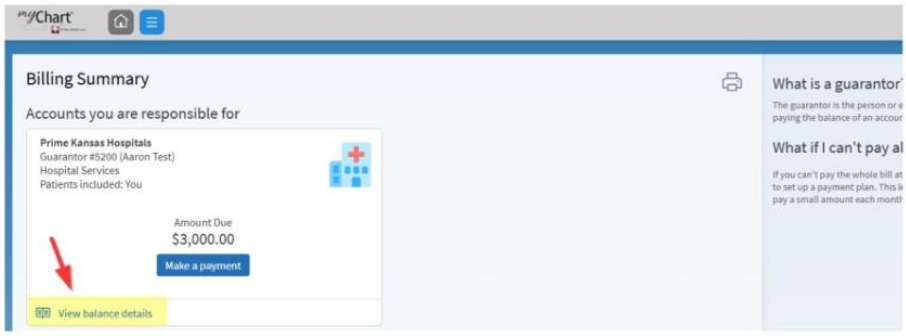


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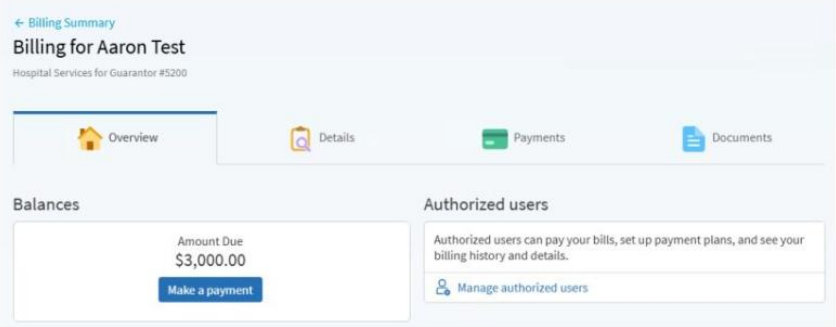




To view balance details, select as shown in picture below.

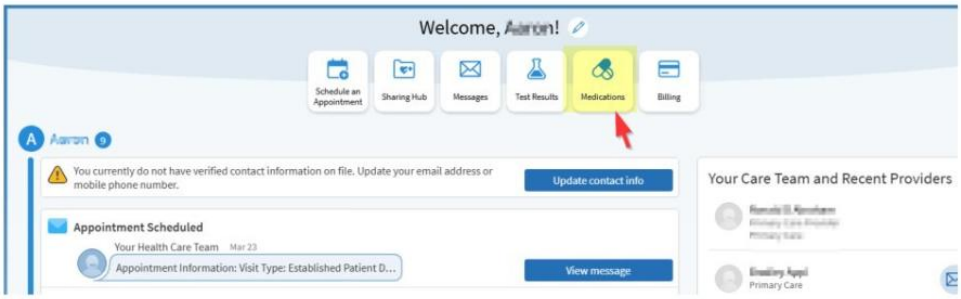


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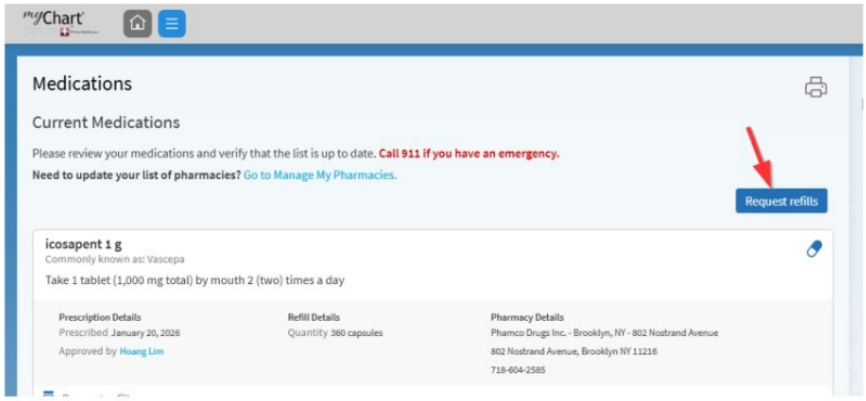


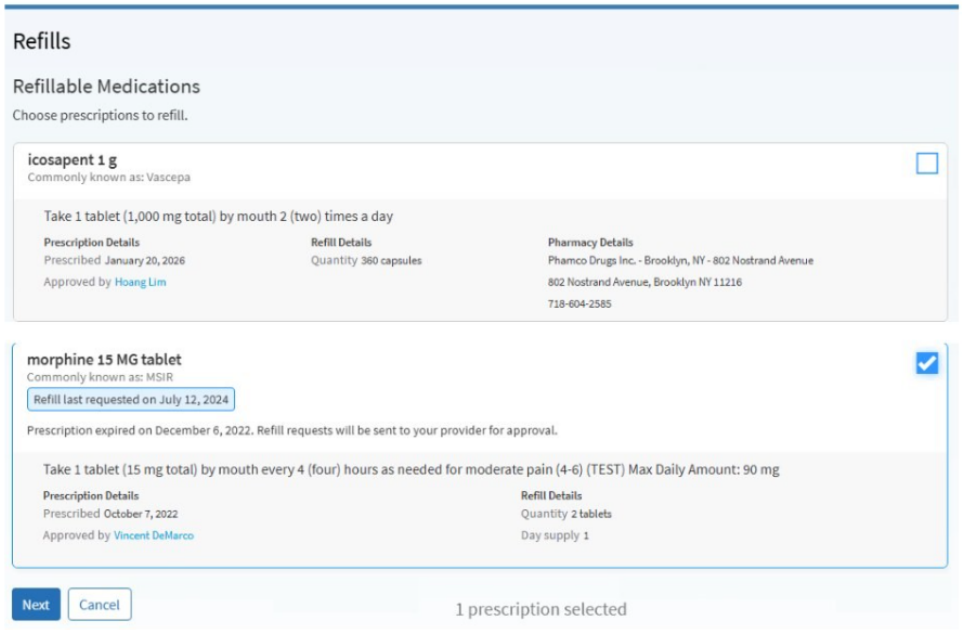
Refill requests

The Medications page in MyChart allows patients to review their medications and information about them, including the start date and instructions for each prescription. Patients can also write personal notes concerning any given medication.

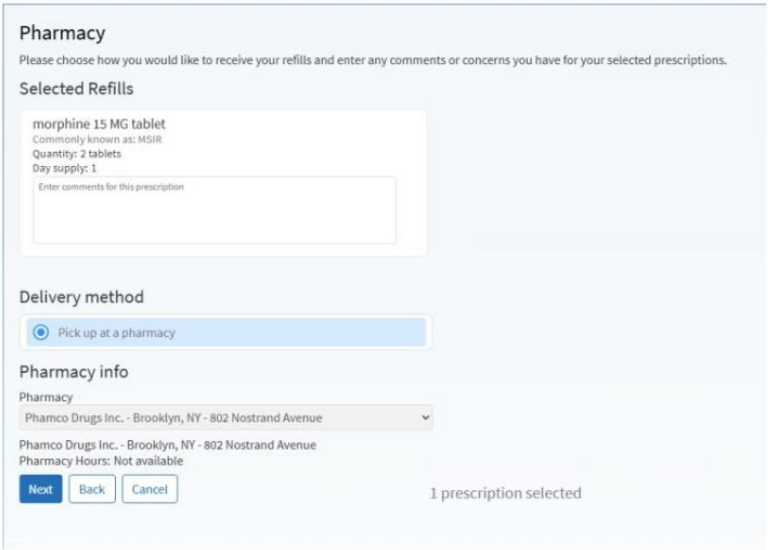


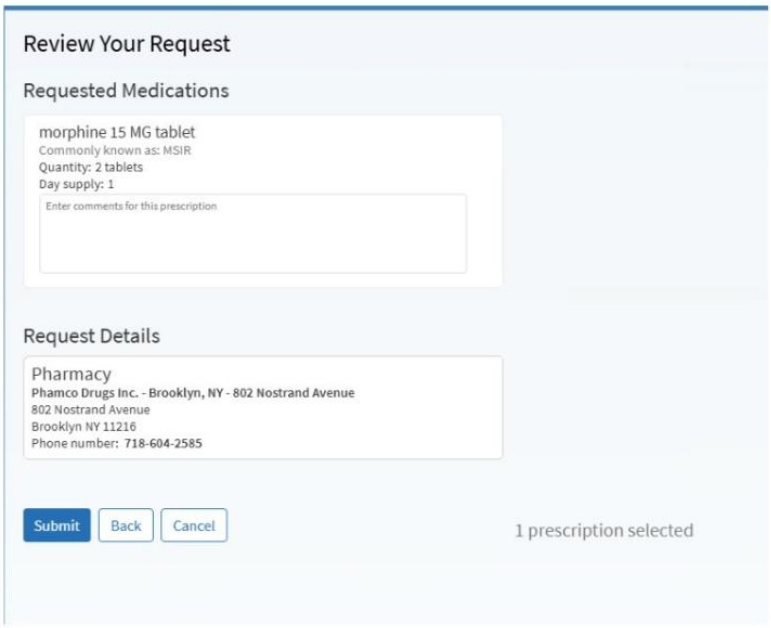
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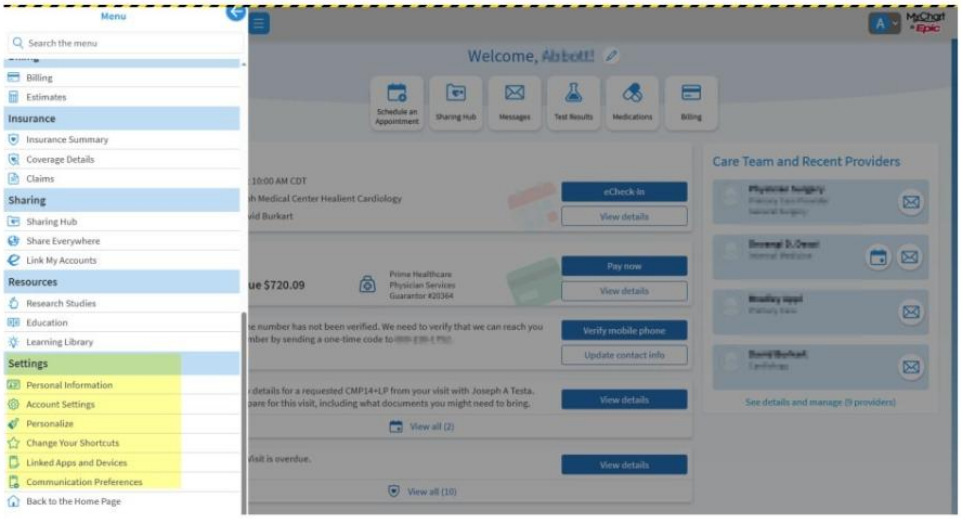
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Preferences and Administrative Features

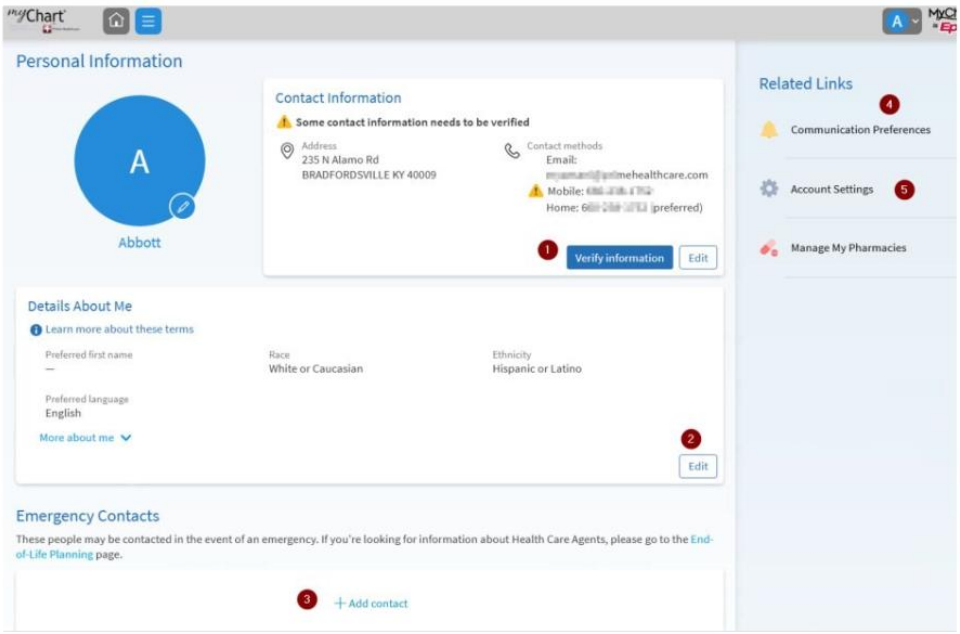
Update your personal information

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.

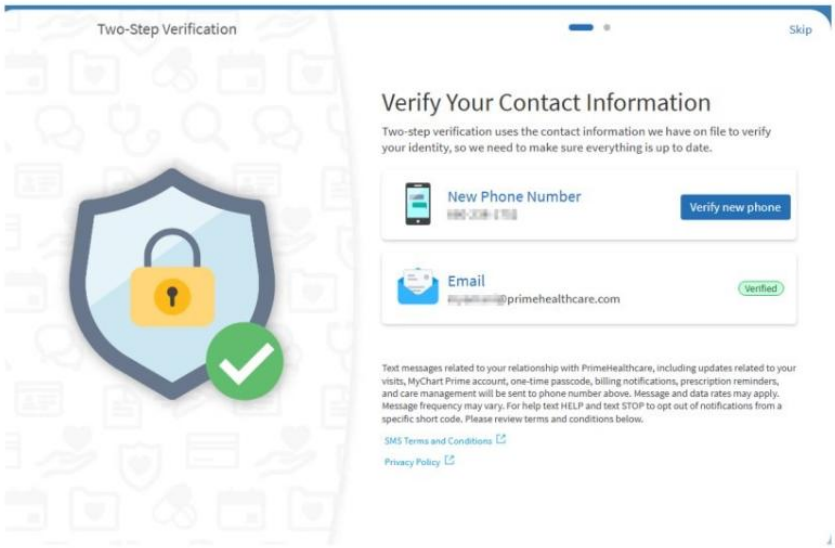
1. Go to Personal information.



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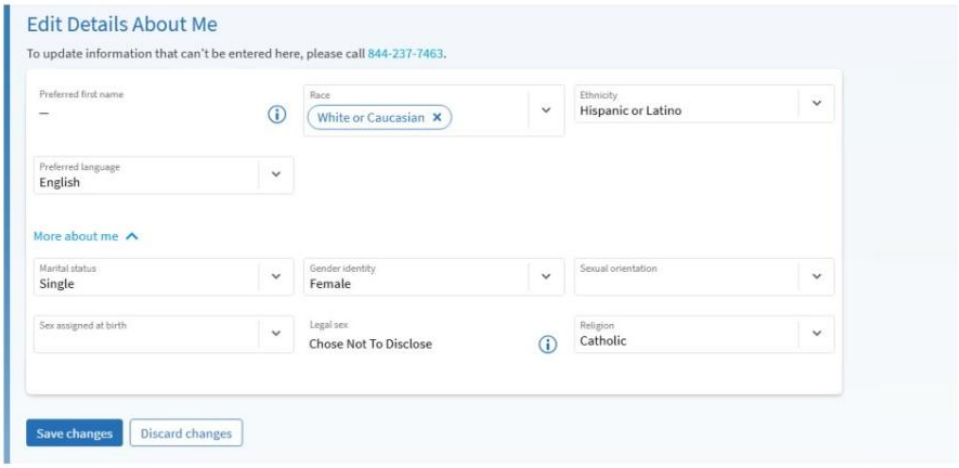


Verify Contact Information



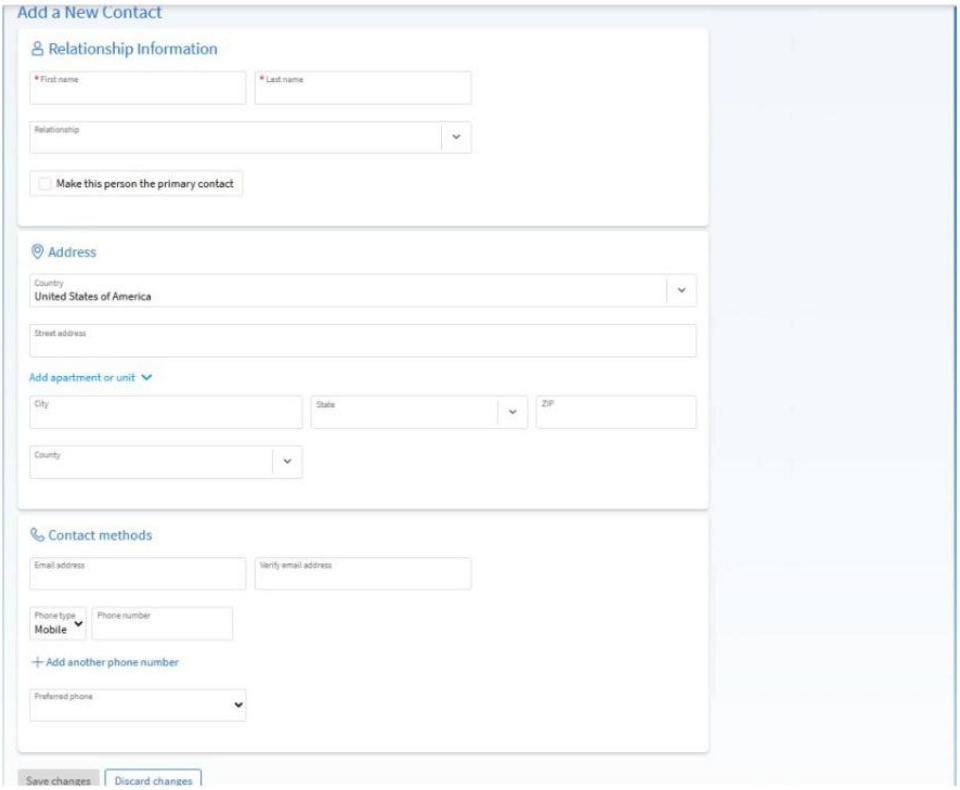
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Edit details



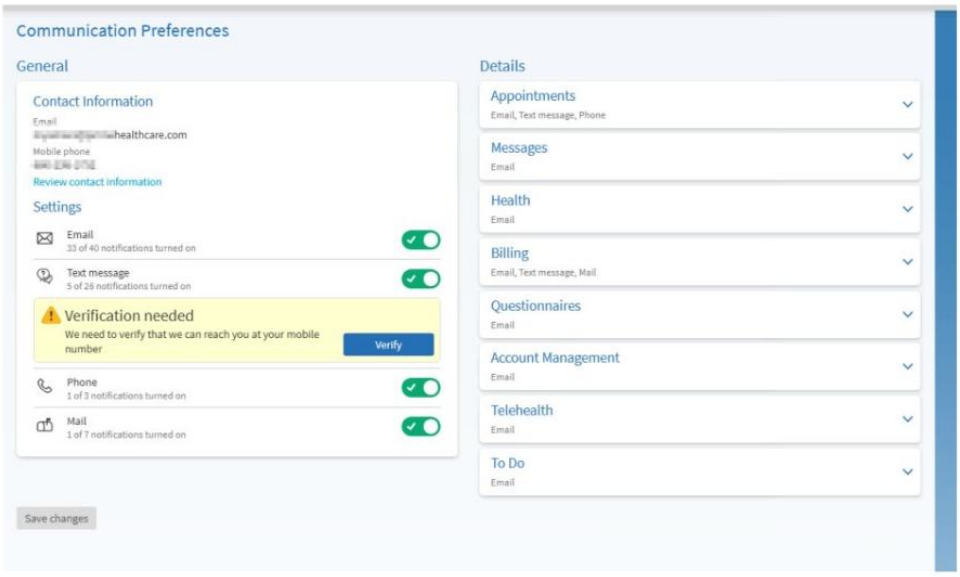
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Add emergency contact information and save the changes.



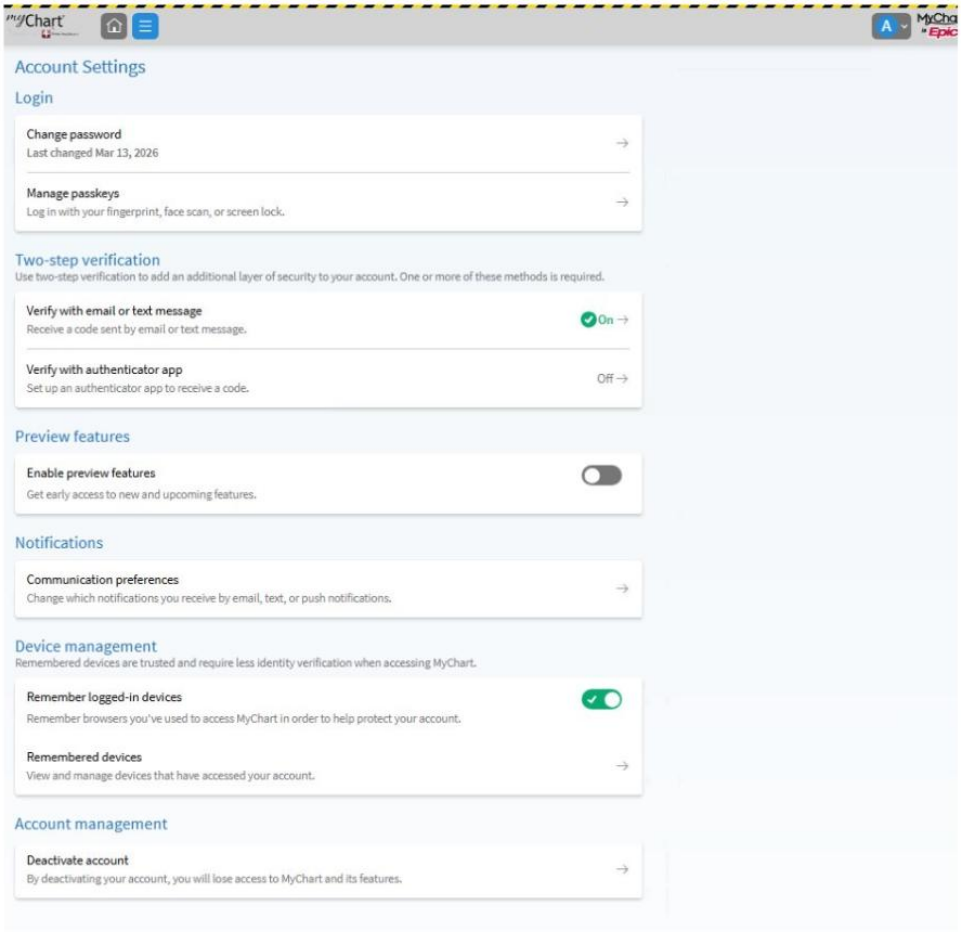
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Set your communication preferences



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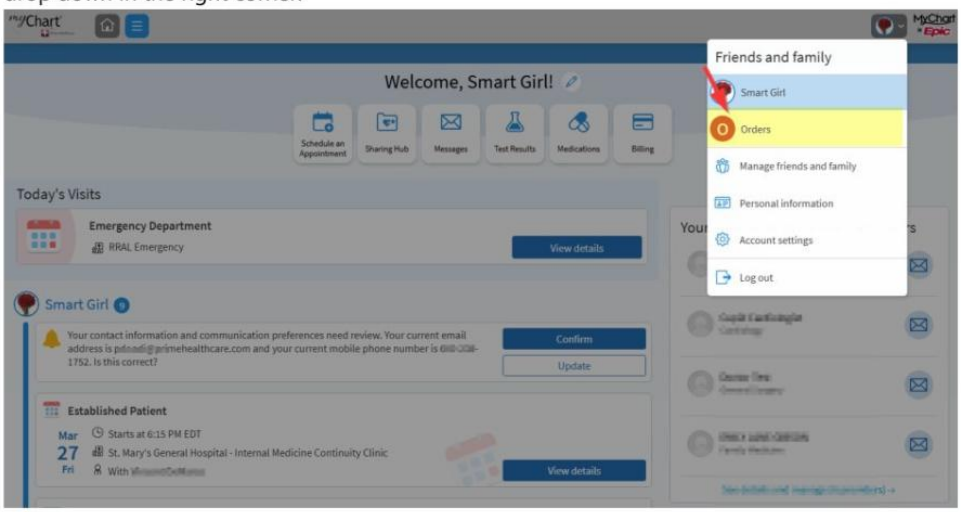
Edit the account settings (Password changes, passkey settings, notifications etc.)



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Proxy access

After you've received proxy access, you can view your family member's records by clicking the drop down in the right corner.



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