



YOUR CARE. YOUR WAY.



Online User Guide



Schedule doctor appointments

Download online medical records

Pay bills online

Help family members track their healthcare

View a summary of your doctor visits

View recent test results quickly and securely

Get prescription refills

Email your doctor with questions about your health





MyChart provides many services and benefits

With MyChart, you have a wide range of services and benefits that connect you to your healthcare team, help you manage your own health and your family members' health, manage appointments, pay bills online, and much more.

Connect with your doctor and care team

- Schedule or request appointments*
- Email your provider with questions
- View summaries of your visits

Manage your health

- Request prescription refills and update medications
- View test results securely
- Download online medical records for free
- Update allergy information

Optimize your appointments

- eCheck-in
- Fill out required forms in advance, and save time during registration

Help family members track their healthcare

- Track annual appointments and immunizations
- View your child's growth charts, immunization history and upcoming appointments
- Update care details for seniors



Manage your account

- View outstanding balance
- Make a payment
- View claims for services covered by insurance
- Update your insurance information



Sign up for a MyChart account

There are several different methods of **MyChart** signup that will be used by different departments across the organization:

- Office staff can sign you up at your next visit.
- If you don't sign up during your office visit, you will receive a **MyChart** activation code on your *After Visit Summary*. You can then sign up on **nyuhs.org/mychart** using your activation code.

* Not all features are available at all locations.

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- Visit nyuhs.org/mychart and click on the *I Don't have an Activation Code*. Complete the form, answer identity verification questions and create a username and password.

Download the **MyChart** app!

After you set up your account, download and enjoy the convenient and easy MyChart mobile app.

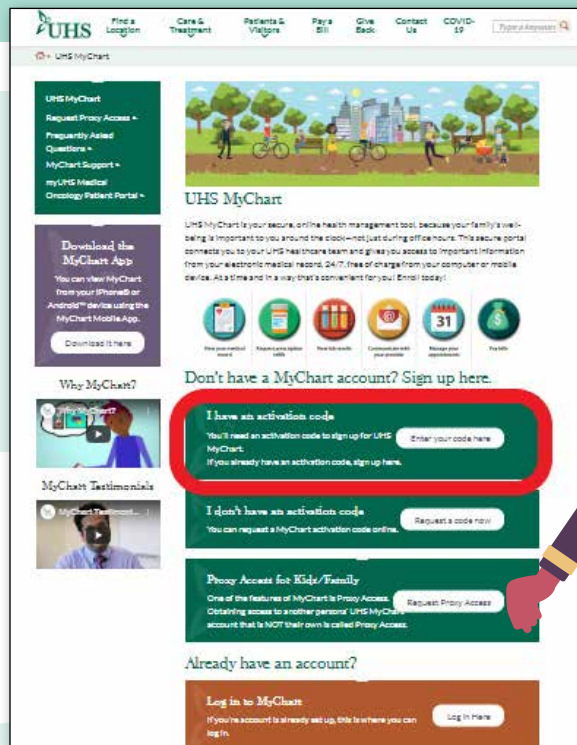
It's easy to take **MyChart** with you wherever you go. Download the mobile app for secure, on-the-go access that lets you receive health reminders, view lab results, schedule and manage appointments, re-order medication refills, and send messages to your provider.

Another great mobile app benefit: easily pull up your **MyChart** account to share your medications list and test results with other healthcare providers.

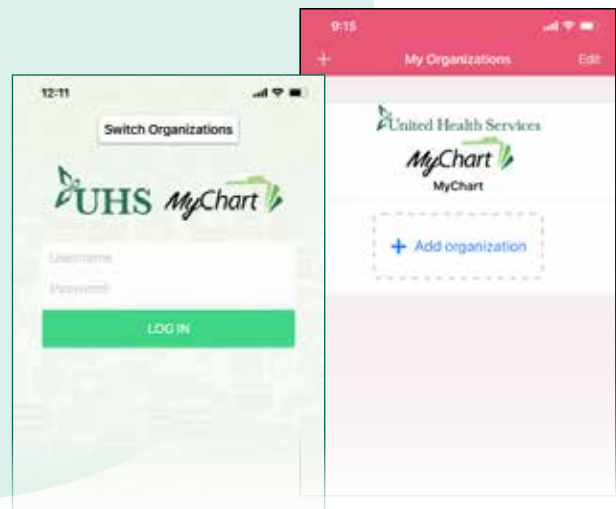
To download:

Sign up online, then download the **MyChart** app today.

1. Search for *"MyChart from Epic"* in the *iTunes App Store* or the *Google Play Store*.



2. Open the app and access New York, the state where your UHS provider is located. Select *"MyChart by United Health Services"* as your provider. Click "Install."
3. Log in with your **UHS MyChart** username and password.



GO NOW:



Medical Record Access and Sharing

Epic offers several different features through the **MyChart** patient portal to allow you to access your health records.

View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in **MyChart**.

If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Go to **Health > Document Center**.
2. Click **Visit Records** and select the **Lucy Summary** tab.
3. Click **Download** and then click **Request** for the message that appears. You'll be notified when your download is ready.
4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

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 **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 **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 your healthcare organization, you can download and view it from **MyChart**, rather than having to wait for a paper copy to arrive in the mail. Your organization might also provide a link where you can complete a form to request medical records from this feature.

1. Go to **Health > 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.

Authorize sharing of your medical records

Occasionally, you might need to see a doctor outside of your normal healthcare organization (for example, if you seek emergency treatment while traveling or see an outside specialist). To help ensure that your medical records are accessible in these scenarios, you can authorize the sharing of your records in **MyChart**. When you authorize sharing ahead of time, you don't need to sign a paper authorization form if you are admitted or seen at an outside organization.

1. Go to **Health > Share My Record > Allow other organizations to access your information > All organizations/ Preferred organizations**.
2. Under Authorize Access, select the organizations with whom you want to share your medical records.
 - Click **All organizations** to make your records generally available.
 - Click **Preferred organizations** to select specific organizations.
3. Click **Continue**.
4. Review the authorization form and click **Authorize**.

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 the Share My Record activity.
 - On the **MyChart** website, it's accessible under the **Health > Medical Tools** menu.
 - On the **MyChart** mobile app, it's accessible from the home screen after you've logged in. Note that you must update the **MyChart** mobile app to version 5.4 or higher to use 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.

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**).

Receive email messages when new MyChart messages are available

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

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**.
2. Click **New Medical Question**.
3. 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.
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 email for new messages in your **MyChart** account, you'll receive a message letting you know that the clinic has responded to your request.

Request a referral to see another provider

1. Go to **Messaging > Request a Referral**.
2. Enter the provider you want to see, a reason for the referral, and a brief message explaining your request.
3. When you are finished, click **Send**.

Someone at your clinic should respond to you within two business days. If you've opted to receive email or text notification for new messages in your **MyChart** account, you'll receive a message letting you know that the clinic has responded to your request.



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. This 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

Visits

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 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

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.

Request or schedule an appointment

To request or schedule an appointment, 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 send an appointment request, you're asked to enter the provider you want to see, the

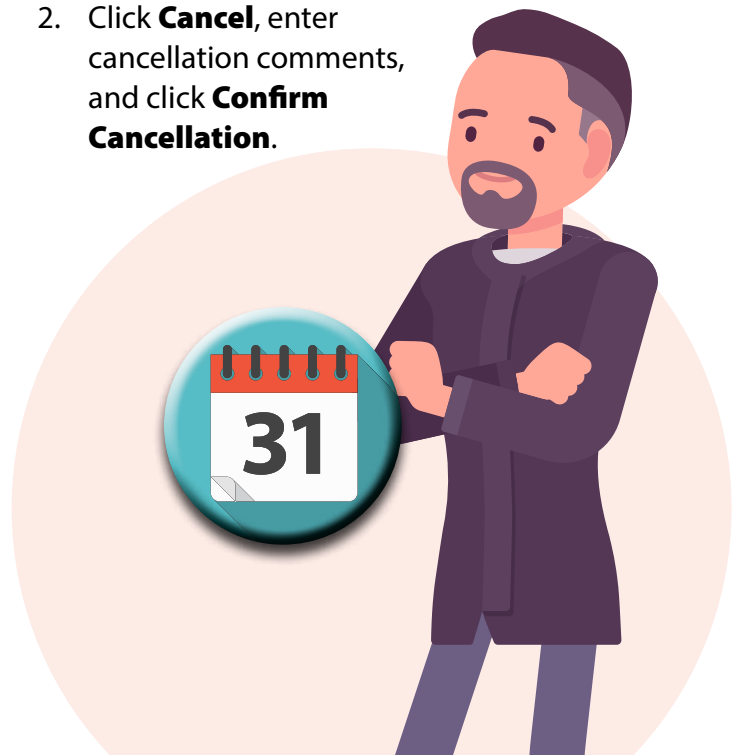
reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

- When you schedule an appointment, you schedule the appointment 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.

Cancel an appointment

Depending on the date and time of your next appointment, you are able to cancel it through **MyChart**.

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.

Receive email when new results are available

1. Go to **Profile > Communications**.
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 **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. 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.

Request a medication refill

1. From the medication list, click **Request Refills**.
2. Select the check box next to the medication you need refilled 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 refill request and click **Submit**.

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

View a summary of your health information

To get a summary of your medical record, 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**. When you enter the information in the Track My Health feature, your physician automatically receives the readings so he can monitor your progress between visits.

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 up until age 12, then limited access until age 18. 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, 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.

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 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 **Health > 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 Center for Disease Control (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.

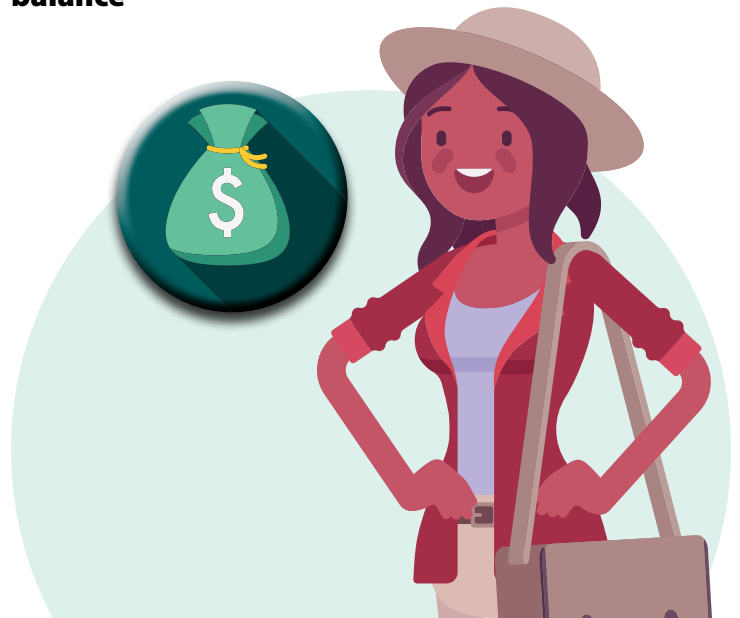
If you want a copy of the growth chart for your records, click .

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.

Make a payment for an outstanding account balance



1. Go to **Billing > Account 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**.

Cancel paperless billing

1. From the Billing Account Summary page, click the paperless billing alert.
2. If you no longer want to receive an email when a new paperless statement is available online, enter and verify your email address 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.

View claims for services covered by insurance

1. Go to **Billing > Coverage Details**.
2. Select a coverage and click the **Claims** tab.
3. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click **Customer Service Request** to send a message to customer service staff.

Review and update your insurance information

To review the insurance information your clinic has on file, go to **Billing > Insurance Summary**. Click **Details** for the payor 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 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 communication 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, prescriptions, appointment updates, and more.

1. Go to **Profile > Communications**.
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 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 **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.





Help **family members** track their healthcare



Sign up for proxy access for children or adults

MyChart allows approved individuals, such as parents of minor children, legal guardians, or adult children who have health decision-making authority for their parents, to have access to the medical records of family members.

To obtain authorized access, you should complete the child or adult *Proxy Access Form* (found on nyuhs.org/mychart under "**MyChart Proxy Access**") and return it to the provider's office where your child or the adult receives their care.

Proxy access for children

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows:

- When the child is 11 years old or younger, a parent or legal guardian with proxy access has complete access to the child's medical record.
- When the child turns 12 and through the age of 17, proxy access will be limited to certain kinds of information and **MyChart** functions.
- When the child becomes an adult at 18 years of age, a parent will no longer have proxy access.
- In the case of legal guardians, depending on the situation and capacity of the now 18-year-old to manage his or her own healthcare, proxy access may be continued upon request and review.

Proxy access for adults

Adult patients 18 and older generally monitor and manage their own **MyChart** accounts. However, if a patient turns 18 and wants or needs to have another adult serve as proxy representative, that young-adult patient can complete a *Proxy Authorization Form*.

The most common example of proxy access for adult patients is when older parents want their healthcare managed by their adult children.

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

Yes, you can. This is called *Proxy Access* and allows a parent (or guardian) or authorized adult to view a family member's chart. To do so, you must first log into your own personal **MyChart** account, after which you can view the account of the child or adult for whom you have proxy authorization.

How do I get proxy access to a family member's account?

You must have your own **MyChart** account and authorized proxy access. If the patient is a child through the age of 17, the child's parent can request and complete the *Proxy Authorization Form*. If the patient is an adult 18 and older, the patient can request and complete the *Proxy Authorization Form*.

(continued...)



Help family members track their healthcare



You can obtain the **MyChart Proxy Authorization Form** by requesting it at your next visit to the office. Proxy access is usually activated within 7 business days.

Ask for the form in person: Adult patients can ask for a proxy form when they visit the office or hospital.

You can also complete and turn it in at that time.

Download the form from your computer:

The *Proxy Authorization Form* is posted on the *Proxy* page at nyuhs.org/MyChart.

- Click “Proxy Access for Kids/Family”
- Click “Minor Child Proxy Access Form” or “Adult Proxy Access Form”

Print it out, complete the form, and turn it in to your provider’s office.

What Can You Do With MyChart?

	Proxy Access for Children (Birth to 12th Birthday)	Proxy Access for Adolescents (12th Birthday to 18th Birthday)	Proxy Access for Adults
Message a Provider	◆	◆	◆
Request a Prescription Renewal	◆		◆
View Upcoming & Past Appointments	◆		◆
Request New Appointments	◆	◆	◆
Review Lab & Test Results	◆		◆
Review Medications & Current Health Issues	◆		◆
Review Allergies & Growth Charts	◆	◆	◆
Review Immunization History	◆	◆	◆
Review Medical, Surgical, Social & Family History	◆		◆



*Due to New York State adolescent legal protections regarding privacy, adolescent proxies are unable to view all other information contained in the adolescent’s medical record.

For specific instances listed below, proxy access will be processed through our Health Information Management office. Please visit nyuhs.org for details.

- Proxy access for pediatric patients where there are custody agreements to be considered.
- Pediatric patients with diminished capacity.



The **UHS MyChart** Support Team is available to help you at:

MyChart@nyuhs.org

(607) 584-4004*

Open 8:00am to 5:00pm Monday through Friday

*This line is for information only, and cannot accept a recorded message.
Please call during those hours.

After Hours:

Please call during regular business hours

You can send an email to ***MyChart@nyuhs.org***
and we will reply to your message on the next business day.

Thank you for using **UHS MyChart.**