What is New in MyChart?

On October 10th, we will be upgrading our MyChart patient portal site. We would like to make you aware of a few differences that you will see, when you sign into your MyChart account.

The Home Page is Getting Redesigned

- This new look is designed to adapt to your needs and help you feel more at home whether you’re using the MyChart website or the mobile app.

  - The new home page will present you with shortcuts to common activities and an actionable feed of updates to focus on when you sign in.
  - There will also be a new search feature and a new single menu to help you search for what you’re looking for.
# My Chart User Guide

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Activating Your MyChart Account

MyChart is Texas Health Resources’ secure patient web-portal that allows you to view your medical information, communicate with your physician, and actively involves you in managing your healthcare.

To sign up for your own MyChart account, you will need an activation code. This is code is located either on your After Visit Summary or Discharge Summary, depending on whether you were seen in a clinic or were admitted to the hospital. If you lose your activation code, or signing up before your initial visit, you can request an activation code online.

To activate your MyChart account, you will need to go your internet browser and input the following website: https://mychart.texashealth.org and hover over the “Create an Account” button. Select the I Have An Activation Code button.
Enter in your activation code, date of birth, & zip code and select the Next button.

The next step will require you to create a unique username and password that will be used for future logins. You will also select and answer a security question that will help identify who you are, if you forget your password and would like to have it reset.

NOTE: When signing in, your username will not be case sensitive, but your password will be, and will need to be entered correctly when you sign in.

The final step will ask you to fill in your email address to receive email notifications. These notifications are tickler messages that notify you that you have new information to view in your MyChart account, such as new lab results, a new message from your physician, or an upcoming appointment. These email ticklers will not create spam for your email account.
Once you select the **Sign-In** button, your MyChart account will be activated.

**Requesting a MyChart Activation Code Online**

If you wish to sign up for a MyChart account, but do not have an activation code on hand, you can request one by hovering over the “Create an Account” button and selecting the **I do not have an Activation Code** link.

You can choose to either match yourself with one of our records in our database or you can answer some questions if you have never been seen at a Texas Health hospital or clinic.
You will be directed to fill out your personal demographic information so that MyChart can identify you and locate the record with the corresponding information. Click the Submit button to send your information.

NOTE: Any fields marked with a red corner will be required to complete or an error message will appear.

If your information matches and you do not have an active MyChart account, you can sign up directly and create your own username and password.
If your information does not match, a representative will get in contact with you to assist you with verifying your information so you can receive your MyChart activation code.

Recovering Your Username

In the event you are unable to recall your MyChart username, you have the ability to have your username emailed to you. Select the **Forgot Username?** link from the home page.

Fill in your first and last name, date of birth, and zip code and select the **Submit** button.
An email will be sent to you with your MyChart username to the address that will be listed in your record.

If you are having difficulties recovering your username or receiving error messages, select the Contact Us link and fill out the necessary information. A notification will be sent to the MyChart team and they will assist you with logging in.

Resetting Your Password

Select the Forgot Password? link to reset your password.

Fill out your username, date of birth, social security number and zip code. Once you select Next, you will be asked if you will be prompted to receive a code via email, in order to reset your password.

Once you enter the code that you receive via email, you will then prompt you to create and confirm your new password that you will use for future logins. The password will be case sensitive so be sure to include any capitals if there are any in your password.
MyChart Mobile Applications
You can download our Texas Health Resources MyChart mobile application to your Apple or Android device and view your medical information from your phone or tablet. At the bottom of the MyChart home page, you can select the links, which will direct you to either the Apple store or the Google play store.

The app is free to download.

MyChart Help Support
If you are still experiencing difficulties with signing up for your MyChart account or if you are having trouble recalling your username and password, contact the MyChart team and they will be available to assist you in answering any questions relating to MyChart.

From the home page, select the MyChart Help link

The MyChart Assistance page will provide you with ways that you can receive technical support for your MyChart account.
You can also send an email to MyChartHelp@texashealth.org with your inquiries or you can contact them via phone at (682) 236-6700.

The MyChart Help Desk is frequently monitored Mondays through Fridays from 8:00 AM to 6:30 PM, except on major holidays.

**MyChart Proxy Access**
You can request MyChart proxy access to view the MyChart accounts of spouses, family members, or children that have visited a Texas Health Hospital or outpatient clinic. Proxy access will allow you to view the accounts of family members from your own MyChart login.

From the **Personalize** page of the main menu, you can request access to view your child’s record or you can grant access to another adult member so they can view your record.
Once you have submitted the form, the Medical Records team will process your request and establish proxy access. They will notify you once your access has been granted.

Here are a few things to keep in mind, when viewing your proxy account:

- **Minor patients, under the age of 15**, are not permitted to have their own MyChart account. Once a parent is set up with proxy access to their child’s account, they will see a full view of their child’s medical information.

- **Minor patients between the ages of 15 and 17** are allowed to have their own MyChart account. However, in order to protect teen’s privacy, parents will need to be set up with proxy access to view their account, and cannot have direct access. Please be aware that the parent’s proxy account will have a very limited view of the teen’s medical information, and will not be able to view test results, appointments, medications, etc.

- Once the patient turns **18**, parents will lose their proxy access, and will need to re-sign up as an adult proxy. Parents or family members with adult proxy access, will also be able to have a full view of the patient’s MyChart account, and can view test results, medications, upcoming appointments, allergies, health issues, etc.
  
  - Patients who are not capable of making medical or legal decisions for themselves can have a proxy access set up with signed Medical Power of Attorney forms that allow online access to their medical record.

**Proxy Invites**

From the **Share My Record** page of the main MyChart menu, you can send proxy invites, via email, to any family members that want to be able to view your MyChart account. The family member receiving the email will log into their own MyChart account to accept the invitation and must validate who they are, by confirming your date of birth.

This feature is only available for accessing adult records.
Ask Your Provider a Medical Question

You can communicate with your ambulatory or outpatient physician, by sending a medical advice message. You will be required to select a physician and a subject pertaining to your questions. You can also attach images to your message to provide your physician with more information about symptoms that you may be experiencing. This can be found in the Ask a Question link under the main menu of your MyChart account.

**NOTE:** This feature is only available to patients who have been seen by an Ambulatory Outpatient or Texas Health Physician Group physician or provider.
Communication Preferences
Under the Communication Preferences link, of the main menu, you can determine and set which notifications you would like to receive, pertaining to your MyChart account. To opt out of a notification, click on the icon and you will no longer receive those alerts.

Completing Pre-Registration Online
At Texas Health Rockwall, Southlake and Flower Mound, you have the option to complete pre-registration questionnaires online through MyChart. Pre-Registration can be accessed through the hospital’s website on the Patient Pre-Registration page or through the Questionnaires link in the main menu.

Direct Appointment Scheduling
You can directly schedule appointments, from your MyChart account, with your physician, for any of the following appointment types: Current Patient Office Visit, Follow-up, Annual Physical, Screening Mammogram, Well Child Check Up and Well Woman. You must already have an established relationship with your physician in order to directly schedule your appointment, which means you have a future appointment within the next 13 months or have already had a visit with your physician within the last 36 months.

If your appointment ends up conflicting with your schedule, you do have the option to cancel or reschedule your appointment to another date or time.
If there’s an appointment type that you schedule frequently with a physician, it will show up as a favorite. Selecting the favorite will take you to the step to pick and confirm the time of your appointment. After you verify your personal information, your appointment will be scheduled.

Open Appointment Scheduling
If you are new to Texas Health Resources or Texas Health Physicians Group, you can view open appointment times online based on specialty and appointment type, and schedule an appointment, even without a MyChart account. If you are an existing patient, you can use open scheduling to schedule appointments with physicians that you do not have an established relationship with. Appointments can also be scheduled openly through the Texas Health Resources site (https://www.texashealth.org/).
NOTE: You will only be able to schedule New Patient appointments at this time.

Request an Appointment
You can request an appointment with your physician based on your preferred availability. You can select who you would like to see, a reason for your visit and your preferred dates and times. This will be located in the Schedule an Appointment page of main MyChart menu.

NOTE: This feature is only available to patients who have been seen by an Ambulatory Outpatient or Texas Health Physician Group physician or provider.
eCheck-In
You can save time when you arrive at your doctor’s office by completing part of the check-in process from the convenience of home. You can complete tasks such as verifying your demographic information, insurance, medications, allergies, & current health issues. You can also complete any questionnaire forms online, rather than completing on paper in the doctor’s office. The eCheck-In feature will be located in the Visits page in the main MyChart menu. To begin the eCheck-In process, select the eCheck-In button.

Shared Progress Notes
A few of your doctors will share their progress notes regarding your visit and condition. These notes can be found when viewing previous appointments in the Appointments & Visits page under the Visits icon. If your physician has shared his notes, you will see a Notes link that you can select next to your visit summary.

Advanced Directives
You can use the Advanced Directives page to view all version of documents that Texas Health Resources has stored in their database. You will be able to view Advance Directives, Living Wills and Do Not Resuscitate documents on the Advanced Care Planning Page.
Other Features Available in Your MyChart Account

- **View Past Appointments or Hospital admissions** – You will be able to view a copy of your after-visit summary that you receive from your previous outpatient appointments, emergency visits or admissions. You can also apply filters to look at specific appointments, by physician, department or by specialty, and you will also see appointments that you have missed in the past.

![Upcoming Appointments and Past Visits]

- **View Current Health Issues** – Displays your health issues that listed in your medical record. You can request updates if they are not current or incorrect*
- **View Medications** – Displays your medications that are currently prescribed to you. You can also request refills of these medications or updates if the medications are not current or listed incorrectly. When requesting a refill, you can choose how you’d like to receive your medication and select the pharmacy where you’d like to pick up your medication.*
- **View Allergies** – Displays your allergies that are listed in your medical record. You can request updates if the allergies are not current or listed incorrectly*
- **View Health Summary** – Allows you to view your health issues, allergies, medications & preventative care in one place
- **Update Personal Information** – Allows you to request updates to your address, email, phone numbers, race, ethnicity & language. You can also update your marital status, legal sex, sexual orientation, gender identity, religion, and preferred name.
- **Medline Plus** – An online medical library that allows you to research medical terms or conditions

*This feature is only available to patients who have been seen by an Ambulatory Outpatient or Texas Health Physician Group physician or provider.*

- **Day at a Glance** - If you are currently admitted to the hospital, you will first see the Day at a Glance report when you sign in. This report provides you with a summary of your activities during your hospital stay, including medications that have or will be administered, lab orders, consultations or procedures that may occur.
Viewing Your Results in MyChart

We automatically release all results to your MyChart account based on where you had the procedures performed.

- Any normal or abnormal labs or procedures that you had done in the hospital will release in 24 hours at **4:00 PM**, once the results are finalized.
- If you have had any sensitive procedures performed, they will automatically release in 10 days’ time at **4:00 PM** to allow your physician to discuss the results with you.
- Normal or abnormal labs or procedure results from an Emergency room visit will release in 8 hours when the results are finalized.
- Normal labs that you have had performed at an outpatient or THPG clinic will automatically release within 24 hours.
  - Normal/Abnormal procedures & abnormal lab results from an outpatient or THPG clinic will release in 4 business days at **1:00 PM**.

**NOTE:** Pathology results currently do **not** display in MyChart

When the results are released, you will receive a tickler notification in your email account that will notify you of new test results in your MyChart account. You can sign in and view the results by selecting the Test Results shortcut or from the Test Results page in the main MyChart menu.
Hospital lab results can be found by selecting the **Show Hospital Results** check box on the Test Results page of your account.

**Test Results**

![Test Results](image)

Upcoming Tests & Procedures

You can view any upcoming orders or procedures that have been ordered by your physician. This will be located in the **Upcoming Tests & Procedures** page from the main MyChart menu.

![Upcoming Tests and Procedures](image)

Device Integration

If you have a personal Fit-Bit or Withings device, you can link those accounts with your MyChart account to sync your devices with the appropriate patient-entered flowsheet, if you have one assigned. From the **Track My Health** page in the main MyChart menu, click on the **Connect My Account** button to link up your existing account(s).

![Track My Health](image)

If you use Apple Health on your mobile phone, you can share your data between your MyChart account and Apple Health.

Health Maintenance Care

You can view and keep up to date with your health maintenance or preventative care procedures in your MyChart account. If there are health maintenance topics that are listed as overdue, and you’ve had them taken care of recently, you can contact your Texas Health Resources physician to request to have the topic updated. Topics that have a **Not Due** status will have an info bubble to let you know that the type of preventative care is no longer applicable to you. This can be found on the **Preventative Care** page under the **Health** icon of your account.
Preventive Care

As a partner in your health and well-being, Texas Health has enabled a notification process in our electronic medical record system to inform you and your Care Team when you may be due for certain preventive care procedures and tests. Many of these preventive care reminders display in MyChart. The following procedures may be due for you.

Texas Health requests patients mark their influenza vaccine complete, if they have not already received the vaccine from a Texas Health Physician Group or Texas Health Hospital Visit. To do so:

1. Hover over the Influenza Vaccine preventive care item
2. Select “Mark as Completed”
3. Enter a completion date and Accept

If you would like to provide updates to other preventive care tests or procedures, please contact your Texas Health Physician Group provider.

Billing

You can also manage your bills from your MyChart. You can subscribe to paperless billing, submit co-payments online, and set up payment plans to pay your bills automatically. This can all be done from the Billing Summary page of your account.

Within each account, you can view the guarantor responsible for the account, outstanding balances, and records of payments made for the account.