What is New in MyChart?

On July 19th, 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.

After Visit Summary Alerts and notifications

We've created a new alert to help you find information for recent visits in MyChart. These alerts can be found on the home page after logging in. After Visit Summary alerts will only show for visits that took place in the last 30 days and have not been viewed yet. If you have a single unread After Visit Summary (AVS), clicking the alert will take you directly to the AVS.

If you have multiple unread AVS' then clicking the alert will take you to the Visits page where unread AVS' will be indicated with a blue dot.

If you have any questions about the new changes in MyChart or are having difficulties with logging into your MyChart account, please feel free to use the MyChart Help link. You can also recover your MyChart login information by selecting the Forgot Username orForgot Password links.
MyChart 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.

Please note if you are admitted to a Texas Health Resources Hospital, your nurse does have the ability to set you up with MyChart at the bedside.

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.

![MyChart Image]

New User?

Get personalized and secure online access to portions of your medical record, allowing you to manage your health information.

- Create an Account
- Pay Bill as Guest
- I have an Activation Code
- I do not have an Activation Code
- What is MyChart? FAQ

MyChart is a registered trademark of Epic Systems Corporation. © 2018.
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.

Enter your username, date of birth and zip code. Once you select Next, you will be prompted to send a 6 digit code to your email. Retrieve that code from your email and enter it into the field.

**Additional Security Verification**

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

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

How would you like to receive the code?

**SEND TO MY EMAIL**
Selecting the **Next** button will then prompt you to create and confirm your new password that you will use for future logins. The password will be case sensitive.

**Create a New Password**

Enter your new password. A good password uses a combination of lowercase and uppercase letters, as well as numbers. Avoid using a password that is easy for others to guess such as your name or phone number.

Password: 

********

Retype Password: 

********

**Next**  **Cancel**

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**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 Apple Watch**

If you have an Apple watch device, you can log into your MyChart account to view your messages, details of your upcoming appointments and your medications. You can also view the messages, upcoming appointment and medication details of the proxy accounts that you have access to.

Please be aware that the Apple watch functionality is only compatible with Epic MyChart app.
We do not have the ability at this time to make our mobile THR MyChart app available for the Apple watch.

**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 **Profile** menu > **Personalize** page of your account, 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 request, 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** can 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.

**Share Hub – Share Your Medical Information**

There are several ways to share your health information from MyChart. Under the **Health** menu you'll find the new **Share My Records** page. This landing page will help you get to the correct MyChart feature you need in order to share your health information. From this page you can download records, send records, request proxy access, manage your mobile devices and even grant temporary access to your health information through Share Everywhere.
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 Your Provider a Medical Question page under the Messaging icon 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 provider.

View Letters
Patients can view letters sent to them by medical staff on the desktop site as well as in the mobile app. On the desktop site Letters can be found under the Messaging menu. Letters are organized by date and indicate where the letter came from. The Status column indicates whether the letter has been viewed. Clicking on one of the letters will allow you to read is contents.
From the mobile app, the Letters activity can be launched by clicking on the Letters icon.

**Notification Preferences**
Under the Profile icon, select Notifications, from this page 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**
Some facilities at Texas Health are set up to allow Pre-Registrations for an upcoming hospital visit or procedure through MyChart. From the Pre-Register menu select the Pre-Register/eCheck-In open. This page will guide you to the correct Pre-Registration process by selecting the Texas Health location you will be seen.
Note: Some Texas Health Hospitals use eCheck-In for their Pre-Registration workflows. eCheck-in for Texas Health Physicians Group is available 7 days prior to your visit. eCheck-In for Texas Health Hospitals is available as soon as your appointment is scheduled.

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 under the **Visits** icon 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 provider.

**Wait List**
When scheduling an appointment through MyChart, you can now add yourself to the Wait List. The Wait List is a MyChart feature that automatically sends you an email if an earlier appointment time becomes available. To enable this option for the visit, click the **Get on the Wait List** link after scheduling the appointment.

**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 personal 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 in the **Upcoming/Past Visits & eCheck-In** page under the Visits icon. To begin the eCheck-In process, select the **eCheck-In** button.

We will automatically send a notification reminding you to complete eCheck-In one day prior your appointment, if eCheck-In has not been completed.

**Shared Progress Notes**
If your provider has shared clinic notes from your visit with you, they will be available to view under the **Past Visits** section on the Visits page. Click the **View notes** link to open. Unread notes will be denoted by bold text and a blue dot indicator next to the link.
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.

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 immediately 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 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** option from the **Health** menu.

![Test Results](image)

Hospital lab results can be found by selecting the **Show Hospital Results** check box on the Test Results page of your account.

![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 under the **Visits** icon in your account.

![Upcoming Tests and Procedures](image)

**Patient-Entered Data Flowsheets**

Your physician might order a flowsheet for you to manually record daily readings for diabetes, weight control, blood pressure control or exercise. You can click the link below to view a tip sheet if you have been assigned a flowsheet by your physician.
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, click on the Connect My Account button to link up your existing account(s).

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.

Billing Information
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 Account Summary page of your account.
MyChart breaks billing into two categories. Hospital billing, denoted by the green hospital icon and Physician billing, denoted by a blue physician icon. Hospital billing is done through our new online billing option Pay My Bill. To pay a hospital bill or set up a payment plan, use the Pay Now button at the top of the Billing Account Summary page.

Clicking on View Account Details under one of the billing accounts loads a more detailed look into that account's billing information.

- The Overview tab shows information about the current balance and recent payments. From the Balances card, you can see the status of any payment plans and financial assistance cases.
- The Charges tab shows details about the account balance, including the original charge, any payments or adjustments, and the insurance balance.
- The Payments tab has information about any payment plan you may be on and shows past payments from any time range.
- On the **Communications** tab, you can view past statements and letters.
- The sidebar summarizes demographics information. In a narrow browser window and on mobile devices, this information appears instead in the **Account Info** tab.

Additional information is available across the site by hovering over info bubble icons.

**Insurance Cards**

You can now upload insurance cards in MyChart. Insurance cards can be uploaded to MyChart during the eCheck-in process or from the **Insurance Summary** page which is located in the **Billing** menu.
To update insurance details and upload insurance cards, from the Insurance Summary page, click the **ADD A COVERAGE** button. Select your insurance provider from the drop down box.

**Note the file size limitations when uploading images of your insurance cards.**

File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF

The maximum file size is 3.9 MB.
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.

- **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.*

- **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.
Day at a Glance

During your stay in the hospital, this Day at a Glance view provides a summary of your activities. It displays medications that have been or will be administered while you are admitted. It also shows lab orders, consultations, imaging orders and other procedures that occur. Each individual event is grouped by category. Click on a row for more details about the individual events in that order category.

**Know your Caregiver:** Your caregiver's role can be identified by the color of his/her scrubs.

**Friday July 19, 2019**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>Morning</td>
<td>Surgery</td>
</tr>
<tr>
<td>Afternoon</td>
<td>No events scheduled.</td>
</tr>
<tr>
<td>Evening</td>
<td>No events scheduled.</td>
</tr>
<tr>
<td>Overnight</td>
<td>Lab</td>
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<tr>
<td>Continuous</td>
<td>Procedures</td>
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← Yesterday  Tomorrow →