What is New in MyChart?

On August 26th, we will be upgrading and changing the look and feel to 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.

Proxy Accounts & Icons

- The MyChart tabs have been updated to icons.
  - Hover over them to see which options display below and select the appropriate link for what you are looking for.
- The names and ordering of the icons have been updated.
  - The My Medical Record tab = the Health icon
  - The Preferences tab = the Settings icon.
- Proxy accounts have moved from the right side of the screen to the top.

Upcoming Appointments & Past Visits

- Future and past appointments have been combined into one page called Appointments and Visits
- This can be found under the Visits icon
- Select each visit to view upcoming appointment details or past after visit summaries or discharge instructions
- To send an appointment request message or schedule an appointment directly, select the Schedule an Appointment button.

![Appointments and Visits](image)

eCheck-In

- Begin the eCheck-In process by clicking the Update Information button
  - You can still verify or update your demographics, allergies, health issues, medications and insurance, along with completing any questionnaires that are assigned to you. You can also pay your co-pay or balance, if available at your location.

Inbox for MyChart Messages

- The Inbox where you receive messages has been renamed to the Message Center
- The Message Center can be found under the Messaging icon in your account
Ask Your Provider a Medical Question

- If you want to send a medical advice message to your physician, you can select the Ask Your Provider a Medical Question link under the Messaging icon. This used to be named “Get Medical Advice”. You will only be able to send messages to your Texas Health Resources physicians that use MyChart in their offices.

Demographics

- Previously you could find the demographics link under the Preferences tab
- The Demographics page will now be found under the Health icon.
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 Contact Us link. You can also recover your MyChart login information by selecting the Forgot MyChart Username or Forgot MyChart Password links.
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 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 click on the “Sign Up Now” 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 selecting the “**Sign Up Now**” button from the MyChart website.

At the top right of the page, select the button labeled **Sign Up Online** which will direct you to where you can request an activation code online.
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, zip code and social security number 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 the security question that you selected when you activated your account.

Select 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 so be sure to include any capitals if there are any in your password.

NOTE: In the event you wish to change your security question and answer, you can do so by hovering over the Settings icon, and then click the Security Settings link from the menu of options. Enter your current password, select a new security question and answer and then select the Save Security Question button.
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.

MyChart by Epic

We do not have the ability at this time to make our mobile THR MyChart app available for the Apple watch.
Completing CAPTCHA at Login
When you log into your MyChart account, you will be asked to complete the CAPTCHA question as an additional security verification measure to make sure that you are not an automated program trying to get into your account.

You can select the **Don’t Ask Me Again When Using This Browser** checkbox to not be asked again, next time you log in. Your browser will remember this selection for 999 days. If you ever access your MyChart account on a different browser or device, you will be asked to complete the CAPTCHA security measure again.

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 Recover Your Username or Password pages, select the **Contact Us** link

Fill out your email address, first and last name, date of birth, the last four digits of your social security number, zip code and phone number, along with any comments that may be useful in determining the cause of the issues that you are experiencing.
An email alert will be sent to the MyChart Inbox where the MyChart team will be monitoring the requests that come in and attend to them as they arrive.

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 AM to 5 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. To be granted this access, you will need to fill out and complete a proxy form, which can be found below:

- **MyChart Child Proxy Form** (For newborns to 17 years old)
- **MyChart Adult Proxy Form** (For patients 18 and older)

Once the proxy form has been signed, you can send it to our medical records office either by email or fax. The address will be listed on the proxy form. They will set up the proxy account for you and will send you a letter 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.

**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 physician or provider.

**Direct Appointment Scheduling**
You can directly schedule appointments, from your MyChart account, with your physician for any of the following appointment types: New Problem, Follow-up, Annual Physical, 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.

**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/) or the Texas Health Physicians Group site (https://www.thpg.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 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 **Appointments & Visits** page under the **Visits** icon. To begin the eCheck-In process, select the **Update Information** button.

![Office Visit with Alan Gordon Kaye, MD](image)

**JUN 17 Sat**

**Internal Medicine Specialists Dallas**

8440 Walnut Hill, Suite 600
Dallas TX 75231-3634

Get Directions

**UPDATE INFORMATION**

**CANCEL**

**DETAILS**

**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.

![Appointment Details](image)

**Appointment Details**

**Visit Summary**  **Notes**

**After Visit Summary**

**Vicki Test | MRN: 077250620**

**Visit and Patient Information**

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**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
- **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*
- **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
- **Change Demographics** – Allows you to request updates to your address, email, phone numbers, race, ethnicity & language
- **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, once the results are finalized.
- If you have had any sensitive procedures performed, they will automatically release in 10 days’ time 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.

**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 option from the Health icon.

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

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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.

- Tip Sheet - Blood Pressure Monitoring
- Tip Sheet - Glucose Monitoring
- Tip Sheet - Gestational Glucose Monitoring
- Tip Sheet - Exercise Step Monitoring
- Tip Sheet - Weight Monitoring
- Tip Sheet - Syncing Devices to MyChart

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.