

MyChart Smartphone App & Patient Portal

Our electronic medical record system creates one electronic health record. This means that no matter where you are seen at Central Peninsula Hospital—whether in the hospital or in one of our clinics—your medical care team will have access to your medical history. An integral feature of your electronic health record is **MyChart, a smartphone app and online patient portal** that gives you the ability to access your information electronically and communicate with your care team.

Using the MyChart app or patient portal, you can:

- ✓ View your medical record, including test results.
- ✓ View and cancel appointments
- ✓ Send a secure message to your medical care team
- ✓ Sync your medical record to a 3rd-party application
- ✓ Send customer service messages to the billing department
- ✓ Receive alerts on your phone when payment is due
- ✓ Request prescription renewals.
- ✓ Access trusted health information resources
- ✓ Share your records with other providers
- ✓ Pay a bill or set up a payment plan
- ✓ View your payment history and past bills
- ✓ Sign up for paperless billing

HOW TO ACCESS MYCHART

STEP 1 – Activate your account

MyChart requires that CPH have an e-mail address for you on file. Patients can **receive a MyChart activation code** during their visit to Central Peninsula Hospital, to one of our clinics, or via telephone. This code will enable you to login and create your own user ID and password. If you were not issued an activation code at time of registration, you may call the hospital registration office or your provider clinic to have one sent to the e-mail address we have on file for you. Once you have your code from the e-mail you receive, navigate in your web browser to this location: <https://ak.myonlinechart.org> Click **"Access MyChart"** and follow the sign-up instructions.

Even without a code, you can still register by going to the same myonlinechart link above. Click the "Access MyChart" button, then click the blue "Sign Up Now" button at the bottom of the screen. Complete the online MyChart sign-up form by entering the requested information. My Chart requires that the e-mail address you enter matches the e-mail address CPH has on file for you.

STEP 2 – Download the app, or navigate to the patient portal in a web browser



Using the app store in your iPhone or Android, search for the term "MyChart". The first app that appears should be the MyChart app, similar to the icon to the left. The app is free to download and install.

If you prefer to access your health information through a web browser, it is not necessary to install the smartphone app. You can direct your web browser to the URL in STEP 1 above to sign in by using your newly created user credentials.

STEP 3 – Login to access your health information!

After installation is complete, open the MyChart app (or the web browser patient portal) and type your username and password. You now have access to your medical information and other MyChart features.



Your secure online health connection

FREQUENTLY ASKED QUESTIONS

When can I see my test results in MyChart?

Depending on the test, results are generally released to MyChart promptly after they are finalized. Some tests take longer to finalize but it should be within one to seven business days.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within two business days. Please note that MyChart should not be used for urgent situations. Please contact your clinic if the situation requires immediate attention or dial 911 if it is an emergency.

Who can sign up for MyChart?

MyChart is available for adults age 18 and older. Additionally, youth between the ages of 12 and 17 can have access to their own MyChart account, however there is limited clinical information in MyChart for this age group.

May I access my child's medical records through MyChart?

Yes. This is called Child Proxy. You are granted access to your child's medical information if your child is 0 to 11 years old. If your child is 12 to 17 years old, we are unable to provide full proxy access to his/her record via MyChart. These age ranges comply with state regulations, designed to protect minors who seek treatment for pregnancy and sexually transmitted diseases. Also, foster parents are not eligible to receive proxy access for foster children.

May I access the records of another adult for whom I am a caretaker?

Yes. This is called Adult Proxy. Patients may grant a spouse, or someone over 18 years old who helps manage their health, full access to their medical records. Please ask a receptionist about signing up.

Can I use other 3rd party apps to connect to my medical record?

A variety of smartphone apps (e.g. Apple Health) are able to connect with your MyChart medical record. CPH does not provide support for these 3rd party apps, but we can assist you with

registering for your MyChart account, which is the first step to expanded access through other apps.

Please bear in mind that using a 3rd party app for storing and accessing your health information could present risks to your information privacy & security. These risks may be influenced by the 3rd party application's practices, lack of data encryption, information sharing/sales relationships, etc. Once you export your health data to a 3rd party app, your information may no longer be covered under HIPAA privacy & security protections.

For more detailed information on how to evaluate a third-party app, please visit

<https://www.cpqh.org/mychart> and see info toward the bottom of that page.



Whom do I contact if I have further questions about signing up for MyChart?

Please call a registration clerk.

Whom do I call if I have registered for MyChart but now have problems getting in?

CPH provides limited MyChart assistance. The MyChart Help Desk at Providence can be reached at **1-833-395-2035**.

The MyChart Help Desk is available to answer your MyChart questions 24 hours a day, 7 days a week.

I forgot my password. What should I do?

You can click the "Forgot My Password" link on the sign in page to reset your password online. You may also contact the MyChart Help Desk at Providence at **1-833-395-2035** to request a new, secure password. The MyChart Help Desk is available 24 hours a day, 7 days a week.

