# OCHIN MyChart Patient Quick Start Guide

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Welcome to OCHIN MyChart

OCHIN MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From OCHIN MyChart, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you’re close to meeting your target number.
- Access your family members’ medical records. For example, you can view your child’s growth trends, immunization history, and upcoming appointments.

This guide provides an overview of many of OCHIN MyChart’s features and how to use them.

Sign up for a OCHIN MyChart account

To sign up for OCHIN MyChart, you must be at least 12 years old. You can request an activation code at mychart.ochin.org/mychart/signup. Or you may ask your NFP front desk or care team staff for an activation code. When you have the activation code, complete the following steps to activate your account:

1. From the OCHIN MyChart login page, click Sign Up Now in the New User? section.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Click Next.
3. On the next page, choose the following:
   - OCHIN MyChart username. This should be something that others wouldn’t be likely to guess but easy for you to remember. It cannot be changed at any time.
   - Password. This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be at least eight characters and must be different from your OCHIN MyChart username. Choose a password that you don’t use for other websites.
   - Security question. This question will be used to verify your identity if you forget your OCHIN MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your OCHIN MyChart password.

Log in to OCHIN MyChart

1. In your web browser, enter https://mychart.ochin.org/ and access the login page.
2. Enter your OCHIN MyChart username and password.
3. Click Sign In.

What if I forget my OCHIN MyChart ID or password?

Click the link below the login or password field for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, contact your clinic.
Spanish MyChart

Headers, titles, and navigation instructions are available in Spanish by choosing the Ver en Español link on the MyChart login screen.

You can move between the Spanish and English versions from nearly every screen within MyChart. Healthwise links provide access to information about terms in both English and Spanish.

MyChart Mobile Applications

MyChart for Android™ and iPhone® provides patients convenient access to their health information.

You can:
- View test results
- Send and receive messages
- View appointments and summaries for past appointments
- View their health summaries, including allergies, immunizations, current health issues, and medications
- Give access to health information to proxies

You can download the free apps by clicking the links to the app stores on the MyChart login screen:

Note: The Android™ and iPhone® applications automatically set MyChart to Spanish if the patient’s phone language is set to Spanish.
Messaging

View messages from your clinic

You can read any messages sent by your provider or other clinic staff by going to your Inbox (Messaging > Message Center). Click the message you want to read. From here, you can reply to the message or delete it.

If you're looking for a specific message, you can enter key words in the Search field on the Inbox page to locate them.
Ask your provider or care team for medical advice

If you have a non-urgent medical question, you can send a message to your provider’s staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Ask a Question feature if you’re not sure whether you should come in 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. Select a recipient from the list. This list might include your primary care provider, or other members of your care team.
3. Select a subject for your message and enter your question.
4. When you are finished, click **Send**.

If you want to view a message after you’ve sent it, you can do so by going to **Messaging > Message Center > Sent Messages**. Messages that appear in bold text have not yet been read by clinic staff.
Visits

View your upcoming appointments

You can view your future appointments in the Upcoming Appointments feature (Visits > Appointments and Visits). Select a scheduled appointment to see info, such as:

- The date, time, and location of the visit
- Any pre-visit instructions
- Directions to your location

If you have a copay for the upcoming visit, you can pay it online with a credit card from this same page.
View your After Visit Summary for past appointments

To access a visit summary for previous appointments in OCHIN MyChart, go to **Visits > Appointments and Visits** and select the appointment you want to review. This feature might be helpful if you’ve lost the summary or patient instructions from your last visit, or if you want to review the procedures that were performed.

Download a copy of your visit summary or send a copy of your visit summary to another provider

Select the Download My Record option from the right side tool bar. Select the visits you are looking for and click download or when needed send.
Request an appointment

To request an appointment, go to Visits > Schedule an Appointment. You’re asked to choose the provider you want to see, the reason for the visit, and preferred dates and times. You can also enter comments regarding why you are requesting the appointment. After you send your request, someone from the clinic will contact you to verify an appointment date and time.
Cancel an appointment

You may cancel an appointment through OCHIN MyChart if there are more than 24 hours before the date and time of your appointment.

To cancel an appointment:

1. Go to **Appointments and Visits** and select the appointment from the list.
2. Click Cancel.
3. Enter cancellation comments.
4. Click **Confirm Cancellation**.
My Medical Record

View your test results

With OCHIN MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your provider. 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.
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 provider who prescribed the medication. You can also submit updates to your medications and 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

You can request a refill for a medication directly though OCHIN MyChart, rather than by calling your provider.

1. Hover over the medication you wish to refill, click **Request Refills**.
2. On the Request Rx Refill page, select the check box next to the medication you need refilled and enter any comments.
3. Click **Continue**.
4. Select a pharmacy for pickup and a pickup date and time that's convenient for you. Then, click **Submit Request** to finish your refill request.

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

If you want to request a refill without first reviewing your whole medication list, you can select **Messaging > Request Rx Refill** to go directly to that page.
**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
Download a Copy of Your Medical Record

You can download and print to your home computer your health summary or save 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 OCHIN 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 > Download My Record.
2. Select Visit Records or (if you have requested records) requested records.
3. Click Download.
4. When you are prompted to save or open the file, click Save File and save it to an accessible location on your computer.
5. Unzip the file to your desired location.
6. Open the folder.
7. To view your medical record, double-click on the PDF file in the folder.
MyChart Central and Lucy

With MyChart Central and Lucy, managing all of your health information is now easier than ever!

MyChartCentral is a hub from which you can access OCHIN MyChart and your other MyChart accounts from participating healthcare providers. MyChartCentral allows you to easily access any MyChart from one place using a single username and password.

Lucy is a personal health record that gives you a permanent home to organize all your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with OCHIN MyChart and other organizations where you receive care.
My Personal Health Record

Lucy will help you to keep a personal health record that contains your allergies, medications, medical conditions, and other important information about your health. Data that you enter in your personal health record can be shared with clinicians who take care of you. What can my healthcare providers see?

- **Allergies**: Cats, Hay fever allergy reliever, and Pollen
- **Immunization History**: Flu (Influenza)
- **Care Providers**: Dr. Meg Clifford
- **Health Concerns**: my int dew intake
- **Private Notes**: Private!

Edit My Personal Health Record

My Medical Documents

Your medical document library is a place where you can keep summaries of your health that have been created by people who provide you with medical care. You can choose to let your other healthcare providers see these summaries so they can provide you with better and more complete care. What can my healthcare providers see?

Patient Health Summary

**OCHIN**

Get a Newer Copy

Last requested 10/20/2015

Add a Document From My Computer

Edit My Document Library
You have an upcoming appointment
- You have a new preventive care recommendation
- You have 30 new messages
- Sign up for email and SMS notifications
- Baby has a new preventive care recommendation
- Baby has a new message
Respond to questionnaires from your clinic

Your care team might make questionnaires available from OCHIN MyChart so you can complete them online instead of filling out a form when you get to the clinic.

There are questionnaires you may be asked to respond to, located in three different places:

- Open generally available questionnaires from Health > Questionnaires.
- If your provider wants you to complete a questionnaire for an upcoming appointment, go to Appointments and Visits. Select the appointment and open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your provider sends you a OCHIN 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 Save and Quit to save your progress. You can come back to the questionnaire later to finish and submit it.
Track your daily health readings online

Your provider might request that you record information such as your daily glucose or blood pressure readings in OCHIN MyChart. When you enter the information in the Track My Health feature, your provider 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 provider about a new flowsheet. The flowsheet is what you’ll use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
3. In the future, you can record your readings by going directly to Health > Track My Health.
4. Click the flowsheet’s name to open it, and then click Add New Data to start recording your readings.
5. Add the date and time for your reading. If you just took your reading, click Now to add today’s date and the current time.
6. Enter your reading and click Continue.
7. On the next screen, verify that you have entered your reading correctly and click Submit. You’re taken back to the flowsheet page, where you can see your reading.
8. 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

After you have entered several readings, you can view trends and track your progress over time.

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 Options link to choose whether dates appear as rows or columns.
   - View the readings in a graph. Click Line 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 trends
- Viewing a family member’s test results

If you’re a parent, you can have full access to your child’s medical record until their 12th birthday. This section explains how to access a family member’s record and how to access growth charts and immunizations in a child’s record.

Request access to a family member’s record

Contact your clinic to request access to a family member’s record.

Access a family member’s record

After you’ve received permission, you can view your a family member’s records by clicking the tab for that family member on the right side in OCHIN 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 OCHIN 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 to learn more.

To open a printer-friendly summary of your child's immunization, click 🗽.
Billing and Insurance

View your outstanding balance
To see the outstanding account balance for any of your accounts, go to Billing > Billing Acct Summary. Here, you’ll see all of your accounts with links to individual statements and bill payment features. To view additional information about an account, click the See Account Detail link.

Make a payment
When you have an outstanding account balance, you can make a payment directly through OCHIN MyChart.

2. Click Pay.
3. Enter the amount to pay along with your credit card information. Click Continue.
4. Review your payment information and click Submit Payment.
Preferences and Administrative Features

Personalize OCHIN MyChart

You can personalize the look of your MyChart and update information.

1. Go to Preferences > Personalize or click the wrench icon below the proxy tabs.
2. Click Edit.
3. Make any changes.
4. Click Save.

Update your personal information

You can update your address, phone number, or email address at any time so that your clinic always has the most up-to-date information in your record.

1. Go to Health > Demographics.
2. Enter the new information and click Accept Changes.
3. Confirm that your updated information is correct, and then click Submit Changes.

Your updated information is automatically changed in your record.

Change your OCHIN MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your OCHIN MyChart password periodically. To do so, go to Settings > Security Settings. From this page, you can also update the security question and answer that are used when you forget your OCHIN MyChart username or password.