

# MyChart

## Frequently Asked Questions

### What is MyChart?

MyChart offers patients convenient and secure online access to portions of their health record. It enables you to manage and engage in your health. With MyChart, you are able to:

- Access your health information, as well as you child or loved one's information (proxy authorization required).
- View test results.
- Communicate electronically and securely with your health care team.
- Manage medical appointments and view past and upcoming appointments.
- View diagnoses, medications, allergies and immunizations.
- Request prescription refills.
- Make payments and view billing information.

### MyChart Enrollment

#### **Is there a fee to use MyChart?**

There is no charge to sign up or use MyChart.

#### **Are all Regional Health facilities and providers offering MyChart?**

As of October 22, 2017, all Regional Health hospitals, clinics, urgent cares, and specialty treatment centers, as well as Same Day Surgery Center and Dakota Radiology, are using the same electronic health record system, Epic, and offering MyChart to patients. This means that no matter which Regional Health location you visit, your health information will be accessible to your care team and will be accessible to you in MyChart. You only need one MyChart account even though you may be seen at multiple Regional Health locations.

#### **How do I sign up for MyChart?**

There are two ways to sign up for your Regional Health MyChart account.

##### **1. During Your Visit:**

Regional Health caregivers at the registration or front desk can provide you an activation code to sign up. Activation codes are an important security feature, each linked to a specific patient. This code will enable you to log in to MyChart and create your own user ID (6 -10 characters) and password. If you were not given an activation code, you may call your primary care office or ask to sign up during your next office visit.

##### **2. Self-Serve Method:**

Call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245) or visit [mychart.regionalhealth.org](http://mychart.regionalhealth.org) and fill out the requested information. Once your request is processed, your activation code will be emailed to you. You will then be able to securely log into MyChart and create your own user ID (6 -10 characters) and password.

#### **Can you send me a new access code as I have lost it, let it expire or did not receive it?**

Call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245) or visit [mychart.regionalhealth.org](http://mychart.regionalhealth.org) and fill out the requested information. Once your request is processed, your activation code will be emailed to you. You will then be able to securely log into MyChart and create your own user ID (6 -10 characters) and password. You can also contact your primary care provider's clinic for a new access code.

## MyChart Features

### **What is the difference between Schedule My Appointment and Request an Appointment?**

Schedule My Appointment enables you to view your established primary care provider's open schedule and book an appointment online in real time. This feature is available in internal medicine, family medicine, obstetrics, pediatrics, and cardiology. An established provider is one you have seen in the last year or have a scheduled appointment with in the next 12 months.

Request an Appointment is available with any Regional Health provider, and enables you to select your preferred dates and times, or request the first available appointment. A caregiver from the requested provider's office will contact you to complete the appointment request.

### **Can I make a payment or update my payment plan on MyChart?**

Yes, you can make an online payment by credit card or bank account. We accept American Express, MasterCard, Visa and Discover. You can also set up Auto Pay, where your saved payment method will be charged automatically. Please note, payments for services received at the Same Day Surgery Center cannot be paid through MyChart.

### **Why can't I pay my bill for services that occurred before October 22, 2017 within MyChart?**

The billing functionality in MyChart became effective on October 22, 2017, therefore you are only able to use MyChart to make payments for services that occurred after October 22, 2017. To make a payment for Regional Health services that occurred prior to October 22, 2017, visit <https://regionalhealth.org/epic>. Please note, payments for services received at the Same Day Surgery Center cannot be paid through MyChart.

### **Can I apply for financial assistance via MyChart?**

Financial assistance is not currently available in MyChart. For information about financial assistance including how to apply, please visit our website at <https://regionalhealth.org/patients-and-families>.

### **How do I request a refill?**

If you have refills left on your prescription, please contact your pharmacy. If you do not have refills left, you may use MyChart's prescription refill request feature or call your provider's office. MyChart's prescription refill request feature sends an electronic request to your health care team. You will receive a message in MyChart when the refill request has been processed. If your health care provider requires an appointment to refill the prescription, you will receive notification via a message in MyChart.

## Your Health Record

### **Why can't I see all my test results in MyChart?**

If you are a patient in the hospital, all of your test results will be available when you are discharged and leave the hospital. Most test results that were ordered during a clinic visit will be automatically available to you in MyChart within one business day. Be sure to discuss how and when to review your test results with your primary care provider during your clinic visit.

### **If some of my information on MyChart is not correct, what should I do?**

Your MyChart information comes directly from your electronic health record. To update personal information, such as address, e-mail or password, log into MyChart and from the top menu, go to the Preferences section and select the appropriate option. You may also use the "Ask A Question" function on the Quick Links menu in MyChart, indicating what is inaccurate and why you believe it to be incorrect. Your health information is reviewed and updated in your electronic health record each visit.

### **How do I get a complete set of my health records?**

You can obtain your health records by contacting the Health Information Management Department at 605-755-8472 or submit a request via MyChart.

## Your Health Record (Continued)

### **If I send a message to my doctor, when can I expect a reply?**

If you haven't received a response to your message within two business days, please contact your care team. Please note that MyChart should not be used for urgent situations. Please go to an emergency room or urgent care if the situation requires immediate attention or dial 911 if it is an emergency.

### **Can I print information from MyChart?**

Yes. MyChart offers a "Printer Friendly Page" button that will display and print your information in an easy-to-read format. You will notice a "Printer Friendly Page" button on the upper right side of most pages.

## MyChart For My Family

### **Can I view a loved one's health information in MyChart?**

Yes. This is called proxy access and gives parents or legal guardians of minor children (age 12 years and younger) access to portions of their child's health records. MyChart can also be used by legal guardians of dependent adults to access portions of the health record of their loved ones. This allows a parent (or guardian) to log into their personal MyChart account, and then connect to the health record of their loved one. At the time of your child or dependent adult's next visit, ask our caregivers for assistance in setting up your loved one's MyChart account.

### **Can I ask questions regarding a family member from my own MyChart account?**

No. MyChart offers direct access to your personal health record and communicating about another individual's information would be placed in your health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

### **When is Proxy Access revoked?**

Once a child turns 12, proxy access for the parents expires automatically. If a child grants proxy access to a parent, then the proxy access will automatically expire again once the child turns 18. MyChart users have the ability to revoke access at any time from the Personalize screen. Access may also be revoked when parental rights have been restricted or when required by law.

### **Can my spouse and I share one MyChart account?**

No. Each adult must sign and submit a Release of Medical Information request and establish his/her own MyChart account.

## After I Have Enrolled

### **I forgot my password. What should I do?**

You can click the "Forgot password" link on the sign-in page to reset your password online. If you are still experiencing issues, please call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245).

### **Where can I update my personal information (e.g., home address, email or change my password)?**

Log into MyChart, go to the Preferences section and select the appropriate option.

## Technical Questions

### **How secure is MyChart?**

We take great care to ensure your health information is kept private and secure. MyChart is a secure and encrypted website. This means that you and those you enroll with proxy access are the only people who can access your health information in MyChart. To prohibit unauthorized access, all health information is stored behind our firewall in our electronic health record system. Additionally, you set your own password and security answers. Regional Health and Same Day Surgery Center do not control and are not responsible for the information on your device or what you do with your information once you export it from MyChart. Unlike conventional email, all MyChart messaging is done while you are securely logged on to our website. **Remember: Do not share your password and keep it in a safe location to keep your data secure.**

### **What is your privacy policy?**

MyChart is owned and operated by Epic and is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given to your health records. Visit [www.regionalhealth.org/epic](http://www.regionalhealth.org/epic), to view Regional Health's Notice of Privacy Practices.

### **I was logged out of MyChart. What happened?**

We aim to protect your privacy and the security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

### **What do I need to use MyChart?**

You need a valid email address and access to a computer connected to the internet and an up-to-date browser (such as Internet Explorer, Google Chrome, Safari, or FireFox). You can also access MyChart through the mobile app available for Apple and Android devices.

### **My access code does not work. What should I do?**

For your security, your access code expires after 14 days and is no longer valid after the first time you use it. If you are still experiencing issues, please call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245).

### **Is my access code my username?**

No. Your access code is not your MyChart username or password. You will use this code only to log into MyChart for the first time. (The code will expire after you have used it or after 14 days). When you log into MyChart the first time, you will then be asked to create your own unique MyChart username and password.

### **When I try to log in, I keep receiving the message "Login unsuccessful". What could be wrong?**

The "Login unsuccessful" message appears when either the username or password entered is incorrect. Check if you are entering the correct username and password. Check if your Caps Lock key is on. If you continue to receive the "Login unsuccessful" message, please call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245).

### **Who do I contact if I have further questions?**

Please call the MyChart Patient Portal Hotline at 605-755-9890 (Toll Free: 866-383-9245).

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