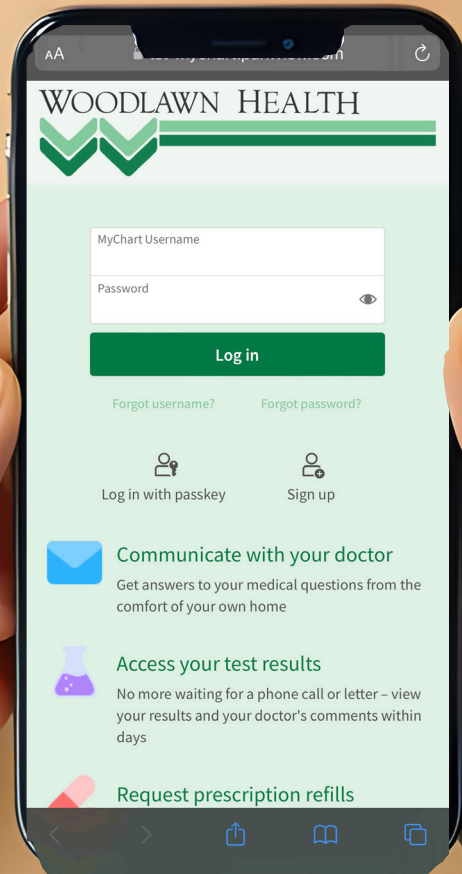


Patient Guide

For MyChart-Woodlawn's Patient Portal



Welcome

As a patient of Woodlawn, you have access to your health information from the convenience of your home, or even from the palm of your hand.

Activation Questions : 1-855-222-3648



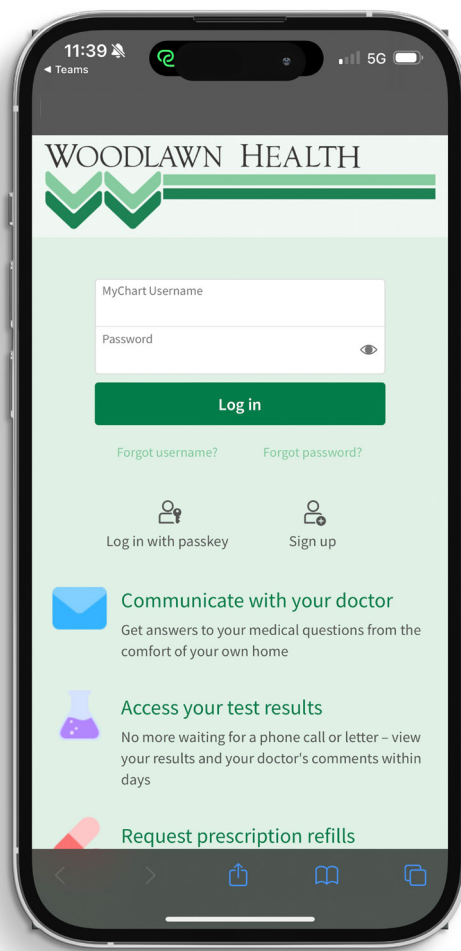
Scan QR Code to download
App-Apple Store



Scan QR Code to download
App-Google Store

Where to find it

Welcome.....	1
Activate Your Account	2
Benefits of Portal and App.....	3
Proxy Access.....	4
FAQ.....	5-6



Activate Your Account

For convenience, there are several ways to activate a MyChart account. All methods described below require an email be on file as part of your Woodlawn patient record.

Activation code

1. You may receive an activation code in the After-Visit Summary® following an office visit with your Woodlawn provider or in a letter from your physician's office.
 - a) With your activation code, you may sign up online or from the MyChart app on your iPhone®, iPad®, iPod touch® or Android™ devices.
 - b. You may also sign up using the MyChart app on your mobile device. Go to the App Store application, install the free MyChart app.
 - d. Enter your MyChart activation code. You will not need to use this code after you have completed the sign-up process.
 - e. Enter your Zip Cod(xxxx) and date of birth (mm/dd/yyyy) as indicated and click NEXT.
 - f. Create username and password.
 - g. Accept Terms and Conditions.

Activation link

1. You may automatically receive an Instant Activation link when you check in for your appointment. You can also be sent an Instant Activation link upon request. The link can be sent either:
 - a. By text, or
 - b. By email.
2. To activate an account, click or tap the link in the email/text.
3. Enter the following:
 - a. Username
 - b. Password
 - c. Date of birth
 - d. Enter your zip code. Then click Submit.

Username and password

Create a MyChart username. This cannot be changed.

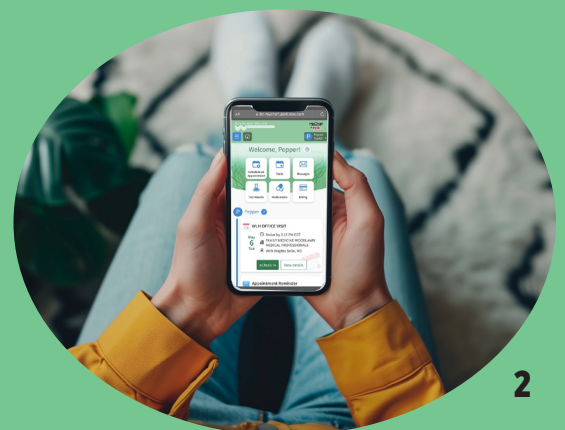
Choose a username that is secure and easy to remember. Usernames cannot contain any spaces and may consist of lower and upper case letters, numbers and these special characters (example: @, *, &, \$, ?).

Your password must be different than your username. Your password must contain 8-20 characters and include each of the following: upper and lowercase letters, at least one number, and at least one symbol (example: @, *, &, \$, ?).

Select your communication preference. Your email address is required, and you may also add your mobile phone number.

ADDITIONAL INFORMATION

If you have questions, you may call 1-855-222-3648 toll free to talk to MyChart staff . **Remember, MyChart is not to be used for urgent healthcare needs. For medical emergencies, dial 911.**



What Can You Do in

MyChart?

View notes that your provider has recorded and shared with you.

View your health summary, including current medications, allergies and immunizations.

Schedule and cancel appointments (coming soon).

Complete eCheck-In.

Have virtual video visits with Woodlawn providers.

Send and receive secure messages with our staff.

Request prescription refills.

View and print test results.
Request medical records.

Pay your current Woodlawn bill and view past payments.

How Will You Benefit from MyChart?

Access your health information anytime, anyplace.

Save time spent organizing your health files and paying your Woodlawn bill.

Cut down on “phone tag” by sending a message to your provider.

With proxy access, stay informed about loved ones’ health information.

Know and understand more about your own health.

Use the Symptom Checker tool powered by Healthwise to help determine appropriate treatment or next steps.

View trending history of your vitals and other health information.

App Features

With the MyChart app for iPhone® or Android®, you have immediate and secure access to your health records.

- **TEST RESULTS** – View your results that have been released to your MyChart account.
- **MESSAGES** – View and reply to messages from your provider’s office.
- **APPOINTMENTS** – View past appointments, future appointments and schedule new appointments.
- **ECHECK-IN** – Complete eCheck-In from home to save time when you arrive in the clinic. Pay visit copays, verify your medical and insurance information, respond to questionnaires, and electronically sign documents.
- **MEDICATIONS** – View medication list and request refills (except those age 14-17 and family members with proxy access to that age group).
- **HEALTH REMINDERS** – View your health maintenance reminders.
- **HEALTH SUMMARY** – View your health summary such as allergies, immunizations and health issues.
- **BILLING** – View past bills, payment history and pay current Woodlawn bills.
- **QUESTIONNAIRES** – Fill out questionnaires sent by your provider.
- **TRACK MY HEALTH** – Fill out work sheets sent by your provider to track blood pressure, weight or a variety of other health information.

What is Proxy Access

Proxy access allows those such as parents, legal guardians, spouses, and those with healthcare power of attorney to log into their personal MyChart account and then connect to medical information for the patient they care for and represent. Available access is based on the age of the patient and proper authorization. For questions call 574-224-1140 during standard business hours.

Please note once requested, granting proxy access can take up to five (5) business days.

Types of Access

1. Adult to Child (0-13 years of age)
2. Adult to Teen Limited (14-17 years of age)
3. Adult to Teen Full (14-17 years of age)
4. Adult to Adult (over 18 years of age)



Scan QR Code to learn more
information and access the
forms

Adult to Child (0-13 years of age) – Requirements

Requires the MyChart Proxy Request Form

Adult to Teen Limited (14-17 years of age) – Requirements

Requires the MyChart Proxy Request Form

If the parent/legal guardian has proxy to a child 0-13, when they turn 14, parents/legal guardians will see their access change to a limited view. Letters, in-person appointments, results, and medications will no longer be visible due to the additional privacy rights in place for this age group.

Adult to Teen Full (14-17 years of age) – Requirements

Requires the MyChart Full Teen Proxy Access Request

After full teen proxy request is received, the teen will be sent the Authorization for Teen to Grant Full Proxy Access to fill out and return.

These two forms must be completed and in place before full teen access is granted to the parent/guardian.

Full Proxy Access allows a proxy to see the full MyChart record, however, it does require the teen to sign an authorization form first. Full Proxy Access cannot be granted without a teen authorization form on file.

A teen authorization form will not be sent to the parent/legal guardians' email, and the teen must have a unique email address.

Adult to Adult (18 and over years of age) – Requirements

Patients can use the Sharing Hub in the MyChart Menu to send an invite to an adult of their choice.

If the patient does not want to use MyChart and would prefer to use paper, the MyChart Proxy Request Form can be reviewed, signed, and submitted.

MyChart Frequently Asked Questions

Can I use MyChart for medical emergencies?

No. MyChart should NEVER be used for medical emergencies or urgent healthcare matters. If you have an urgent medical need or require emergency attention, please go to the nearest emergency room or dial 911.

How do I update my personal information?

Sign into your MyChart account. Tap or click MENU and search “Personal Information.” Tap or click to update.

What can I NOT use MyChart for?

Same-day prescription refill requests.

Is there a fee to use MyChart?

No. MyChart is a free service offered to Woodlawn Health patients and their designees.

Is MyChart secure?

MyChart is located on a secure server and will notify you by email and/or phone when you have new activity in your MyChart account. Two-step verification is now available in MyChart as a security feature you may implement to protect your account.

When will I see test results in MyChart?

Lab, imaging and pathology results are released to a patient’s MyChart immediately upon completion. Results from hospital visits are released 24 hours after discharge. You will receive an email message and/or phone notification advising you to check your MyChart account when test results are available.

If I send a message, when can I expect a reply?

You will receive a response in a timely manner. MyChart messaging should not be used for urgent situations or emergencies.

Can I ask any type of question when using the “Ask a Medical Question” message?

No. As per the terms and conditions with Woodlawn Health, all messages sent through MyChart must be regarding your healthcare and conditions or the healthcare and conditions of a person for whom you have proxy access.



MyChart App Frequently Asked Questions

Why use the MyChart App?

MyChart offers true mobility, instant access and optimized convenience. Users are not required to be in front of a traditional desktop or laptop computer to access the benefits of the MyChart system.

How do I use the app?

If you do not already have a MyChart account, please ask for your access code at your next Woodlawn Health appointment or call 1-855-222-3648. The app is free and available on iPhone, iPad, iPod touch or Android devices through the iPhone app store or Google Play.

Can I change my password from the app?

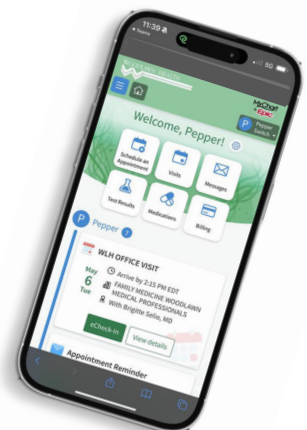
Yes. Sign into your MyChart account from the app and select your name. Select ACCOUNT SETTINGS. Choose CHANGE PASSWORD towards the top and follow the steps.

Is it secure?

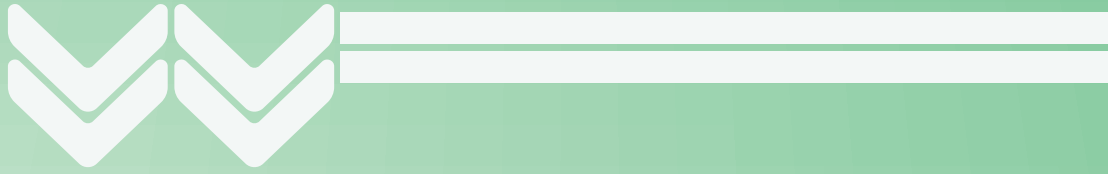
Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses two-step verification, the standard for other sensitive data transferred via the internet.

Can I create my account from the MyChart App?

Yes. However, you do need an activation code. If you do not have an activation code, you may go to any Woodlawn facility or call 1-855-222-3648 for assistance.



WOODLAWN HEALTH



1400 E. 9th St. Rochester, IN 46975
woodlawnhealth.org