

Patient GUIDE



PARKVIEW
PHYSICIANS GROUP

Welcome to Parkview MyChart!

mychart.parkview.com

WELCOME TO YOUR ONE STORY OF CARE.

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

Get Started.

Username: _____

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: . _@

Password: _____

Your password must be different than your username and must contain 8-20 characters, including each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,*,&,\$,?

Security Questions:

What is the name of your first pet?

Who is your favorite person from history?

Who was your closest childhood friend?

What street did you grow up on?

What was the name of your elementary school?

What was your high school mascot?

What is the year of your first child's birth?

What is your mother's middle name?

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How to Activate Your Parkview MyChart Account?

- 1. If you already have your activation code**, you may sign up online OR from the MyChart app on your iPhone®, iPad®, iPod Touch® or Android® devices.
 - To sign up online, go to **mychart.parkview.com**, click on the orange SIGN UP NOW box; OR to sign up using the MyChart app on your smartphone, go to the App Store application, install the free MyChart app, and select Parkview Health from the list of providers.
 - Enter your MyChart activation code. You will not need to use this code after you have completed the sign up process.
 - Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated and click NEXT. You will be taken to the next sign up page. Skip to Step #3.
- 2. If you do not have an activation code**, there are three ways to request your personal activation code 1) at any Parkview facility 2) call **(855) 853-0001** or 3) email **mychart@parkview.com**. Or to sign up online without an activation code, go to **mychart.parkview.com**, click on the orange SIGN UP NOW box.
 - Click on the orange SIGN UP ONLINE box on the right side of the page.
 - Fill in your personal information and answer several questions. A third party vendor, Precise ID, will confirm your identity and forward you to the MyChart Username/Password page. If your identity is not verified, you must either go to a Parkview facility, email **mychart@parkview.com** or call **(855) 853-0001** to request your personal activation code.
- 3. 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: . _@
- 4. Your password must be different than your username.** Your password must contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,*,&,\$,?
- 5. Enter your security question and answer and click NEXT.** This can be used at a later time if you forget your password.

6. **Select your communication preference**, and if applicable, enter your email address and/or mobile phone number. You will receive a notification when new information is available to retrieve in your MyChart account. MyChart will never send your health information to you over the internet.
7. **Click SIGN IN.**
8. **Review the terms and conditions page.** Click the box next to “PLEASE DO NOT SHOW THIS PAGE NEXT TIME” and click ACCEPT.
9. **You now have access to your MyChart account.** It is recommended that you change your password frequently.

ADDITIONAL INFORMATION

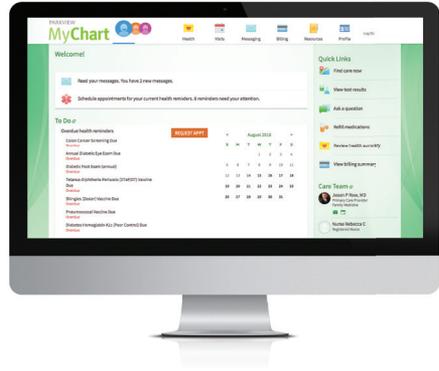
If you have questions, you may email mychart@parkview.com or call **(855) 853-0001** to talk to our MyChart staff. Remember, MyChart is not to be used for urgent healthcare needs. For medical emergencies, dial 911.



What Can You Do in MyChart?

In MyChart, you can:

- View your health summary, including current medications, allergies and immunizations
- Schedule and cancel appointments
- Send and receive secure messages with our staff
- Request prescription refills
- View and print test results
- Request medical records for yourself or your proxy
- Use Symptom Checker
- Pay your current Parkview 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 Parkview 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 Symptom Checker to help determine appropriate treatment
- 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** – You are able to view your results that have been released to your MyChart account
- **MESSAGES** – View and reply to messages from your provider’s office
- **APPOINTMENTS** – View future appointments, past appointments and schedule new appointments
- **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 and payment history, and pay current Parkview bills
- **QUESTIONNAIRES** – Fill out questionnaires sent by your provider
- **TRACK MY HEALTH** – Fill out flowsheets sent by your provider to track blood pressure, weight or a variety of other health information
- **PROXY ACCESS** – View other accounts to which you have access in MyChart





Activating MyChart for Children Under 18 and Proxy Access for Adults.

To activate a MyChart account on behalf of a child under the age of 18 or another adult, you will first need to request proxy access.

What is proxy access?

Access to a child's or adult's MyChart account may be granted to individuals who have authority to view their medical information.

When can my child have access to their own MyChart account?

0-13 years of age:

Parents can request proxy access to their child's account, and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group.

14-17 years of age:

Teenagers in this age group can have limited access to their own MyChart account. This requires parental consent and parents can still request proxy access to their teen's account (suggested). Parents with proxy access to this age group will also have limited access to certain medical information.

18 years of age and older:

Patients may have their own MyChart account and can request that someone have proxy access to their chart.

How do I request access?

A MyChart Proxy Form needs to be completed in order to request proxy access to a child's or adult's MyChart account. The form can be obtained from your Parkview physician's office or by visiting mychart.parkview.com or call **(855) 853-0001**.

What do I do once the form has been completed?

Once you have completed the form, you may submit it for approval through one of the following methods:

- Return to your physician's office
- Email to mychart@parkview.com
- Fax to Health Information Management, **(260) 373-3781**, Attention: Release of Information
- Mail to Health Information Management at:
2200 Randallia Drive, Fort Wayne, IN 46805

Upon receipt, the form will be reviewed, and if approved, a confirmation letter and an activation letter (if applicable) will be sent to your mailing address with the activation code and instructions on how to complete your sign up.

If you have any questions, please email mychart@parkview.com or call **(855) 853-0001**.

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. Scroll over the Profile icon at the top of your home page and click Personal Information.

What can I NOT use MyChart for?

- Same-day prescription refill requests
- Any purpose at all if your last office visit with your Parkview Health provider was more than three years ago

Is there a fee to use MyChart?

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

Is MyChart secure?

MyChart is located on a secure server and will notify you by email and/or phone notification when you have new activity in your MyChart account.

When will I see test results in MyChart?

Lab results are released to a patient's MyChart immediately upon completion. Imaging and pathology results are released typically within four business days. Results from hospital visits are released 24 hours after discharge. To view a complete list of results, click the box next to "SHOW HOSPITAL RESULTS" near the top of the Test Results page. You will receive an email message and/or phone notification advising you to check your MyChart account when test results are available. Results of a sensitive nature, such as pregnancy or STD testing, must be manually released to MyChart by a provider.

Who is eligible to use MyChart?

MyChart is available to all patients treated at a Parkview location, and to those who have been given proxy access.

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

You will generally receive a response within two business days. 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 Parkview 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.



Frequently Asked Questions about the MyChart App

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. Typical users would be patients who travel frequently, salespeople who spend a lot of time on the road, students, and those who have come to rely on an Apple or Android mobile device for internet access and messaging.

How do I use the app?

If you do not already have a MyChart account, please ask for your access code at your next Parkview Health appointment, email mychart@parkview.com or call **(855) 853-0001**. The app is free and available on iPhone, iPad, iPod Touch or Android devices. From one of those devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

Can I change my password from the app?

Yes. Sign into your MyChart account from the app and tap the three dots in the upper right corner. Tap Settings and change your password.

Is it secure?

Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses the same bank-level security that is used 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 Parkview facility, email mychart@parkview.com or call **(855) 853-0001** to request one.

Troubleshooting

If you are having difficulty accessing the MyChart website, double check to make sure you have entered **mychart.parkview.com**. There are similar websites. If you notice your screen is purple, you have entered the web address incorrectly.

Who should you contact for assistance?

- Email **mychart@parkview.com** and please include patient's full name and date of birth
- Phone: **(855) 853-0001**

Who should a patient contact if they forgot their password?

- Online: Click on the "FORGOT PASSWORD" link
- Phone: **(855) 853-0001**

Can I receive a new activation code if I lose my code, let it expire or did not receive it?

Yes. You may request an activation code at any Parkview facility, email **mychart@parkview.com**, call **(855) 853-0001** or request online access through our third party vendor, Precise ID, at **mychart.parkview.com**. After the patient's information is verified a new code will either be sent via U.S. Postal Service or access will be made available through Precise ID. Privacy issues prevent Parkview from emailing a new activation code.

What should I do if my activation code doesn't work?

For security reasons, an activation code expires after 90 days and is no longer valid after the first time it is used. If you have problems, you may contact:

- Email: **mychart@parkview.com**
- Phone: **(855) 853-0001**



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