

Patient GUIDE



PARKVIEW
HEALTH

Welcome to Parkview MyChart!

mychart.parkview.com

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 uppercase letters, numbers and special characters. (Examples: @, *, &, \$, and ?.)

Password: _____

Your password must be different than your username and must contain 8 – 20 characters, including each of the following: upper and lowercase letters, at least one number and at least one special character.

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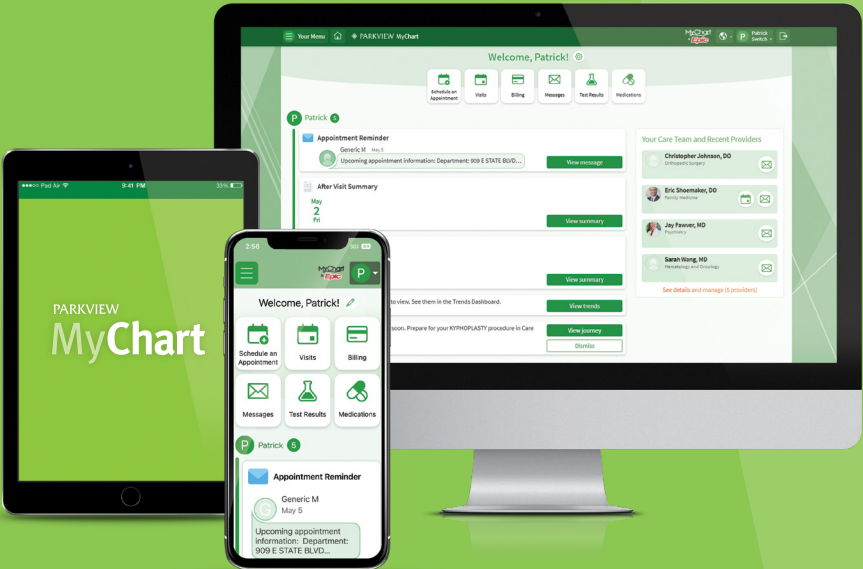
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How to Activate Your Parkview MyChart Account

There are several ways to activate a MyChart account.

Activation Code

You may receive an activation code in the After-Visit Summary following an office visit with your Parkview provider. With your activation code, you may sign up online or from the MyChart app on your mobile device.

To sign up online, visit mychart.parkview.com and click on the orange SIGN UP NOW box.

To sign up on your mobile device, install the free MyChart app and select Parkview Health from the list of providers.

You will need to enter the MyChart activation code you received from your provider. You will not need to use this code after you have completed the sign-up process.

From there, follow the prompts to complete activating your account.

Activation Link

You may automatically receive a link when you check in for your appointment. You can be sent a link upon request as well. The link can be sent via text or email. To activate your account, you will simply click the link and follow the prompts.



Without an activation code or link

Fill in your personal information. A third-party vendor, Precise ID, will confirm your identity and direct you to the MyChart username/password page. There, you will create a MyChart username, which cannot be changed. Choose a username that is secure and easy for you to remember.

Your password must be different from your user name and must contain 8 - 20 characters with each of the following: upper and lowercase letters, at least one number and at least one special character.

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

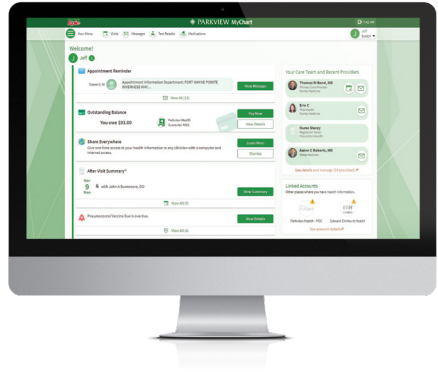
If at any point your identity cannot be verified, email **mychart@parkview.com** or call **260-266-8700** or toll free at **855-853-0001** for additional sign-up options.

Additional Information

If you have questions, you may email **mychart@parkview.com**, or call **260-266-8700** or **855-853-0001** 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, reschedule and cancel appointments.
- View past and future appointments.
- Check in online with eCheck-In up to five days before your visit.
- Have a video visit with Parkview providers.
- Send and receive secure messages with your care team.
- Request prescription refills.
- Request medical records.
- Check your symptoms and receive recommendations for care.
- Pay your current Parkview bill and view past payments.



How Will You Benefit from MyChart?

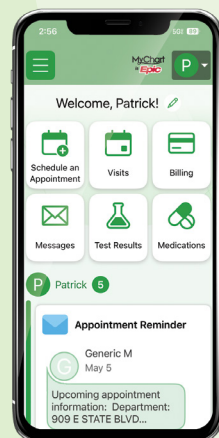
- Access your health information anytime, anyplace.
- Save time organizing your health files and paying your Parkview bill.
- Eliminate "phone tag" by sending a message to your provider.
- With proxy access, stay informed about loved ones' health information.
- Know and understand more about your own health.
- View trending history of your vitals and other health information.

More Features in MyChart

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

- **VIRTUAL WALK-IN CLINIC** - Get non-emergency medical care from the convenience and comfort of home 24/7.
- **E-VISITS** - Receive a personalized treatment plan using this symptom-based questionnaire.
- **MEDICATIONS*** - View your 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.
- **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. Those age 14 – 17 cannot request anyone as a proxy.

*Family members with proxy access to those age 14 – 17 have limited access to this information as a result of various legal requirements and technical limitations.





Proxy Access: Accessing MyChart for Minor Children

0 - 13 years of age:

Parents/permanent legal guardians 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.

Parents/permanent legal guardians can log into their personal MyChart account and search for the proxy form to request access.

14 – 17 years of age:

Teenagers in this age group can have limited access to their own MyChart account, with parental consent. It is recommended that parents still request proxy access to their teen's account. Parents/permanent legal guardians with proxy access to this age group will also have limited access to certain medical information. Full proxy access is available and requires authorization by both the patient and the parent/legal guardian. Parents/permanent legal guardians can log into their personal MyChart account to search for the proxy form to request access.

Proxy Access: Sharing Access for Adults

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

- When adults wish to invite other adults to access the patient's MyChart account, the adult patient should log in to MyChart and search Share My Record.
- For incapacitated adult patients who do not have MyChart, if another adult wants access to the adult patient's record, this individual must have the appropriate court-appointed relationship (legal guardian or healthcare representative). Documentation must be scanned to the patient's medical record before the proxy can be granted.
- The family member requesting access to the incapacitated adult's MyChart account must complete the proxy form in the family member's MyChart. Log in to MyChart account and search proxy form to request access.

Submissions will receive a MyChart message upon approval and completion.

Proxy & Access Resources

For more information, visit Proxy & Access Resources from the MyChart login page.

If you have any questions, please email mychart@parkview.com, or call **260-266-8700** or toll free at **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. Tap or click MENU and search Personal Information. Tap or click to update.

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 when you have new activity in your MyChart account. Two-step verification is also a required feature for account access, as an added layer of security.

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.

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, 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 MyChart

Why use the MyChart App?

MyChart mobile offers convenience and access to your healthcare journey on the go. No traditional computer or laptop needed! This free app is available on Apple (App Store) and Android (Google Play) devices.

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 toward 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 link or activation code. If you do not have either, you may go to any Parkview facility, email **mychart@parkview.com**, or call **260-266-8700** or toll free **855-853-0001** for help.

Troubleshooting

If you are having difficulty accessing the MyChart website, double-check that you have entered **mychart.parkview.com**. It says Parkview at the top and has Parkview's signature green throughout the page.

If you need assistance with MyChart:

- Connect with the Help Center at parkview.com/mycharthelp.
- Email mychart@parkview.com. Please include the patient's full name and date of birth.
- Call 260-266-8700 or toll free 855-853-0001.

If you forgot your password:

- Click "Forgot login information?" and follow the prompts.
- Call 260-266-8700 or toll free 855-853-0001.

If you need a new activation code:

- Contact your provider's office.
- Email mychart@parkview.com.
- Call 260-266-8700 or toll free 855-853-0001.

If you are having issues with your activation code or link:

- Email: **mychart@parkview.com**.
- Phone: **260-266-8700** or toll free **855-853-0001**.

Notes

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Questions about MyChart?

parkview.com/mycharthelp

mychart@parkview.com

260-266-8700 or 855-853-0001



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