

# Catholic Health MyChart Patient Quick Start Guide

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# Welcome to Catholic Health MyChart

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

With Catholic Health MyChart, you can:

- View all of your health information in one place. See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.
- Quickly schedule appointments and find care. Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it.
- Connect with a doctor no matter where you are. Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

This guide provides an overview of many of Catholic Health MyChart's features and how to use them.

## Access Catholic Health MyChart

- On your computer, go to <https://mychart.chsli.org/>
- On your mobile device, download the [MyChart](#) app.

## Sign up for a Catholic Health MyChart account

To sign up for Catholic Health MyChart, you must be **at least 18 years old**. There are several different methods of Catholic Health MyChart signup that might be used by different departments across the organization:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a Catholic Health MyChart activation code on your After Visit Summary.
- You might receive a text or email with an activation code when you come in for a visit
- You might be able to use self-signup online to create a Catholic Health MyChart account by matching your information against what is on file in your medical record or with third-party identity verification.

### Request an activation code if you don't already have one

If you don't have an activation code, you can request one online. To request an activation code online:

1. On the Catholic Health MyChart login screen on the Catholic Health MyChart website or mobile app, click **Sign Up Now**.
2. Click **Sign Up Online**.
3. Click **Match Yourself with Our Records** to supply personal verification items, such as the last four digits of your Social Security number and your date of birth, and have an activation code sent to your email address or mobile phone.

### Use your activation code to sign up

1. From the Catholic Health MyChart login screen on the Catholic Health MyChart website or Catholic Health MyChart mobile app, select **Sign Up Now**.

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. Select **Next**.
3. On the next page, choose the following:
  - **Catholic Health MyChart username.** Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
  - **Password.** Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your Catholic Health MyChart username. Choose a password that you don't use for other websites.
4. On the next screen, choose whether you want to receive a notification message in your personal email when there is new information available in your Catholic Health MyChart account. If you opt to receive email alerts, enter your email address.

## Log in to Catholic Health MyChart

1. In your web browser, enter <https://mychart.chsli.org/> and access the login page.
2. Enter your Catholic Health MyChart username and password, and click **Sign In**.

## What if I forget my Catholic Health MyChart username or password?

Click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so you can recover your username or password. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated and you'll need to 631-465-6100.

# Health

## View your test results

With Catholic Health MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. 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



If you're looking for a specific result, enter key words in the search field on the Test Results page.

## Receive email or text messages when new results are available

1. Go to **Profile > Communications**.
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.

## 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 physician who prescribed the medication. You can 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.



- Remove a medication you're no longer taking by clicking **Remove** and then adding comments about why you're no longer taking that medication.
- Add a new medication by clicking **Add a Medication** and then adding comments about why you're taking the new medication.

Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

## Request a medication refill

1. From the medication list, click **Request Refills**.
2. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.
3. Review the details of your refill request and click **Submit**.

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



You can request refills only for prescriptions that were filled at a pharmacy within your healthcare organization. If you need a medication refill for a prescription at an external pharmacy (for example, Walgreens or CVS), you'll have to contact that pharmacy to request a refill.

## 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

## Respond to questionnaires from your clinic

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

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **Health > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a Catholic Health 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 **Finish Later** to save your progress.

# Messaging

## View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Communication > Messages**).



If you're looking for a specific message, enter key words in the search field on the Inbox page.

## Receive email or text messages when new Catholic Health MyChart messages are available

1. Go to **Account Settings > Communication Preferences**.
2. Expand the Messages section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

## Ask your doctor for medical advice

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

You might send a message 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 **Communication > Ask a Question**.
2. Click **New Medical Question**.
3. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
4. Select a subject for your message and enter your question.
5. When you are finished, click **Send**.

Someone at your clinic should respond to you within two business days. If you've opted to receive notification for new messages in your Catholic Health MyChart account, you'll receive a message or push notification letting you know that the clinic has responded to your request.



To view a message after you've sent it, go to **Communication > Messages** and click **Sent Messages**. Messages that have an eye icon have not yet been read by clinic staff.

# Visits

## View your past or upcoming appointments

You can view your past or future appointments by going to **My Record > Visits**.

Select a scheduled future appointment or click **Details** to see info such as:

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

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Verify or update demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires

For past appointments, you can click **View After Visit Summary**<sup>®</sup> to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View notes**.

## Schedule or request an appointment

To schedule or request an appointment, go to **Find Care > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Schedule an Appointment or Request an Appointment page.

- When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic. You can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.
- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.



If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available. Wait list options are available during scheduling and after you've scheduled when you click **Details** for an upcoming appointment from the Visits list.

You can also favorite an appointment to make it easy to schedule the same type of visit again later with the same provider and department.

## Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through Catholic Health MyChart. If it is too close to your appointment date or time, you'll need to call the clinic to cancel your appointment.

1. Go to **My Record > Visits**, and select the appointment from the list or click **Details**.



2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

## Have a video visit with your doctor

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop computer or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits

### Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If you'll join the video visit on your mobile device, make sure the camera app is up-to-date.
- If you'll join the video visit on your desktop computer:
  - Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
  - Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

# Proxy 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 a family member's test results

If you're a parent, you can have full access to your child's record through age 12 and limited access through age 18. This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

## Gaining Proxy access a family member's record

After you've received permission, new or timely information for your family member appears alongside your info in your health feed on the Catholic Health MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.



You can customize how the names appear for each family member. For more information, refer to [Personalize Catholic Health MyChart](#).

## Invite someone else to access your record

1. Go to **Sharing > Share My Record** and select **Friends and family access**.
2. On the Friends and Family Access page, click **Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, confirms the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.
  - After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.
4. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.

# Medical Record Access and Sharing

Epic offers several different features through the Catholic Health MyChart patient portal to allow you to access your health records and share them with other people. For more information about accessing family members' records, refer to [Family Access](#).

## View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Sharing > Share My Record** and select **Download or send your record**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:
  - Click **View** to view a copy of the visit summary.
  - Click **Download** to save a copy of the visit summary for your records.
  - Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

## Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your Catholic Health MyChart or Catholic Health MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.


1. Go to **Sharing > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to [www.shareeverywhere.com](http://www.shareeverywhere.com) to enter the code along with your date of birth.

## See your medical information from other healthcare organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in Catholic Health MyChart. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- Health issues
- Visits
- Medications
- Messages
- Test Results

To view this information, you must link your account. Go to **Sharing > Link My Accounts** to get started. Then, select your account from the list or search for it and click **Link Account**.

After you've linked your accounts, information from the other organization appears in Catholic Health MyChart with a  icon.



For more information about how linked accounts work and what information you can see from each healthcare organization, click the **See our FAQ page** link.

# Billing and Insurance

## View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. To view additional information about an account, including past statements, click the **View account** link.



If you have a question about your balance or other information for a billing account, you can use the **Contact customer service** link to send a message.

## Make a payment for an outstanding account balance

1. Go to **Billing > Billing Summary**.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

## Sign up for paperless billing

1. From the Billing Summary page, click the paperless billing alert.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up**.

## Request assistance with your medical bills

If you need help paying your medical bills, go to **Billing > Financial Assistance** for more information.

A financial counselor will contact you to follow up.

# Preferences and Administrative Features

## Personalize Catholic Health MyChart

There are three ways you can personalize how Catholic Health MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
  - Change the name that appears under that person's photo.
1. Go to **Account Settings > Personalize**.
  2. Click **Edit**.
  3. Make any of the changes described above and then click **Save**.

## Update your personal information

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

1. Go to **Account Settings > Personal Information**.
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

## Customize your notification preferences

Catholic Health MyChart can send you notification by email or text message when there is new information available in your Catholic Health MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive and click **Save Changes**.
3. Update your email address and mobile phone number if needed.

## Change your Catholic Health MyChart password

To ensure that your medical information stays protected, consider changing your Catholic Health MyChart password periodically. To do so, go to **Account Settings > Security Settings**.

## Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by using two-step verification. This feature is turned on, you must enter a code that is sent to you by email or text message to log in to Catholic Health MyChart, in addition to using your username and password.

When you log in to Catholic Health MyChart for the first time, you might be prompted to verify your email address and phone number for two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later using the following steps.

1. Go to **Profile>Account Settings > Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm your email address or phone number, enter your Catholic Health MyChart password, and then click **Continue**.

3. Select whether you want to receive the security code to turn on two-step verification by email or text message.
4. You will be prompted to enter the code to enable your **Two-Step Verification**

To **disable** two-step verification

1. Log into your Catholic Health MyChart account – you will be required to complete two-step verification at this time.
2. Go to **Profile>Account Settings > Security Settings** and click **Turn off Two-Step Verification**.
3. You will be prompted for your password.
4. Select whether you want to receive the security code to turn off two-step verification by email or text message.
5. You will be prompted to enter the code to disable your **Two-Step Verification**.

# Mobile Apps

Catholic Health MyChart for iOS and Catholic Health MyChart for Android are portable versions of Catholic Health MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the Catholic Health MyChart website, allowing you to do all of the following, and more!

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and view visit summaries for past appointments
- View your health summary, including allergies, immunizations, current health issues, and medications
- View preventive care procedures and when they are due
- Request medication refills
- View billing statements and pay balances due and visit copays
- Access family members' charts

If you have an iOS device, you can pair it with Apple Watch™. With Catholic Health MyChart for Apple Watch, you can:

- See alerts for new information in Catholic Health MyChart
- View upcoming appointments
- Read messages
- Review your medication list


## Download the Catholic Health MyChart app

To install the Catholic Health MyChart app, go to the App Store or Google Play Store and search for "Catholic Health MyChart."

1. On your mobile device, open the Apple App Store (for iOS devices) or the Google Play Store (for Android devices). Look for one of the following icons to find the app store on

your device:  

2. Search for **Catholic Health MyChart**. Look for the following logo to make sure you have

the right app: 

3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the Catholic Health MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.



# Connect your Catholic Health MyChart account to Apple Health or Google Fit

If your doctor has assigned you a patient-entered flowsheet for tracking your health data, you can connect Catholic Health MyChart to Apple Health or Google Fit to automatically pull in data from other health and fitness apps or devices.

1. In the Catholic Health MyChart mobile app, open the Track My Health activity.
2. Tap **Connect to Health** or **Connect to Google Fit** at the bottom of the screen.
3. Choose the data you want to share with Catholic Health MyChart by tapping the toggle button for each type of data.
4. Tap **Done**. At this point, any data that was already stored in Health or Google Fit is automatically synced to Catholic Health MyChart.