

MyChart User Manual

Messaging Tab

How to request Rx renewal/fill my medication

Go to the Messaging tab and select "Request Rx renewal". Select which medication you want to fill. Click Continue. Select which pharmacy you want to use. Click submit request.

How to send new messages/Get Medical Advice

Option A: Click "Send a message to your doctor's office" on the home page. Select which doctor you want to message. Select the subject of your message. Enter your message where it says "Enter Text Here". Click send.

Option B: Go to Messaging tab and select "Get medical advice". Follow the steps above.

How to view/read my messages

Option A: From the home page, Click "Read your messages". Select the message you want to view.

Option B: Click messaging tab and select "Inbox". Select the message you want to view.

How to view sent messages

Click on the Messaging tab and select "Sent messages".

Visits Tab

How to cancel appointments

Click the Visits tab and select "Cancel appointments (Cancel Appts.)". Select the appointment you want to cancel and click continue.

**You cannot cancel an appointment if it is within 24 hours.*

How to direct schedule appointment

Click the Visits tab and select "Schedule appointment". Select your reason for visit. Click continue and verify your information. Check "This information is correct". Click continue. Select the correct doctor, date(s), and time(s). Click continue. Select available time and day. Click continue. Fill out reasoning of appointment and click "Make appointment". **NOTE: YOU CANNOT SCHEDULE PHYSICALS HERE**

**You must fill out the reasoning of appointment section in order to schedule appointment.*

How to request appointments

Click the Visits tab and select "Request appointments". Select the correct information. Selects the date and time you want and click continue.

**It will make the scheduling process easier for your office staff, if you fill out reason for appointment.*

**Use this action when you have multiple concerns or to have the office select the next available day.*

How to see future appointments

Click the Visits tab and select "Upcoming Appointments (Upcoming Appts.)".

How to view past admissions

Click the Visits tab and select "Admission Summaries". **NOTE: Admissions means Hospital Admissions*

How to view past appointments

Click the Visits tab and select "Visit Summary". **Note: Visit means Doctor's Office visits.*

My Medical Record Tab

How do I change my personal Information?

Option A: Select My Medical Record tab. Click "Administrative info". Select "Change Demographics" or "Change Email Address".

Option B: Selects Preferences tab and click "Demographics".

How do I know if there are things I need to have done?

Select My Medical Record tab and click "Preventive Care". Select one of the things listed to learn more.

How to view current health issues

Select My Medical Record tab and click on “Current Health Issues”. Select the health issue to get further information.

**You can add or delete information on this page. It will be reviewed before being submitted.*

How to view medications I am on

Select My Medical Record tab and click on “Medications”. Find the medicine you want to know information about and click “About this medication”.

How to view summary of health

Select My Medical Record tab and click on “Health Summary”. Select the health issue you want to view.

How to view test results

Select My Medical Record tab and click on “Test Results”. Select the test you want to see.

**If you can't see the results you are looking for click the “Include Hospital Results” button.*

**If your results are not visible, contact your provider office, they may not be released at this time.*

What allergies do I have? What are they?

Select My Medical Record tab and click on “Allergies”. Select the allergy to learn more about it.

What immunizations do I have?

Select My Medical Record tab and click “Immunizations”. Select which immunization you want to know more about.

What is Lucy?

Lucy is located under My Medical Record tab. It is also home of MyChart Central. Lucy is used for you to record your own medical information and experiences. You can log anything such as a nurse that helped you, an incident that made you have a reaction to something, etc. MyChart Central allows you to see multiple personal MyChart accounts (from different hospitals) with one login.

Billing

How do I view/pay my bill? ****Only available if your office is set up for billing through MyChart****

Select Billing tab. Select which account you want to see details on or click “Pay” to make a payment.

Preferences

How do I change my password? ****Cannot be done from a smartphone/tablet application****

Select the Preferences tab. Click “Change Password”. Follow the directions on the screen.

**REMEMBER: Your password must be 6-20 characters, different from your username, and a combination of at least one letter and number.*

How to change my username.

Contact the MyChart help line at **989-583-0488**.

How do I change what I receive emails about?

Select the Preferences tab. Click “Notifications”. Check which boxes you want to receive notification emails about.

How do I edit the profiles I have Proxy access to?

Select the Preferences tab. Click on Personalize. You can view which accounts you have access to, see who has access to your account and edit names and color schemes.

How do I set my preferences for scheduling appointments?

Select the Preferences tab. Click “Other Preferences”. Fill out the information on that page. Select which notifications about appointments you would like to receive, other preferences, and caregiver information.