



Extraordinary care for every generation.  
For further Questions call our Covenant MyChart Help Line at 989-583-0488.

## MyChart Frequently Asked Questions

### Enrollment Questions

#### What is MyChart?

MyChart is a free service offered to our patients. Patients have personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. Depending on how your doctor's office is connected to MyChart, you can use the Internet to:

- Request medical appointments.
- View your health summary from the MyChart electronic health record.
- View test results.
- Request prescription renewals.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.

### Your Medical Record

#### When can I see my test results in MyChart?

Your test results are released to MyChart as soon as they are resulted. Note: Your provider may not have a chance to review them before you see them.

#### Why are certain test results not shared electronically via MyChart?

Some test results may be considered sensitive and your provider can choose to delay the release of those results to MyChart.

#### If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your doctor's office and updated at each visit. Ask your doctor to correct any inaccurate information at your next clinic visit.

#### If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyChart should not be used for urgent situations. ***Please contact your medical center if the situation requires immediate attention or dial 911 if it is an emergency.***

### MyChart for My Family

#### Can I view a family member's health record in MyChart?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal MyChart account, and then connect to information regarding their family member. Complete and return a Proxy Consent Form, located at your doctor's office, to request access to this convenient service.

*\*After the Proxy Consent Form is complete for each user you want access to, you will be able to ask questions about these family members.*

#### Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must agree to the terms and conditions in order to establish a MyChart account.



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## **After I Have Enrolled**

### I forgot my password. What should I do?

Use the links to retrieve your password, contact your providers office or contact our Covenant HealthCare MyChart Help Line at 1-989-583-0488.

### Can you send me a new activation code as I have lost it, let it expire or did not receive it?

Contact your provider's office or the MyChart Help Line at 989-583-0488, after we verify your information, a new code will be created for you or a new activation link will be sent to you. Privacy issues prevent us from e-mailing a new activation code to you.

### Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into MyChart and from the menu, go to Personal Information and select the appropriate option.

## **Technical Questions**

### How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password. MyChart uses the latest 2048-bit SSL encryption technology with no caching to automatically encrypt your session with MyChart. All MyChart messaging is done while you are securely logged on to our website.

### What is your Privacy Policy?

MyChart is owned and operated by Epic and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given to your health records and will never be sold or leased by MyChart.

### I was logged out of MyChart, what happened?

We aim to protect your privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out. We recommend that you log out of your MyChart session any time you leave your computer.

### What do I need to use MyChart?

You need access to a computer with Internet access or mobile device with Internet access or the mobile app downloaded.