

How to MyChart

Take control of your medical records

Disclaimer

Due to different decisions made at each health system what can be done and seen in MyChart may differ depending on where you get your healthcare. Your organization along with state and federal guidelines may also impact the results that are released and the timeframe they are released in. These same guidelines may impact scheduling and messaging as well as other items in "your" MyChart.

For the purposes of this demo I will be using my Mercyhealth MyChart.

What is MyChart?

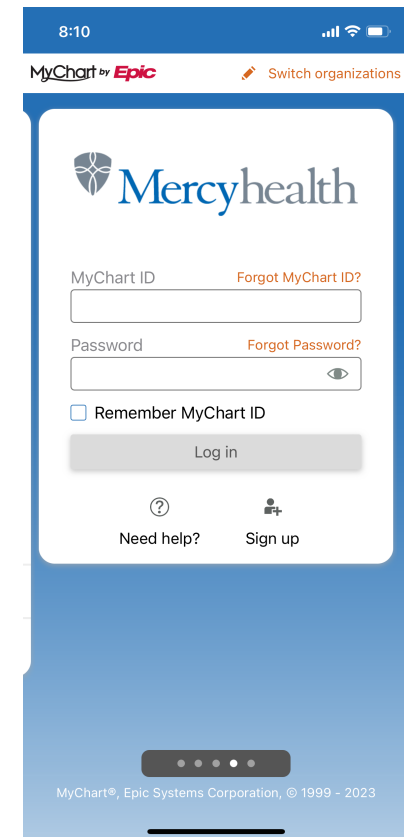
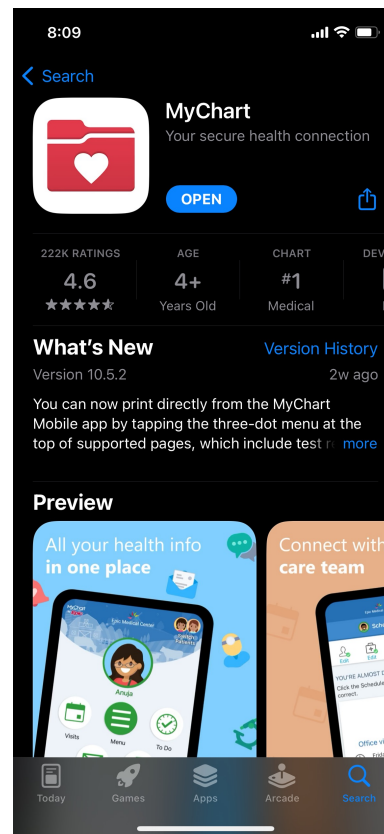
- MyChart is an online portal to your medical records. Depending on your organization MyChart may allow you access to some or all of the features mentioned below:
 - Request, schedule, and review appointments.
 - View your health summary including history, medications, allergies and immunizations.
 - View test results.
 - Request prescription renewals.
 - Access trusted health information resources.
 - Communicate electronically and securely with your medical care team.
 - Pay your bills.
 - Access your loved one's records.

What is the Website?

- Mercy Health's MyChart:
 - <https://mychart.mercyhealthsystem.org/MyChart>
- SSM Health's MyChart:
 - <https://mychart.ssmhc.com/mychart>
- UW Health's MyChart:
 - <https://mychart.uwhealth.org/mychart>

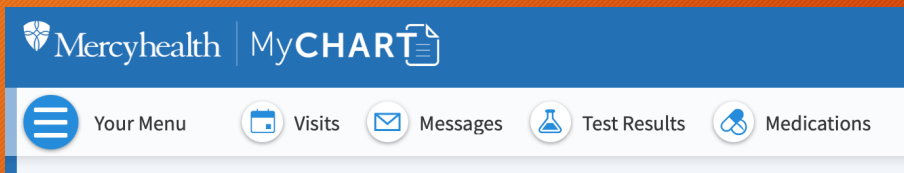
Mobile App

Use the app store (iOS) or the google play store (android) to download the app to use your phone.



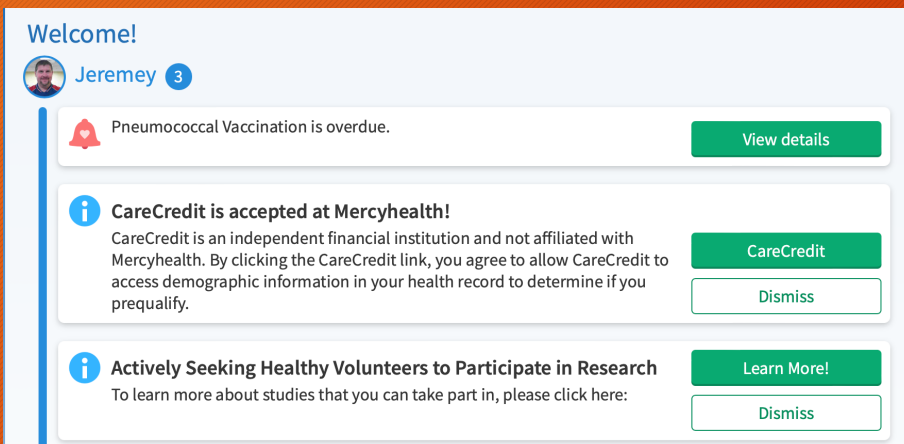
Navigate the site

Use the Menu or the Quick Links



The screenshot shows the top navigation bar of the MyCHART portal. It features the Mercyhealth logo on the left and the MyCHART logo on the right. Below the logos is a horizontal menu with five items: 'Your Menu' (with a hamburger icon), 'Visits' (with a calendar icon), 'Messages' (with an envelope icon), 'Test Results' (with a flask icon), and 'Medications' (with a pill icon).

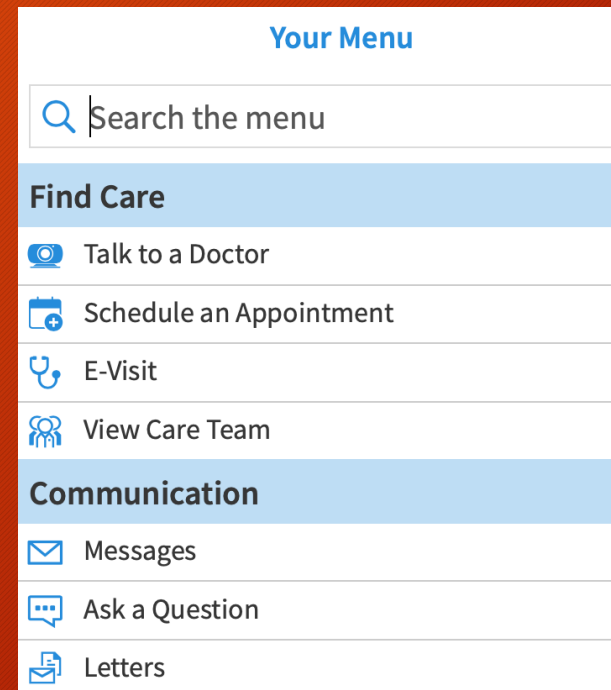
Use the Health Feed



The screenshot shows the 'Health Feed' section of the MyCHART portal. It begins with a 'Welcome!' message and a user profile for 'Jeremey' with a notification badge showing '3'. Below this are three feed items:

- Pneumococcal Vaccination is overdue.** Includes a 'View details' button.
- CareCredit is accepted at Mercyhealth!** Includes a 'CareCredit' button and a 'Dismiss' button. The text below reads: 'CareCredit is an independent financial institution and not affiliated with Mercyhealth. By clicking the CareCredit link, you agree to allow CareCredit to access demographic information in your health record to determine if you prequalify.'
- Actively Seeking Healthy Volunteers to Participate in Research** Includes a 'Learn More!' button and a 'Dismiss' button. The text below reads: 'To learn more about studies that you can take part in, please click here:'

Search the Menu

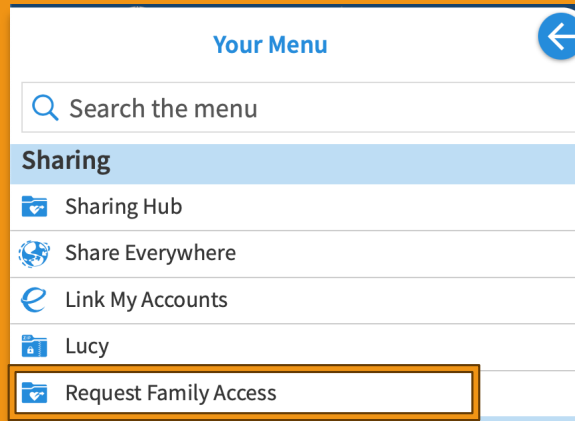


The screenshot shows the 'Search the Menu' interface. At the top is a search bar with the placeholder text 'Search the menu'. Below the search bar is a list of menu items, each with an icon and a text label:

- Find Care** (Section Header)
- Talk to a Doctor (with a video camera icon)
- Schedule an Appointment (with a calendar icon)
- E-Visit (with a stethoscope icon)
- View Care Team (with a group of people icon)
- Communication** (Section Header)
- Messages (with an envelope icon)
- Ask a Question (with a speech bubble icon)
- Letters (with a document icon)

Proxy Access

Gain access to your children's
or loved ones



MyChart Family Access

You may request access to another patient's MyChart account to view their health information. Please select the appropriate authorization form below, print and return the completed form to this address.

MyChart Support
1236 Barberry Dr.
Janesville WI 53546

Fax: 608-314-8722
Contact MyChart Support at 888-99MYCHART (888-996-9242) with any questions.

Adult Requesting Access to Another Adult (18 years of age and older): To request access to view another adult patient's MyChart account, the patient's signed consent will also be required in order to be granted access. You will have access to everything the patient would have access to in their own account. Please keep in mind that the patient can revoke your access at any time, if they so choose. Please print and complete the following form.

[Adult Proxy Request Form – English](#)

[Adult Proxy Request Form – Spanish](#)

Parent Requesting Access to Minor Age 0-11: As the parent or legal guardian, you will be granted full access to your child's MyChart account. To request access, print and complete the following form.

[Child Proxy Request Form \(0-11 years old\) – Fill out electronically in English](#)

[Child Proxy Request Form \(0-11 years old\) – Print in English](#)

[Child Proxy Request Form \(0-11 years old\) - Print in Spanish](#)

Parent Request Access to Minor Age 12-17: Under State and Federal law, there are certain types of medical information that the parent or legal guardian of a child age 12 to 18 may not view without the child's consent. Because of these requirements, a parent or legal guardian will have limited access to their child's account which includes allergies and immunizations on file. To gain full access, both the child and the parent or legal guardian must print and complete the following form. This access expires once the child turns 18 unless access is previously revoked by the child.

[Child Proxy Request Form \(12-17 years old\) – Print in English](#)

[Child Proxy Request Form \(12-17 years old\) – Print in Spanish](#)

Where to get help!

- Mercyhealth
 - You may e-mail us at MyChartSupport@mhemail.org, or you can call our MyChart Patient Support Line at: 1-888-99-MYCHART (1-888-996-9242)
- SSM health
 - Patient Support through our [HELP](#) page to request assistance, or you may call our support line at 1-888-97CHART (1-888-972-4278).
- UW Health
 - Technical Support: [\(877\) 768-0732](tel:(877)768-0732)



Jump into the Website

- Now we can jump into the website and look at:
 - Test results
 - Sending a message to providers
 - Where can we see your past visit information
 - After visit summary
 - Where are our medications?
 - Refills
 - Scheduling an appointment
 - Billing information
 - Answer any question