# myHealth Online Patient Quick Start Guide

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Welcome to myHealth Online

myHealth Online provides you online access to your medical record. It can help you participate in your healthcare. This guide provides an overview of features and how to use them, such as:

- Review summaries of your previous appointments, including issues addressed and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records as a proxy. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

https://myHealthonline.sccgov.org

Sign up for a myHealth Online Account

To sign up for myHealth Online, you must be at least 12 years old. There are several different methods for signing-up that might be used:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a myHealth Online activation code on your After-Visit Summary or sent to your personal email by clinic staff.
- You might be able to use self-signup online to create a myHealth Online account by matching your information against what is on file in your medical record.

Use your activation code to sign up

1. From the myHealth Online login page, click SIGN UP NOW in the New User? section.
2. Enter your activation code, Medical Record Number, and your date of birth. Click Next.

Request an activation code if you don't already have one
If you don't have an activation code, you can complete a request online. To request an activation code online:

2. Click SIGN UP ONLINE in the No Activation Code? section to complete the form and have an activation code sent to your email address.
3. After your activation code, MRN, and birthdate are entered select Next and complete these steps:
   - **Username** - This should be something that others wouldn't be likely to guess but easy for you to remember. Your username is not case sensitive.
   - **Password** - This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password is case sensitive. Your password must be at least eight characters and be different from your username. Choose a password that you don't use for other websites.
   - **Security question** - This question will be used to verify your identity if you forget your myHealth Online password. Choose a security question from the list and enter your answer. Your answer cannot include your myHealth Online password. Your answers are case sensitive.

4. On the next page, you must accept the Terms and Conditions in order to proceed in creating your myHealth Online account. You can select the check box to not show the Terms and Conditions each time you log in. The terms and conditions can be accessed at any time by a link on the website homepage.

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Please Identify Yourself

Step 1 of 3
All fields are required.
Complete the form below to request a personal myHealth Online account.
To request access to a family member's chart, please click Access to My Family's Records for more information.
Improperly accessing another person's medical record without a valid authorization is against State and Federal confidentiality law.

myHealth Online Activation Code
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the sign up process.

Medical Record Number of Patient
Please enter your medical record number or the medical record number of the patient you want to access. Do not enter spaces or dashes.

Date of Birth
Enter your date of birth in the format shown, using 4 digits for the year.

NEXT
Log in to myHealth Online
1. In your web browser, enter https://myHealthonline.sccgov.org and access the login page.
2. Enter your username and password, and click Sign In.

What if I forget my myHealth Online ID or password?
Click the Forgot Username? or Forgot Password? links located below the login field for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, please call 1-888-334-1000 Mon-Fri (7am-9pm) and Sat-Sun (8am-4pm), or you may send an email to myHealthonline@hhs.sccgov.org emails are answered Mon-Fri (8am-5pm).
Medical Record Access and Sharing

View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary, referred to as Lucy, includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in myHealth Online. You can also send your health summary to an external email address from within your myHealth Online account.

1. Go to Health > Document Center.
2. Click Visit Records and select the Lucy Summary tab.
3. Click Download and then click Request for the message that appears. You'll be notified when your download is ready.
4. When you are prompted to save or open the file, click Save and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

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 Health > Document Center and click Visit Records.
2. Select a visit on the Single Visit tab or use the Date Range tab or All Visits tab to select multiple visits.
3. Click Download to save a copy of the visit summary for your records.
4. 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.

Download Medical Records You Have Requested

If you have requested certain copies of your medical record from your healthcare organization’s Medical Records department, you can download and view it from myHealth Online, rather than having to wait for a paper copy to arrive in the mail.

1. Go to Health > Document Center and click Requested Records.
2. Locate the record you want to view and click Download.
3. If the record is password protected, you see a message to warn you. Click Continue Download.
4. Click **Save** to save the file to your computer and then open it, or click **Open** to open it without saving it to your computer.
5. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

**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 myHealth Online you can generate a share code and provide it to the person with whom you want to share your health data. Examples could be a non-SCVHHS doctor, chiropractor, physical therapist, dentist, or a school nurse. 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 the **Share Everywhere** activity.
2. On the myHealth Online website, it’s accessible under the **Health > Medical Tools** menu.
3. On the myHealth Online mobile app, it’s accessible from the home screen after you’ve logged in.

**Note:** You must update the myHealth Online mobile app to version 5.4 or higher to use Share Everywhere.

4. Enter the name of the person who will be viewing your record and request the share code.
5. Tell that person to go to www.shareeverywhere.com to enter the code along with your date of birth.
Messaging

View Messages from your Clinic
You can read any messages sent by your doctor or other clinic staff by going to your Inbox (Messaging > Message Center). You can also view messages you have sent from your myHealth Online account.

Message My Care Team
Please select the option that most closely matches your question.

- **New Medical Question**
  You have a simple medical question that doesn't require an immediate response.

- **Request a Medication Refill**
  You would like to request a refill or renewal of a current medication.

- **Ask a Billing Question**
  You have a question related to a bill, your insurance, or financial assistance.

Ask a Healthcare Related Question
If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Message My Care Team feature 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.

1. Go to Messaging > Ask a Question.
2. Click New Medical Question.
3. Select a recipient from the list. This list might include your primary care provider or another doctor with whom you've recently had an office visit.
4. Enter a subject for your message and then enter your question in the field below.
5. When you are finished, click Send.

Someone at your clinic should respond to you within 3 business days. If you've opted to receive email notification for new messages in your myHealth Online account, you'll receive a message letting you know that the clinic has responded to your request.
View Your Referrals

1. Go to Health > Referrals.
2. Select a particular referral to see more details.

<table>
<thead>
<tr>
<th>Referred By</th>
<th>Referred To</th>
<th>Start Date</th>
<th>Exp Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>08/06/2018</td>
<td>02/02/2019</td>
<td>Authorized</td>
</tr>
<tr>
<td></td>
<td></td>
<td>07/30/2018</td>
<td>01/26/2019</td>
<td>Pending Review</td>
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</table>

Coverage Details

Referral ID: [Redacted]
Insurance: Medi-cal
Referred By: [Redacted] MD
Referred To: [Redacted] MD
Specialty: [Redacted]
Department: -
Department Specialty: -
Location/POS: -
Vendor: -

Start Date: 08/06/2018
Expiration Date: 02/02/2019
Referral Type: Procedure
Status: Authorized
Authorized Visits: 1
Remaining Visits: 1
Visits

View Your Past or Upcoming Appointments
You can view your past or future appointments by going to Visits > Appointments and Visits.

1. 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

2. 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 insurance and demographics information
   - Verify or update medications, allergies, and current health issues
   - Answer appointment-related questionnaires
   - Sign registration documents
   - Select a past appointment to view the After-Visit Summary

View Upcoming Tests and Procedures
You can view upcoming tests and procedures which you need to complete.

### Upcoming Tests and Procedures

<table>
<thead>
<tr>
<th>Test Description</th>
<th>Ordered by</th>
<th>Date Ordered</th>
<th>Expected</th>
<th>Due Date</th>
<th>Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prothrombin 20210A</td>
<td>MD</td>
<td>10/25/2018</td>
<td>As directed</td>
<td>10/25/2019</td>
<td></td>
</tr>
<tr>
<td>QUANTIFERON</td>
<td>MD</td>
<td>6/15/2018</td>
<td>As directed</td>
<td>6/15/2019</td>
<td></td>
</tr>
<tr>
<td>URINALYSIS</td>
<td>MD</td>
<td>2/20/2018</td>
<td>As directed</td>
<td>2/18/2019</td>
<td></td>
</tr>
<tr>
<td>GLUCOSE FASTING</td>
<td>MD</td>
<td>7/24/2018</td>
<td>As directed</td>
<td>7/24/2019</td>
<td></td>
</tr>
</tbody>
</table>
To request or schedule an appointment, go to **Visits > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you can Schedule an Appointment or will be directed to the Request an Appointment page. You can only Schedule or Request Appointments with providers you have seen in the past 12 months. Specialty appointments are always sent as Appointment Requests. If you want to schedule with your PCP or another Family Medicine, Internal Medicine, or Pediatric provider for a visit that is not a follow-up on an existing issue or a well child check you can also choose to send an appointment request. Examples could include a new problem or an annual physical. Providing details will help clinic staff schedule the correct type and length of appointment for you.

- When you schedule an appointment, yourself you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule.
- You can also choose to look for an appointment with another provider from your chosen providers office by selecting “Add provider’s team”
- When you send an appointment request, you choose the provider you want to see, enter the reason for the visit, preferred dates and times, and any comments why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to create an appointment.

<table>
<thead>
<tr>
<th>Monday November 19, 2018</th>
<th>1:00 PM</th>
<th>1:15 PM</th>
<th>2:15 PM</th>
<th>2:30 PM</th>
<th>3:15 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday November 20, 2018</td>
<td>1:00 PM</td>
<td>1:15 PM</td>
<td>2:15 PM</td>
<td>2:30 PM</td>
<td>3:15 PM</td>
</tr>
<tr>
<td>Wednesday November 21, 2018</td>
<td>8:15 AM</td>
<td>8:30 AM</td>
<td>8:45 AM</td>
<td>9:30 AM</td>
<td>10:30 AM</td>
</tr>
</tbody>
</table>
Cancel an Appointment

Depending on the date and time of your next appointment, you might be able to cancel it through myHealth Online.

1. Go to Visits > Appointments and Visits, and select the appointment from the list or click Details.
2. Click Cancel and Confirm Cancellation.
Health

View Your Test Results
With myHealth Online, 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 test.

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.

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. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click Next.
4. Review the details of your refill request and click Submit.

You will receive a message in your myHealth Online Inbox when your prescription refill is processed.

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 topics.

Respond to Questionnaires from your Clinic
Your clinic might make questionnaires available from myHealth Online, so you can complete them online instead of filling out a form when you get to the clinic.

Well Child exam questionnaires are available:
• If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Select the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
• Your questionnaire will be available during E-check in
• Or go to **Health > Questionnaires**

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.
Access to Family Record

If you have proxy 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 or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you're a parent, you can have full access to your child's record through age 11 and limited access from age 12 through 18. This section explains how to access a family member's record and how to access immunizations in a child's record.

Access a family member's record

After you've been established as a proxy representative, you can view a family member's records by clicking the name for that family member in myHealth Online.

After you read the proxy access disclaimer, click Accept to continue to your family member's chart.

View and print your child's immunization record

When you are in your child's record in myHealth Online, go to Health > Immunizations. You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click 📝.
Billing and Insurance

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

Review and Update your Insurance Information
To review the insurance information your clinic has on file, go to Billing > Insurance Summary. If you do not make any changes, the front desk staff at your clinic can take the information and update your records. Set

Profile Settings

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 Profile > 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
myHealth Online can send you notification by email or text message when there is new information available in your myHealth Online 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 Profile > Notifications
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
3. Update your email address and mobile phone number if needed.

Change your myHealth Online password or Update your Security Question and Answer
To ensure that your medical information stays protected, consider changing your myHealth Online password periodically. To do so, go to Profile > Security Settings. From this page, you can also update the security question and answer that are used when you forget your myHealth Online username or password.
Mobile Apps

MyChart for iOS and MyChart for Android are portable versions of myHealth Online that you can use to manage your health information on the go. The mobile apps contain many of the same features as the myHealth Online 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.
- Access family members’ charts.

If you have an iOS device, you can pair it with Apple Watch™. With myHealth Online for Apple Watch, you can:

- See alerts for new information in myHealth Online.
- View upcoming appointments.
- Read messages.
- Review their medication list.

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for MyChart and choose Santa Clara Valley Medical Center.

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This guide is based on Epic 2018.