myHealth Online Patient Quick Start Guide

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Welcome to myHealth Online

myHealth Online gives you online access to your medical record. It makes managing your healthcare easier. With myHealth Online you can:

- Read summaries of your past appointments, including appointment reason and tests or referrals that were ordered.
- View your medications, including instructions
- Request a medication refill
- View lab results over time. For example, you can see past cholesterol tests on a graph to see if you're close to meeting your target number.
- If you have signed up as a “Proxy” you can access information in a family members' medical records. For example, you can view your child's upcoming appointments, growth charts and immunization history.

You can access myHealth Online on a computer, tablet or your mobile device.

Signing up for an Account at  https://myhealthonline.sccgov.org

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store. Select Santa Clara Valley Medical Center as the organization.

Mobile App
Sign up for a myHealth Online Account
To sign up for myHealth Online, you must be at least 12 years old. To sign up you can:

• Ask clinic staff can help you while you are in the exam room.
• Use an activation code on your After-Visit Summary
• Clinic staff can send you an email with the activation code and instructions
• Use self-signup online to create a myHealth Online account by matching your information against what is on file in your medical record.
Use an emailed activation code to sign up

1. Check your Email for the Activation Code that has Been Sent to you (be sure to Check your Junk /Spam folder) or Use the Activation Code on the information you may have been given by Clinic Staff

2. Enter your Medical Record Number and Date of Birth

3. Create a Username and Password
4. Do you want notifications?

5. Click Sign In and Agree to the Terms, you will be logged 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
Viewing your Medical Record and Sharing Health Information

View a Summary of your Health Information
To see a summary of your medical record, go to Review Health Summary using the quick links on the right.

Use the Health Summary icon in the myChart App.

Quick Links on the right panel

<table>
<thead>
<tr>
<th>Review health summary</th>
</tr>
</thead>
</table>

In the Mobile App

Health Summary

This summary includes Current Health Issues, Medications, Allergies, Immunizations, Preventive care topics.

Manage Your Medications

View your current medications
Click the Medications icon to see all your current medications including important information on dosage and instructions.

Click Learn More to see more information such as precautions and potential side effects.

Top of the Home Page

| Medications/Refills |

In the Mobile App

| Medications |
Request a medication refill
1. From the medication list, click **Request Refills**.
2. Check box next to the medication you want to refill
3. Click **Next**
4. You may need to pick a delivery method, pharmacy, and pickup date and time
5. Click **Next**
6. Review your refill request and click **Submit**
You will get a message when your prescription refill is processed (if your Notifications are set)

View Your Test Results
To view available test results,

- Click **View Test Results** on the Quick Links on the right panel
- **Test Results** on the Mobile App

Quick Links on the right panel

Select a test to see more information about it.
Any additional comments your provider entered about the result will appear here.

Plan of Care
The Plan of Care helps you focus on the full scope of your care to provide personalized specific information for improving your health and may include things like:

- Goals
- Test results
- To do (like flu shot or immunizations)

Go to **My Records** then select **Plan of Care**
View Your Referrals
Go to My Records > Referrals

Then you can select a referral to see available detail including the status

Medical History
View and print the Medical, Surgical, Family, and Social History information in your medical record with Santa Clara Valley Medical Center Hospital & Clinics.

Select My Records then click Medical History

Document Center
Access documents specific to you and view the actions of people who have accessed your records as an authorized representative, or proxy.
Requested Records
If you have requested certain copies of your medical record from your health care 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.

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.

My Documents
View, download, and print registration documents you have on file.
Questionnaires
Your clinic might make questionnaires available from myHealth Online. You can complete them online instead of filling out a form when you get to the clinic.

If your doctor wants you to complete a questionnaire for an upcoming appointment, go to Visits > My Visits.

Select the upcoming appointment and click Details. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.

You can also find questionnaires
My Records > Questionnaires
When the questionnaire opens, just select the answers

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

Lucy/ MyChart Central

Link other MyChart accounts you have with other organizations so you can access and manage your health by logging into one website, MyChart Central.

Lucy and MyChartCentral

Lucy and MyChartCentral can help you collect and permanently store your health information from places where you are seen for care, including the information you see here in myHealth Online. No need to log into multiple web sites, just Lucy and MyChartCentral. They're free, ad-free, and will never sell your data.

From here you can jump to your health record at any linked organization. To add a new organization to your list, go to MyChartCentral.

Clicking the button below will log you out of your health record here and take you to Lucy and MyChartCentral.

GO TO MYCHARTCENTRAL

BACK TO THE HOME PAGE
Share Everywhere

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 **My Records > Share My Record**
3. On the mobile app, it's on the home screen
4. Enter the name of the person who will be viewing your record and request the share code.
5. The person receiving the records needs to go to [www.shareeverywhere.com](http://www.shareeverywhere.com) and enter the code along with your date of birth.
Visits

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

myHealth Online toolbar

In the Mobile App

1. Click an appointment to see:

   • 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 complete tasks such as the following before you arrive at the clinic:

   • Sign registration documents
   • Verify or update medications, allergies, and current health issues
   • Answer appointment-related questionnaires
   • Verify or update insurance and demographics information

View Upcoming Tests and Procedures
You can see tests and procedures which you need to complete (online only).
Request or Schedule an Appointment

myHealth Online toolbar

In the Mobile App

To request or schedule an appointment, go to **Visits > Schedule an Appointment**.

You can only direct Schedule or Request Appointments with providers you have seen in the past 12 months.

Note: Specialty care appointments are always sent as Appointment Requests.

If you want to schedule a visit that is not a follow-up on an existing issue or a well child check, use the link to “Send an appointment request message instead”.

**Appointment Request Messaging**

Once you complete the form you can select the “Send Request” button or click the envelope image to send.

Confirm the request details you are about to send:

- **Routine Office Visit with** [Name] MD
- **Date and time to be determined**
  A scheduler will reach out to you about a specific time
- **Valley Health Center** [Name]
Cancel or Reschedule an Appointment

Depending on the date and time of your upcoming appointment, you may be able to cancel it through myHealth Online. Follow-up appointments in Internal Medicine, Family Medicine, and general Pediatrics can be rescheduled online rather than cancelling if you still need the appointment, but at a different date or time.

**myHealth Online toolbar**

**In the Mobile App**

1. select the appointment from the list or click **Details**
2. Click **Cancel** and **Confirm Cancellation** or Click **Reschedule**

Joining a Video Visit

myHealth Online enables patients and providers to complete a visit by computer, tablet or smartphone. Video Visits are scheduled by the provider or clinic staff.

You must be enrolled in myHealth Online to join a video visit. You will also need to download an app called “Vidyo” prior to their visit. You will only need to download this app once, and the app functions within myHealth Online seamlessly, once downloaded.

You may call 1-888-334-1000 for assistance in preparing for their Video Visit.
Mobile: tap **Appointments** icon > camera turns green when it’s time to join

![Appointments screen](image)

Camera turns green when it’s time to join

Tap the appointment to see:
- Appointment Details
- eCheck-In
- Instructions on how to join
- The **Begin Visit Button**

Tap the link for detailed instructions on joining a video visit

**Begin Visit** turns green when it is time to join, up to 60 minutes before the appointment time

![Begin Visit button](image)
The mobile app is the best way to join but if you need to join using your computer:

Visits>My Visits

Appointment will display you can

- **eCheck-In** (confirm your information and things like allergies)

Tap **Details** to join or get instructions on joining a video visit

You click to **Begin Video Visit** up to an hour before the visit

Tap the link for detailed instructions on joining a video visit
Messaging

View Messages from your Clinic
You can read any messages sent by your doctor or other clinic staff by going to your Inbox:

- **myHealth Online toolbar**
- **In the Mobile App**

*(Messaging > Message Center)*. You can also view messages you have sent from your myHealth Online account.

Send a Message to Your Care Team
If you have a non-urgent medical question, you can send a secure message to your doctor’s staff.

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.
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 details link.

Pay your Outstanding Balance
To pay an outstanding balance on your account, click "Pay now" on the welcome page or Billing Summary in your menu.

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 Notification or Communication Preferences

You can pick the types of notifications you would like to receive in using myHealth Online, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to Profile > Communications

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. Be sure your email address and mobile phone number is current to receive the notifications you select
   • A lock means that notification type can’t be changed

Change Password

To ensure that your medical information stays protected, consider changing your myHealth Online password periodically.

Here, you can also update the security question and answer that are used when you forget your myHealth Online username or password.
Access to Family Records

If you have **proxy access** to your family members' medical records, you have access to many of the tools and information using the mobile app or myHealth Online.

Proxy access can help you more easily care for your loved ones including an adult child caring for an elderly parent, a spouse, a family member caring for someone who does not speak English or a caretaker. With that person’s permission, you are able to message the care team, view and request medication refills, view upcoming visits and after visit summaries.

Proxy access may be granted to parents of minor children or authorized patient representatives, even non-SCVMC patients for:

- Minors 0 – 11 years old: Full Access:
- Minors 12 – 17 years old: Limited Access

Foster parents may be granted proxy access for a limited time once Custody documents have been received. Contact your provider or the helpdesk for additional details.

Proxy access may also be granted for adults accessing another adult’s record or a caretaker for a person with diminished capacity (12+).

Consent forms are required for adult proxy access.

Provider attestation and proxy form is required for diminished capacity.

Access a Family Members Record (Proxy Access)

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.

**myHealth Online toolbar**

**In the Mobile App**

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

Remove a Family Members Access (Revoke Proxy)

Adults who have given another person access to their medical record, can remove that access (revoke proxy). If you remove proxy access you will need to go through the steps again to set up Proxy Access steps again to provide access.

1. Select the **My Record** icon then select **Share My Recod**
2. Select Friends and family access

3. Finally, click Revoke next to the name of the person that should no longer have access
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 .