

WELCOME TO MYCHART

Your Health Information. Anytime. Anywhere.

With a secure online MyChart account, you can easily manage your health care from your smartphone, tablet or computer when it's convenient for you. Here are a few of the features Metro Health offers through MyChart:

- **Email your doctor.**
Securely send a message to your provider about non-urgent health questions.
- **Manage appointments.**
Schedule your primary care appointments, review after-visit instructions and view future appointment information.
- **Access your test results.**
Quickly and easily view lab and test results and your doctor's comments as soon as they're ready.
- **Start an eVisit.**
Complete a questionnaire based on your symptoms and receive a diagnosis and treatment plan within one business day. For routine health issues only; cost is \$25.
- **Request your Rx refills.**
View your medication list and quickly request refills when it's time to renew.
- **Manage care for others.**
View your child's immunizations or schedule your parent's appointment. Some limitations apply.
- **Fill out your paperwork.**
Complete forms and questionnaires before your appointment.
- **Pay your bills.**
Review your estimates, ask us your billing questions and pay your bills.
- **Obtain your health records.**
Request a free digital copy of your health records or share your records online.

NEW TO MYCHART?

Sign up now – it's fast, easy and free.

ONLINE

Go to:
mychart.metrohealth.net/mychart/signup

MOBILE



Go to the **App Store** or **Google Play**, search for "MyChart" and download the app.

Choose **Metro Health – University of Michigan Health** as your organization.

CLICK on the topic below to **JUMP** to that page.

FREQUENTLY ASKED QUESTIONS	3
DASHBOARD	5
MESSAGING	6
View messages from your clinic	6
Ask your doctor for medical advice	6
Ask a billing question	7
VISITS	7
View your past or upcoming appointments	7
Download or send a visit summary to another provider	7
Schedule an appointment	8
Cancel or Reschedule an appointment	8
Start an eVisit.	8
HEALTH	9
View your test results	9
Manage Your Medications	9
View a Summary of Your Health Information	10
Download a Copy of Your Medical Record	10
View your requested medical records	10
Respond to questionnaires from your clinic	10
Track your daily health readings online	11
FAMILY ACCESS	12
Proxy access	12
View and print your child's immunization record	12
BILLING & INSURANCE	13
View your outstanding balance	13
Make a payment for an outstanding account balance	13
PREFERENCES & ADMINISTRATIVE FEATURES	13
Personalize MyChart	13
Update your personal information	13
Customize your notification preferences	14
Change your MyChart password or update your security question and answer	14

FREQUENTLY ASKED QUESTIONS

Why can't I see my results?

They may not have been released. Please refer to the "View your test results" page under the Health section for more information about auto releasing of test results.

Why is a medication missing from my medication list?

It may have expired. You can send a Patient Advice Message to your provider or call the office to refill that medication.

Why can't I see a flowsheet?

Your provider may not have ordered it. Send a Patient Medical Advice message or call the office to have one ordered.

Why can't I send my provider a message?

If you have not seen a provider in the office for an appointment in the last 3 years, you will not be able to send them a message from MyChart. Once you have another appointment with them, you will be able to message them in MyChart. Your primary care provider will always be available. This also applies to eVisits.

Why can't I schedule an appointment?

You can't schedule an appointment on MyChart with a provider who you have not seen for a visit. Once you have an appointment with a provider, you can schedule an appointment with them on MyChart.

What's the difference between direct scheduling in MyChart and open scheduling?

With direct scheduling, you have the option to schedule with providers you have seen in the last three years, or if you have an appointment scheduled in the next six months. Direct scheduling is available with primary care providers (Family Practice, Internal Medicine and Pediatrics) and requires you to have a MyChart account. Open scheduling can be used by anyone whether or not they are a current patient at Metro Health. Just like direct scheduling, it is only available for primary care providers. Patients can schedule using their MyChart account or they may "schedule as a guest".

Is a release of information from MyChart free?

Yes! Just complete a form on MyChart with the type of information you are requesting, specific dates of service (if known) and purpose of disclosure. You also have the option to enter any comments. You will receive a notification to let you know that you have a "new Release of Information in MyChart". You can print it or download it and save to your computer. You have 30 days to do this before the link expires. See page 10 for more information.

Who can be given proxy to a patient's MyChart account?

For patients who are 12 years old and younger, proxy access can be given to the patient's parent or legal guardian. The parent or legal guardian must have a MyChart account. Parents or legal guardians may also request proxy access by submitting a form from their own Mychart account. All patients who are 13 years old and up can invite another MyChart patient to have proxy access to their MyChart account. The patient assigns what access they would like give: Full Access, Restricted Access or Read Only Access. See page 12 for more information.

What is an eVisit?

An eVisit can be used by Metro Health patients to save time that would otherwise be spent coming the office for an appointment. For a fee of \$25, MyChart patients can submit an inquiry for a routine health issue that includes a questionnaire to their provider for treatment and care options. Pictures can be submitted as well. The \$25 charge is not billed to insurance and will be waived if an office visit is required. See page 8 for more information.

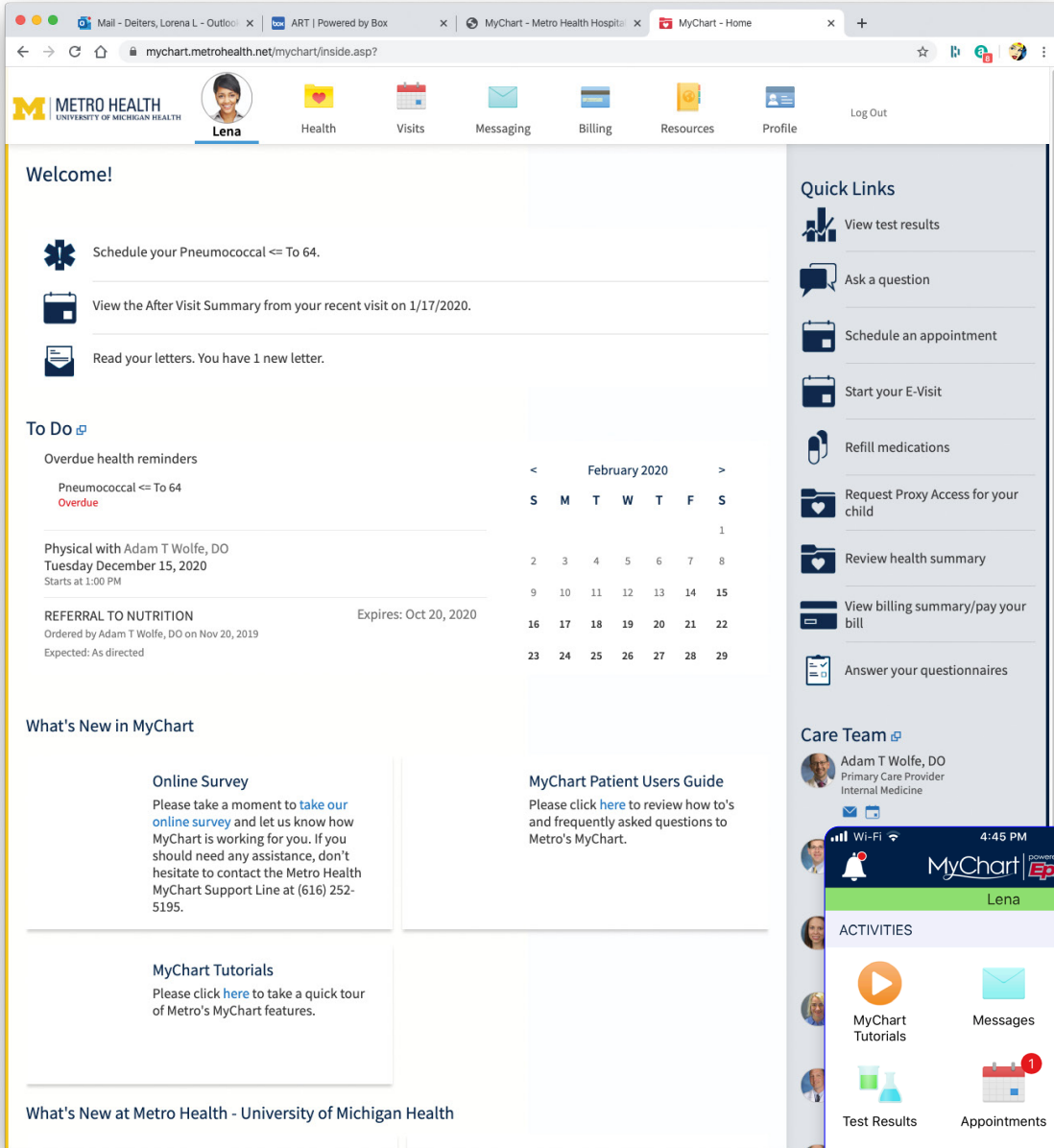
Who should I call with questions about using MyChart?

Patients should contact their physician office for assistance with using MyChart. If a patient cannot remember their username or password to log in, they need to contact the MyChart Support Line at 616.252.5195 to regain access.

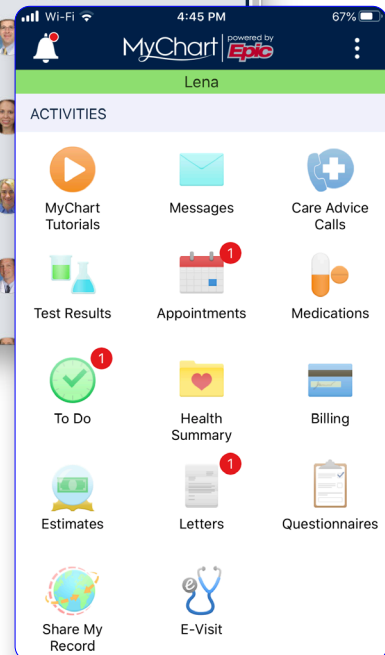
DASHBOARD

This is an example of the dashboard you'll see after logging into your MyChart account.

WEBSITE



MOBILE APP



MESSAGES

VIEW MESSAGES FROM YOUR DOCTOR'S OFFICE

Read messages sent by your doctor or other care team members.

WEBSITE

Go to: **Messaging > Message Center**

APP

Go to: **Messages** icon



If you're looking for a specific message, enter key words in the **Search** field on the Inbox page.

NOTIFICATIONS

Receive email or text messages when new MyChart messages are available.

WEBSITE

Go to: **Profile > Communications**

Change your settings on the **Messages** menu to choose Email, Text and/or Mail.

APP

Go to: **Account Settings**

(click on the three vertical dots at the top right)

Turn Notifications on.



Only the website version of Mychart allows patients to choose how they wish to receive reminders and communications (email, text or mail).

ASK YOUR CARE TEAM FOR MEDICAL ADVICE

If you have a non-urgent medical question, you can send a message to a member of your care team. This message is secure, meaning your information stays private, as it is sent over the internet.

Use this feature to ask if you should come in for an appointment, to get clarification on the dosage of a medication or something that was discussed in a recent visit, or to ask advice about a common illness.

WEBSITE

QUICK LINKS: **Ask a question**

Or go to: **Messaging > Ask a Question**

Select **New Medical Question**.

APP

Go to: **Messages** icon

Select **Send a Message**.

Someone should respond to you by the end of the next business day. If you've opted to receive email or text notification for new messages in your MyChart account, you'll receive a message letting you know that a member of your care team has responded to your request.

MESSAGES

ASK A BILLING QUESTION

Use this feature if you would like to contact Metro Health Customer Service about a recent bill.

WEBSITE

Go to: **Billing > Ask Billing Question**

APP

This feature is not available on the mobile app.

Your Metro Health billing questions will be addressed by the end of the next business day. Please make sure to **include the account number** in your request.

VISITS

VIEW PAST OR UPCOMING APPOINTMENTS

View details such as date, time and location, pre-visit instructions and directions to the office or the after visit summary for past appointments.

WEBSITE

Go to: **Visits > Appointments and Visits**

APP

Go to: **Appointments** icon

If an upcoming appointment is eligible for eCheck-in, use MyChart to take care of tasks before you arrive at the office – verify personal and insurance information, update medications and allergies and answer questionnaires related to your visit.

DOWNLOAD OR SEND A VISIT SUMMARY TO ANOTHER PROVIDER

This is useful to keep another provider, such as an outside specialist, informed about your health.

USE A ONE-TIME, LIMITED ACCESS SHARE CODE

The person accessing your record will also be able to write a clinical note to your care team.

WEBSITE

Go to: **Health > Share My Record**

APP

Go to: **Share My Record** icon

DOWNLOAD OR SEND THE RECORD OF YOUR VISIT

WEBSITE

Go to:
Health > Document Center > Visit Records

Choose your record and select **Download** or **Send**.

APP

This feature is not available on the mobile app.

VISITS

SCHEDULE A PRIMARY CARE APPOINTMENT

This option is not available for OB/GYN or specialty offices.

WEBSITE

QUICK LINKS: Schedule an appointment

Or go to: **Visits > Schedule an Appointment**

APP

Go to: **Appointments** icon

Select **Schedule an Appointment**.

CANCEL OR RESCHEDULE A PRIMARY CARE APPOINTMENT

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. You can cancel an appointment up to 4 hours prior to your appointment time. If it's too close to your appointment date or time, you'll need to call the office to cancel your appointment.

WEBSITE

Or go to: **Visits > Appointments and Visits**

Select the appointment and click **Cancel Appointment**.

APP

Go to: **Appointments** icon

Select the appointment and click **Cancel Appt.**



Any questionnaires attached to the rescheduled appointment will need to be re-submitted.

START AN E-VISIT

Complete a questionnaire based on your symptoms and receive a diagnosis and treatment plan within one business day. For routine health issues only; cost is \$25.

WEBSITE

QUICK LINKS: Start Your E-Visit

Or go to: **Visits > Schedule an Appointment**

APP

Go to: **E-Visit** icon

HEALTH

VIEW YOUR TEST RESULTS

View test results as soon as they become available, rather than waiting for a phone call or letter from your physician.

WEBSITE

QUICK LINKS: [View test results](#)

Or go to: [Health > Test Results](#)

APP

Go to: [Test Results](#) icon

Select a test to see more information about it, such as the standard range for the result or additional comments your provider entered about the result.

NOTIFICATIONS

Receive email or text messages when new MyChart messages are available.

WEBSITE

Go to: [Profile > Communications](#)

Change your [Test Result](#) settings on the [Health](#) menu to choose Email, Text and/or Mail.

APP

Go to: [Account Settings](#)

(click on the three vertical dots at the top right)

Turn Notifications on.

MANAGE YOUR MEDICATIONS

See all of your current medications in one place. Request refills and view details for each medication, including the prescribed dosage, instructions and the physician who prescribed the medication.

You can also 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.

WEBSITE

QUICK LINKS: [Refill medications](#)

Or go to: [Health > Medications](#)

APP

Go to: [Medications](#) icon



You will receive a MyChart message when your prescription refill is processed.

HEALTH

VIEW A SUMMARY OF YOUR HEALTH

Your summary will include current health issues, medications, allergies, immunizations and preventative care topics.

WEBSITE

QUICK LINKS: Review health summary

Or go to: **Health > Health Summary**

APP

Go to: **Health Summary** icon

VIEW OR DOWNLOAD A FREE COPY OF YOUR MEDICAL RECORD

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results and immunizations you can see in MyChart.

If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

WEBSITE

Go to: **Health > Document Center**

Choose **Visit Records**. Click on the **Lucy** tab and select **View** or **Download**.

Records that are available for download will appear here:

Health > Document Center > Requested Records

APP

This feature is not available on the mobile app.



Requested records are available for 30 days. Print or download them to save.

COMPLETE QUESTIONNAIRES FROM YOUR DOCTOR'S OFFICE

Your doctor's office might make questionnaires available in MyChart so you can complete them online at your convenience instead of filling out a form when you get to your appointment.

WEBSITE

QUICK LINKS: Answer your questionnaires

Or go to: **Health > Questionnaires**

APP

Go to: **Questionnaires** icon

HEALTH

TRACK YOUR DAILY HEALTH READINGS ONLINE

Your physician might request that you record information such as your daily glucose or blood pressure readings in MyChart. When you enter the information in the Track My Health feature, your physician automatically receives the readings so he can monitor your progress between visits.

RECORD A NEW READING IN TRACK MY HEALTH

Receive email or text messages when new MyChart messages are available.

WEBSITE

Go to: **Messaging > Message Center**

APP

Go to: **Messages** icon

1. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open **Track My Health** by clicking the link in the message and click **Add New Data** to start recording your readings. Verify that you have entered your reading correctly and click **Submit**. If needed, you can **Edit** or **Delete** the reading after it's submitted.



Don't see a flowsheet? Your provider may not have ordered it. Send a **Message** or call the office to have one ordered.



In the future, record your readings online by going directly to **Health > Track My Health**.

TRACK YOUR READINGS OVER TIME IN A TABLE OR GRAPH

1. On the **Track My Health** page, click a flowsheet's name to view previous readings in a table.
2. From this page, you can:
 - Change the orientation of the table. Click **More Options** to choose whether dates appear as rows or columns.
 - View the readings in a graph. Click **Graph** to change the display.
 - Customize the date range or the number of readings that appear. Change the **From** and **To** fields or the latest values field and click **Apply** to update the display.

PROXY ACCESS

REQUEST PROXY ACCESS TO YOUR CHILD'S ACCOUNT

This is for new proxy accounts only. View your child's immunizations, check your spouse's test results or schedule your parent's appointment.

For patients who are 12 years old and younger, proxy access can be given to the patient's parent or legal guardian. The parent or legal guardian must have a MyChart account. Parents or legal guardians may also request proxy access by submitting a form from their own Mychart account. All patients who are 13 years old and up can invite another MyChart patient to have proxy access to their MyChart account. The patient assigns what access they would like give: Full Access, Restricted Access or Read Only Access.

WEBSITE

QUICK LINKS: [Request Proxy Access for your child](#)

APP

This feature is not available on the mobile app.

VIEW OR PRINT YOUR CHILD'S IMMUNIZATION RECORD

Switch to your child's MyChart account to access their records. View the dates of immunizations and click on the immunization name to learn more.

WEBSITE

Go to: **Health > Immunizations**

APP

Go to:
Health Summary icon > Immunizations

BILLING & INSURANCE

VIEW YOUR BALANCE OR MAKE A PAYMENT

View all of your accounts with links to individual statements and bill payment features.

WEBSITE

QUICK LINKS: View billing summary/
pay your bill

Or go to: **Billing > Billing Account Summary**

To view additional information about an account, click the **View Account Details** link.

Patients can also access this service directly from the Metro Health website at **metrohealth.net**. At the bottom of the home page, click **Pay Your Bill** and follow the instructions provided.

APP

Go to: **Billing** icon

PREFERENCES & ADMINISTRATIVE FEATURES

PERSONALIZE MYCHART

Personalize how MyChart appears for you – choose the color scheme, change the name that appears under your photo and add or change a photo. Note: Photos are visible to medical staff, so use a photo that shows your face.

WEBSITE

QUICK LINKS: Go to: **Profile > Personalize**

APP

Go to: **Personalize**
(click on the three vertical dots at the top right)

UPDATE YOUR PERSONAL INFORMATION

Update your address, phone number or email address at any time so that your doctor's office always has the most up-to-date information in your record.

WEBSITE

QUICK LINKS:
Go to: **Profile > Personal Information**

APP

Go to: **Account Settings**
(click on the three vertical dots at the top right)

PREFERENCES & ADMINISTRATIVE FEATURES

CUSTOMIZE YOUR NOTIFICATION PREFERENCES

MyChart can send you notification by email or text message when there is new information available in your MyChart account. Specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates and more.

WEBSITE

QUICK LINKS: Go to: **Profile > Communications**

APP

Go to: **Account Settings**
(click on the three vertical dots at the top right)

CHANGE YOUR MYCHART PASSWORD OR UPDATE YOUR SECURITY Q&A

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

WEBSITE

QUICK LINKS:
Go to: **Profile > Security Settings**

APP

Go to: **Account Settings**
(click on the three vertical dots at the top right)