



MyChart Patient Guide (May 2024)

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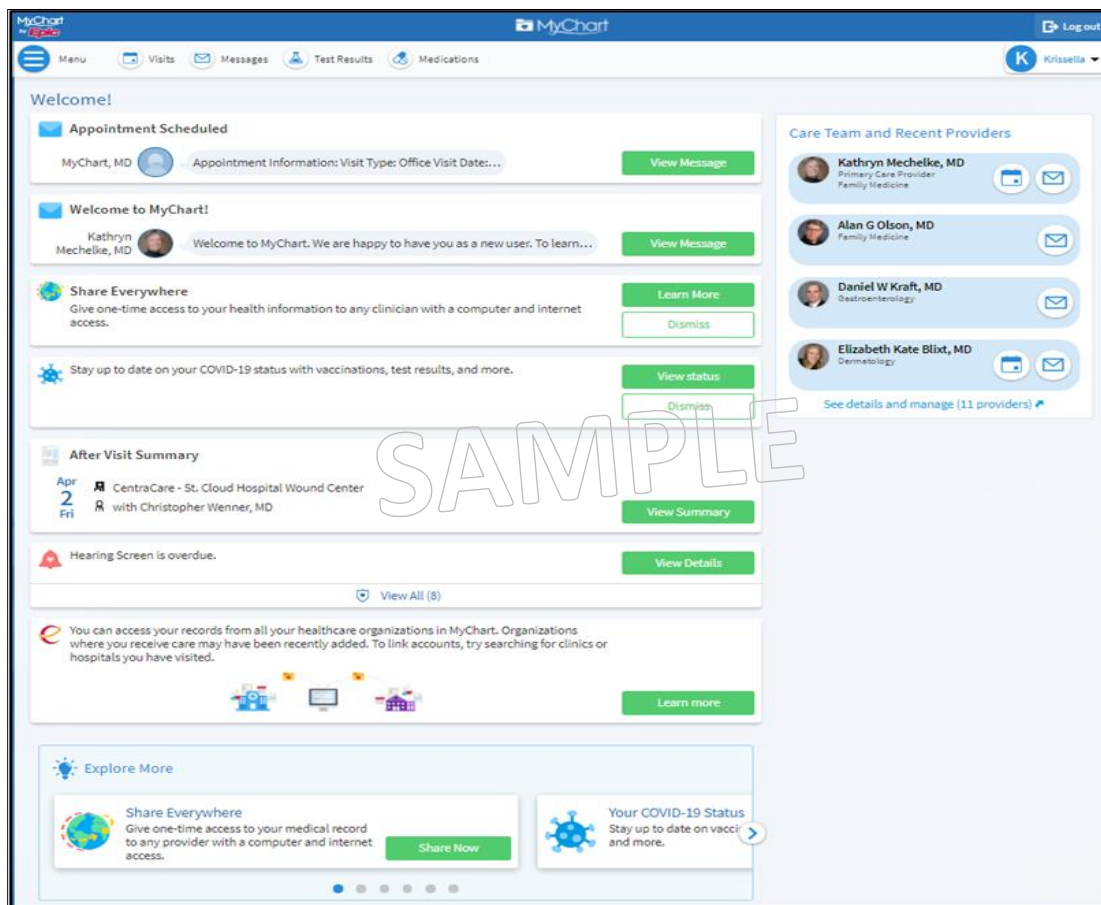
Welcome to MyChart

MyChart gives you online access to your medical record. With MyChart, you have an opportunity to participate in your health care and communicate with your providers.

From MyChart, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests ordered. You can also see your office visit notes done by the provider.
- View your medications, including dosage information and instructions and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you are close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history and upcoming appointments.
- View billing information and review statements. You can also even pay your bill through MyChart.

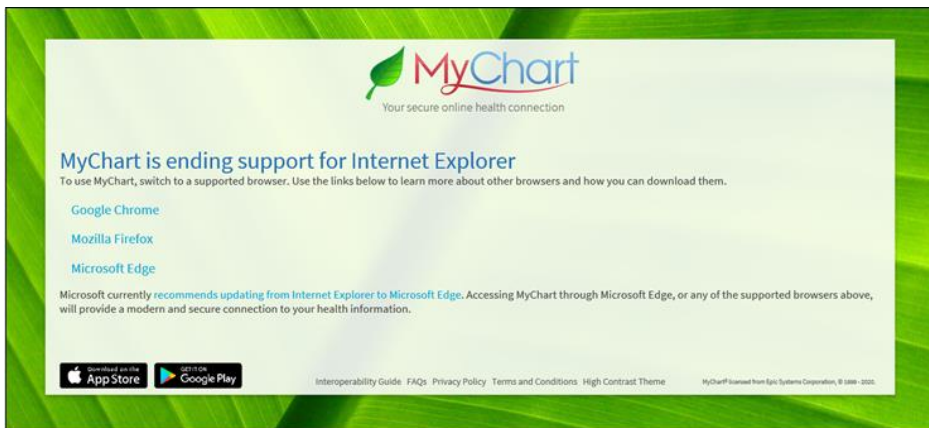
This guide provides an overview of many of MyChart's features and how to use them.



Requirements

On your computer

You can use your favorite browser, such as Google Chrome, Mozilla Firefox, or Microsoft Edge to locate our MyChart website and log in to your account. (NOTE: As of 5/23/21, MyChart is no longer supported or available to use in Internet Explorer (IE). If you try to log in to MyChart using Internet Explorer, you will receive a message asking you to update to another supported browser. See example below.)



On your mobile device

MyChart has a mobile app that can be downloaded to your Apple or Android smartphone. If you have a MyChart account and a smartphone, we encourage you to go to your app store and download MyChart Mobile. The app is free and once downloaded, you will have access to the same MyChart features that you find in the full web version of MyChart.

To make sure the MyChart mobile app works with all MyChart features, you need to use MyChart mobile version 6.0. To update the MyChart app to version 6.0, you must also have Android 5.0 or higher or iOS 10 or higher installed on your mobile device.

Throughout this document, you will find navigational steps and screenshots showing you how to complete tasks using the MyChart web version. The same tasks are also available in the mobile version of MyChart, but because of size, the screens will differ slightly.

MyChart Home Page

After successfully logging in to MyChart, you will see the MyChart Home page. The diagram below is labeled to help guide you to MyChart features.

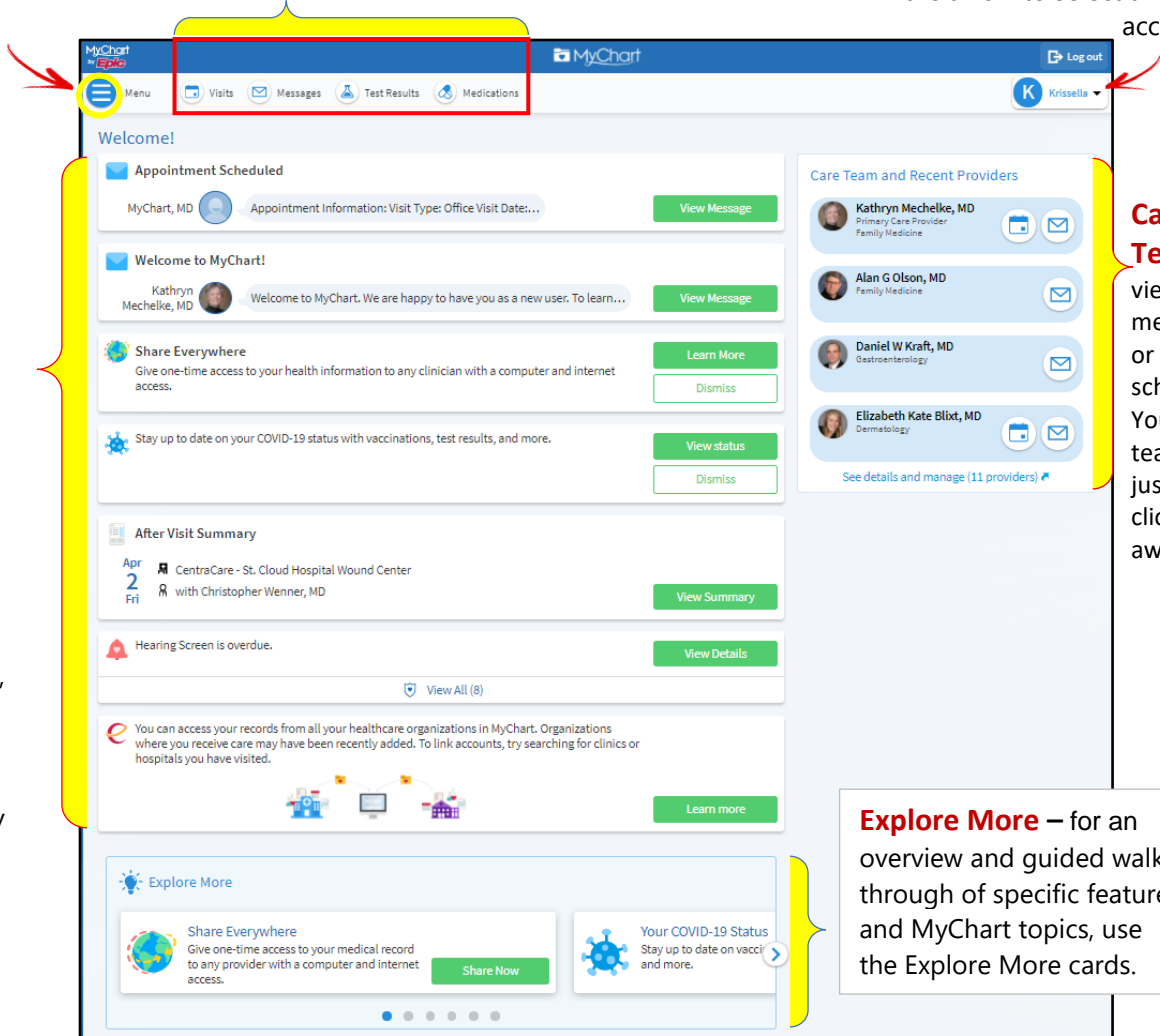
Menu – use to Menu button to search for or scroll to locate all MyChart features.

Shortcuts – use to quickly access popular features.

Switch accounts – click the arrow to select another account.

Health Feed – shows the most important alerts and information for your health care. You can take action directly from the Health Feed by clicking on the buttons. If you have access to another family member's record, you will also see their Health Feeds. They are colored coded by person and easy to locate.

Care Team – view, message or schedule. Your care team is just a click away.

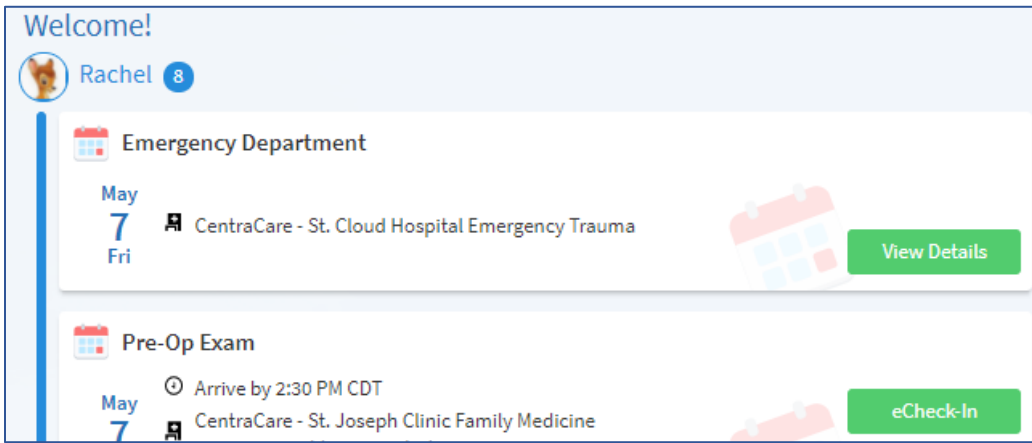


Explore More – for an overview and guided walk-through of specific features and MyChart topics, use the Explore More cards.

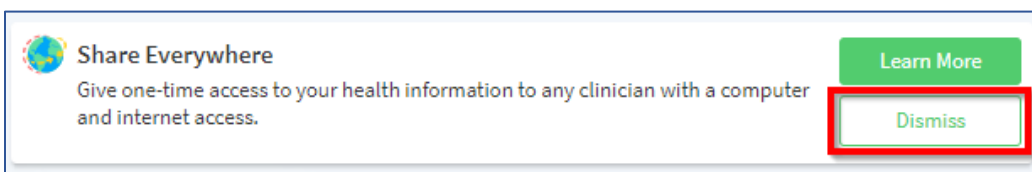
Like other websites, there are multiple ways to find what you are looking for. You may find a feature right here on the Home page, but if not, we encourage you to click the **MENU** button and use the simple search box to quickly find what you are looking for.

Health Feed

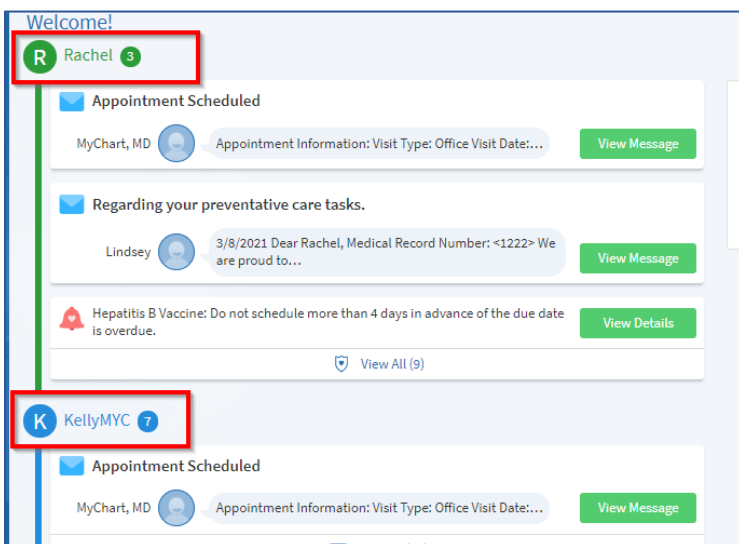
On the MyChart Home Page, just below the Welcome you will find a **Health Feed** section. The content of this Health Feed section is updated regularly and will contain actionable items that can be used to help you focus on important information and activities. If there is an action associated with the item, you can click on the green colored button to quickly take you to that activity. *For example, in the Health Feed below you could click the **View Details** button or the **eCheck-In** button and go directly to those activities.*



In the Health Feed section, you may also see announcements such as a notice for an upcoming system downtime, weather alert or a special event. After reading an announcement, you can remove it from your Health Feed by simply clicking the Dismiss button.



If you have proxy access to other patient’s records, such as a minor child, information for the proxy will also appear in the same feed but color-coded by person, to make it easy to stay on top of everyone’s care. See example below.

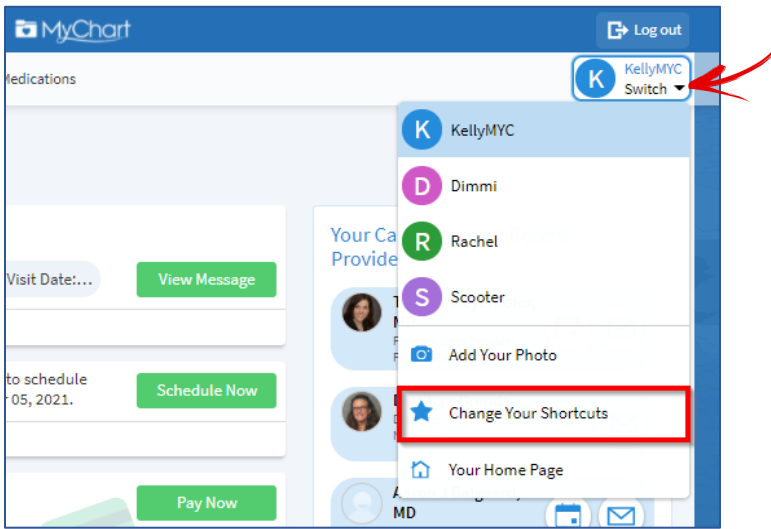


NOTE: To learn more about proxy access see the Proxy Access section of this guide.

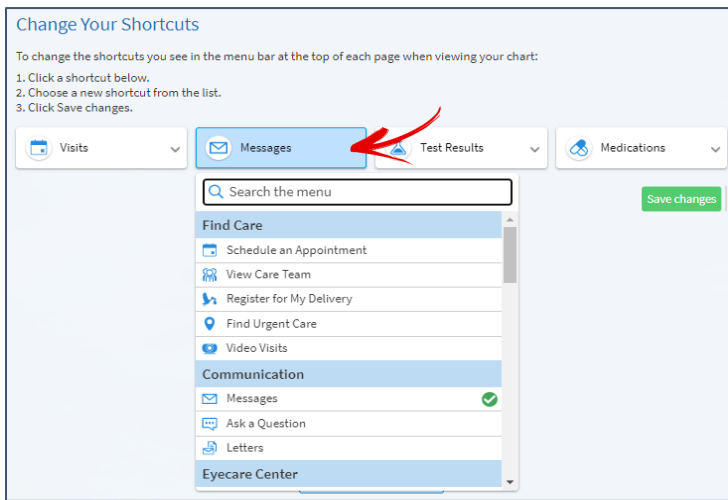
Shortcuts

At the top of the home page, MyChart provides you with four **Shortcut** buttons that can be used to quickly access the four activities you use most.

These shortcuts are set to **Visits**, **Message Center**, **Test Results** and **Medications**. You can customize the shortcuts by selecting your account in the top right corner and then **Change Your Shortcuts**.

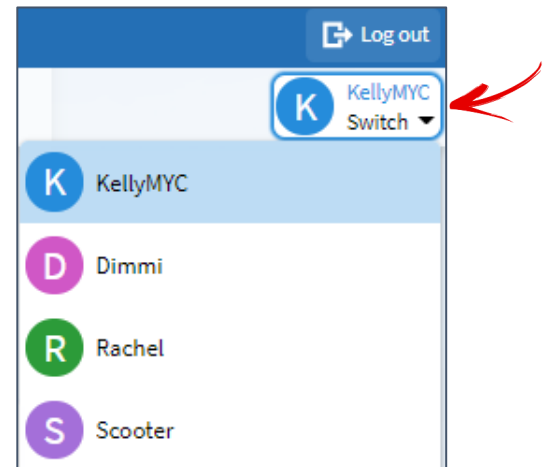


From the **Change Your Shortcuts** window, click on the arrow key of the button you want to change. Select the activity of choice and click on the **Save Changes** button.



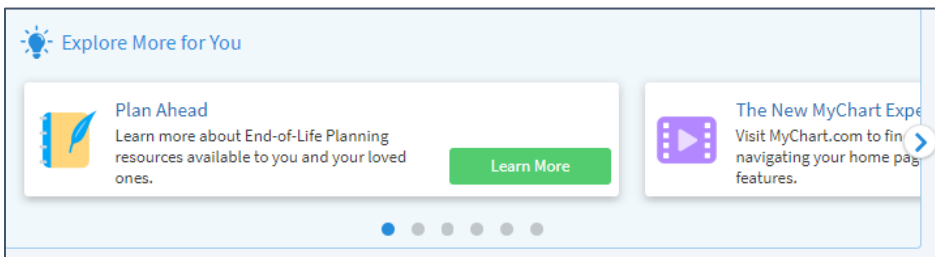
Switch Accounts

If you have proxy other patient's records, you can view information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.



Explore More Cards

In the Explore More section, which appears below the Health Feed, you will find a series of cards that contain helpful information or videos about specific MyChart topics. For example, if you want to learn more about estimates, locate and click on that card.

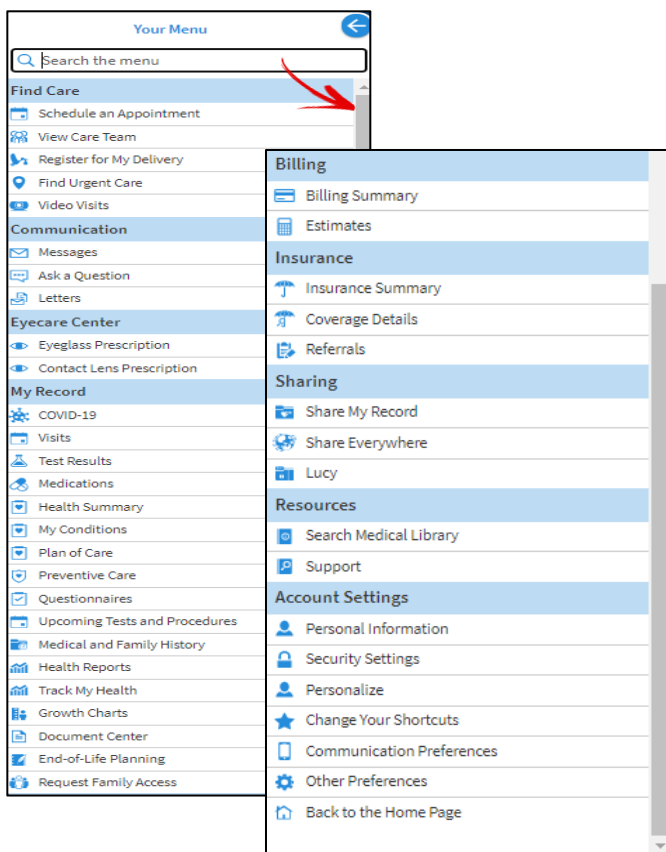


MyChart Help

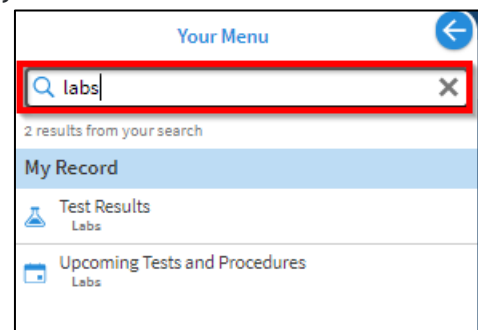
In addition to the Explore More Cards, you will find helpful information throughout MyChart. If, however, you are stuck and not sure what to do next, please contact our MyChart Help Desk at (320) 240-7897. The Help Desk is available Monday-Friday between the hours of 8:00 am - 4:30 pm.

MyChart Menu

Clicking on the **Menu** button will display a full list of all MyChart features. The list of features is divided into sections (labeled in blue) and within the sections you will find the individual features. The list is quite long so it contains a scroll bar that can be used to scroll up and down through the sections and features.

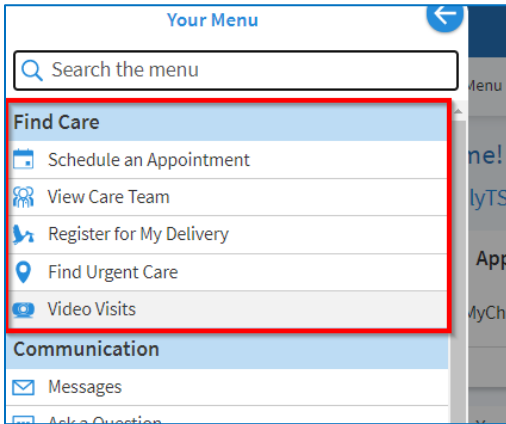


An easy way to find what you are looking for is to use the simple search box. For example, click into the search box and type the word “labs”. As you type, the search results will immediately display, and a simple click will take you to the feature.



Find Care

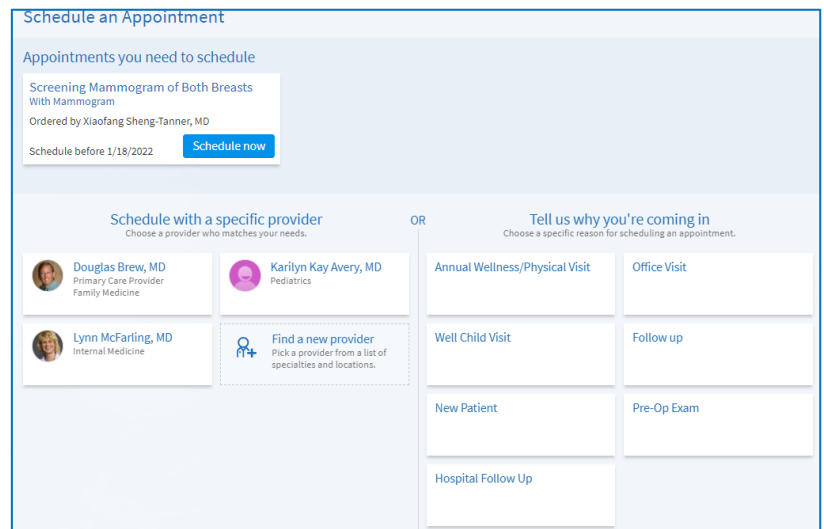
First in line on the MyChart Menu are the options to **Find Care**, which include links to the following features.



Schedule an Appointment

If you need to schedule an appointment, you can use this link to launch you directly to our **Make Appointment** feature which can also be also found under on Visits > Appointments and Visits page.

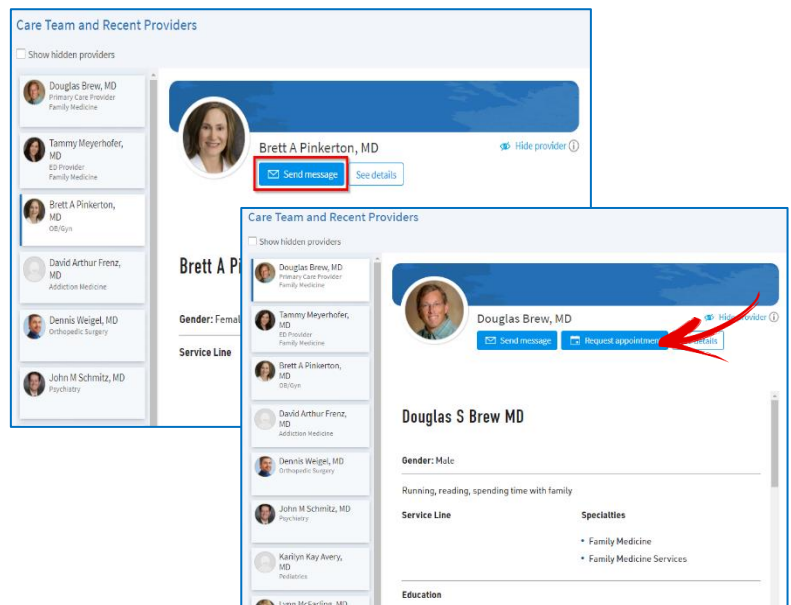
For detailed scheduling instructions, click here to go to [Schedule/Request an Appointment](#) section which begins on page 26.



View Care Team


Click the **View Care Team** link to see a list of your providers. Each tile on the left represents a member of your care team. Click on an individual tile to display information about your provider and on this same screen you can also send them a message.

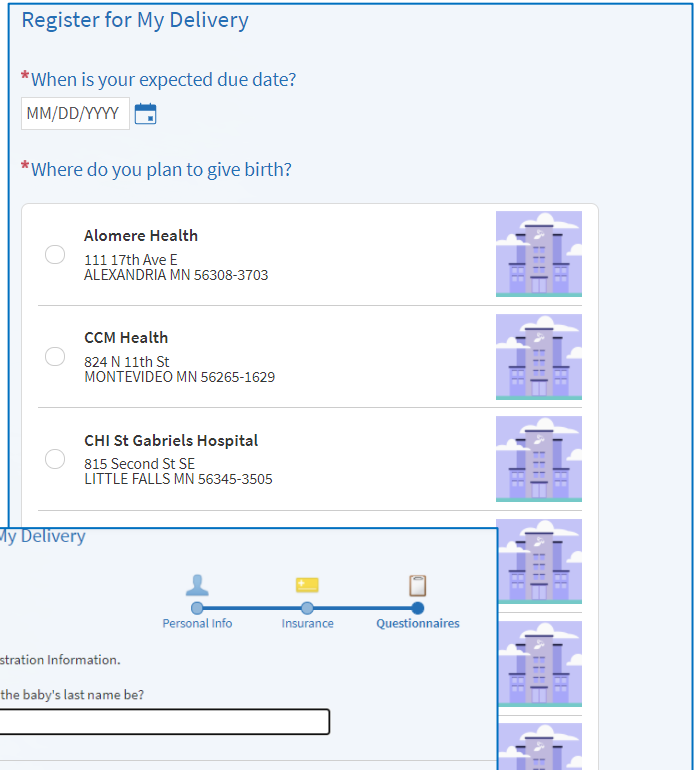
Additionally, some members of your care team may allow you to request or schedule an appointment. If so, you will see these scheduling buttons on their tile also.




Register for My Delivery

If you are expecting, we invite you at any time to **Register** for your **Delivery** and this link provides you a quick way to do so.

1. At the Register for My Delivery screen, please provide your expected due date and select the location you expect to give birth.
2. Click the **Continue** button.
3. Verify your personal information and click the **Next** button.
4. Verify your insurance information and click the **Next** button.
5. Complete the Mother's Pre-registration information questionnaire.
6. Click the **Continue** button.
7. A summary window will display your answers. Please review your answer and if necessary, use the pencil icon  to change any of your answers.
8. When finished, click the **Submit** button.
9. A confirmation will be displayed.

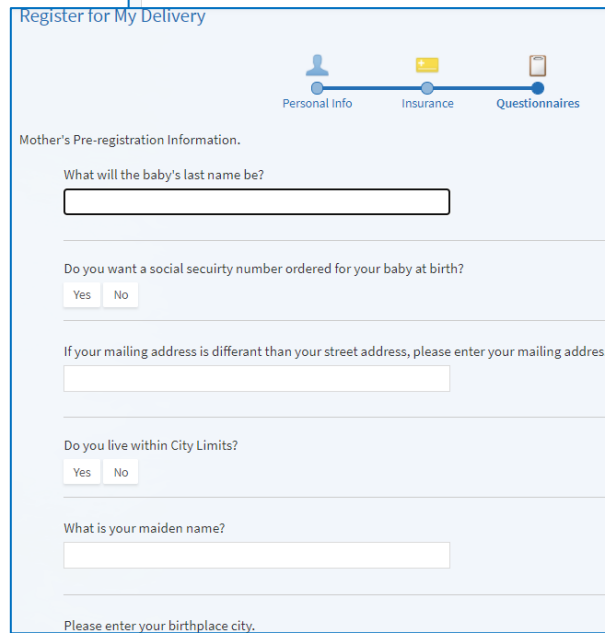


Register for My Delivery

*When is your expected due date?
MM/DD/YYYY 

*Where do you plan to give birth?

- Alomere Health**
111 17th Ave E
ALEXANDRIA MN 56308-3703
- CCM Health**
824 N 11th St
MONTEVIDEO MN 56265-1629
- CHI St Gabriels Hospital**
815 Second St SE
LITTLE FALLS MN 56345-3505



Register for My Delivery

Personal Info Insurance Questionnaires

Mother's Pre-registration Information.

What will the baby's last name be?

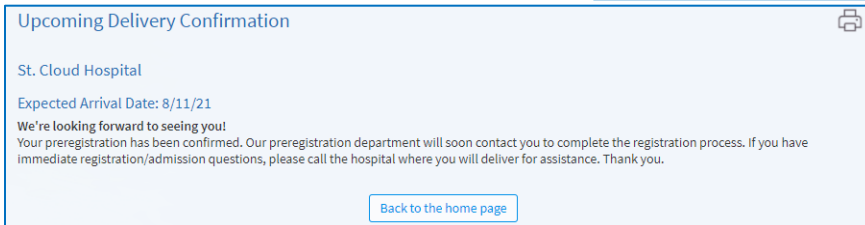
Do you want a social security number ordered for your baby at birth?
 Yes No


If your mailing address is different than your street address, please enter your mailing address.

Do you live within City Limits?
 Yes No

What is your maiden name?

Please enter your birthplace city.



Upcoming Delivery Confirmation 

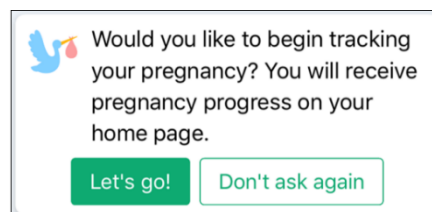
St. Cloud Hospital


Expected Arrival Date: 8/11/21

We're looking forward to seeing you!
Your preregistration has been confirmed. Our preregistration department will soon contact you to complete the registration process. If you have immediate registration/admission questions, please call the hospital where you will deliver for assistance. Thank you.

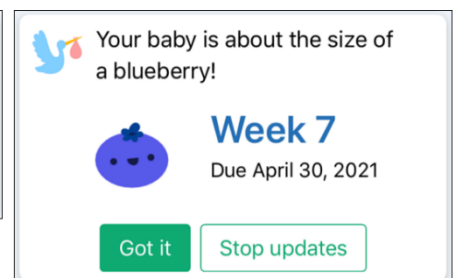
[Back to the home page](#)


NOTE: After registering for your delivery, you will receive a notification asking if you would like to receive updates during your pregnancy. If you agree, you will see new health feed cards to help you track your pregnancy progress week by week.




 Would you like to begin tracking your pregnancy? You will receive pregnancy progress on your home page.

[Let's go!](#) [Don't ask again](#)



 Your baby is about the size of a blueberry!

 **Week 7**
Due April 30, 2021

[Got it](#) [Stop updates](#)

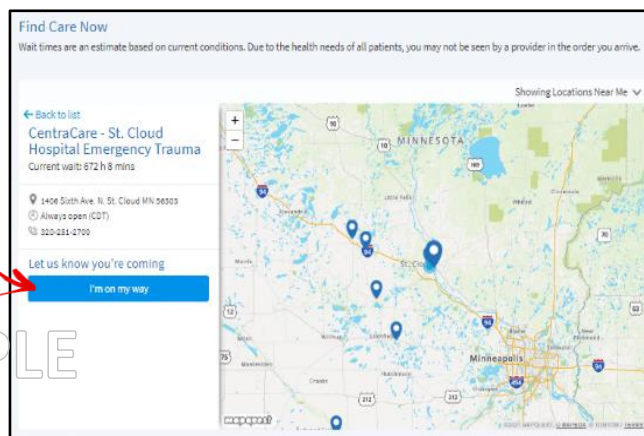
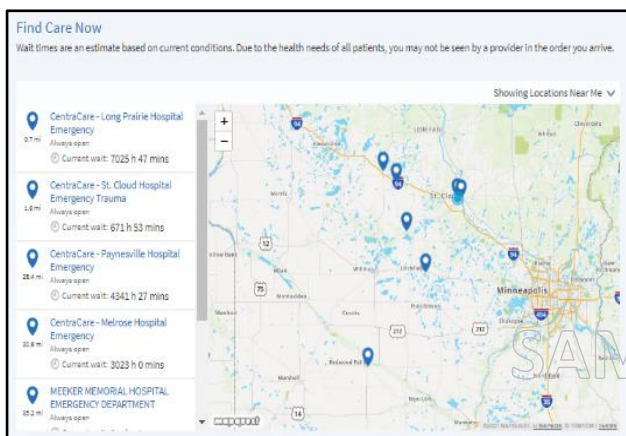
Find Urgent Care

When you are in need of urgent or emergency care, let us help you get there as quickly as possible.

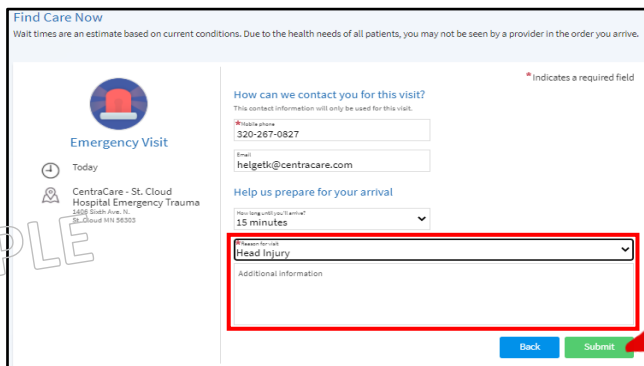
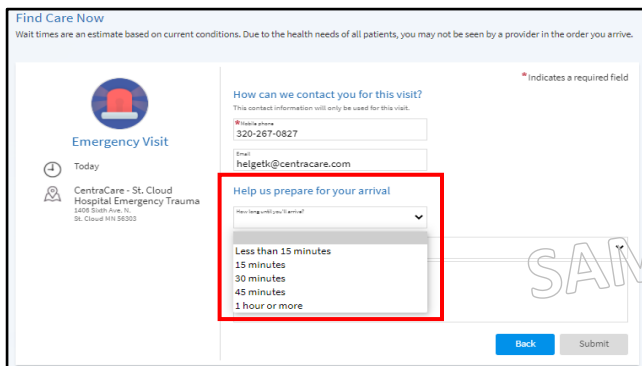
On My Way is a MyChart feature that lets you compare nearby urgent care locations and set up a same-day visit. Using the On My Way feature, you can arrange for same-day visits by viewing our nearest urgent care clinics, walk-in clinics, and emergency departments where you can be seen as soon as possible. On a map, you will see locations, anticipated wait times at each and with just a few clicks, you can schedule an appointment for the next available time slot or add yourself to the list of expected patients. Here is how it works:

“On My Way” to Emergency Visit

1. On your computer or mobile device, log in to your MyChart account.
2. From the **Menu**, select the option to **Find Urgent Care**.
3. Tap the **Emergency Visit** button.
4. A map will display Emergency Care locations, including the next available time slots. Select a location and click the **I'm on my way** button to let us know you are coming.



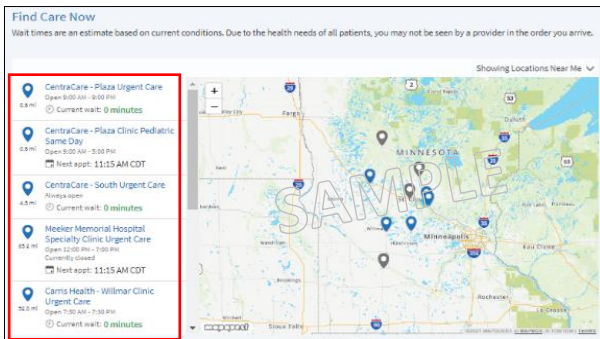
5. Complete the visit information by providing an estimated arrival time and reason for visit. Click the **SUBMIT** button.



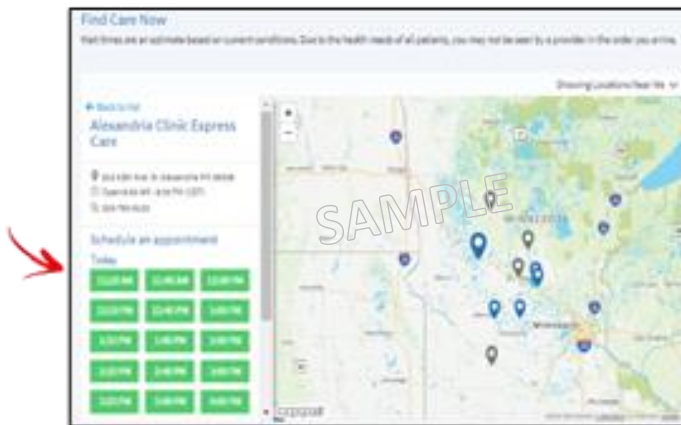
“On My Way” to Urgent Care

1. On your computer or mobile device, log in to your MyChart account.
2. From the Menu, select the option to **Find Urgent Care**.
3. Tap the **Urgent Care** button.

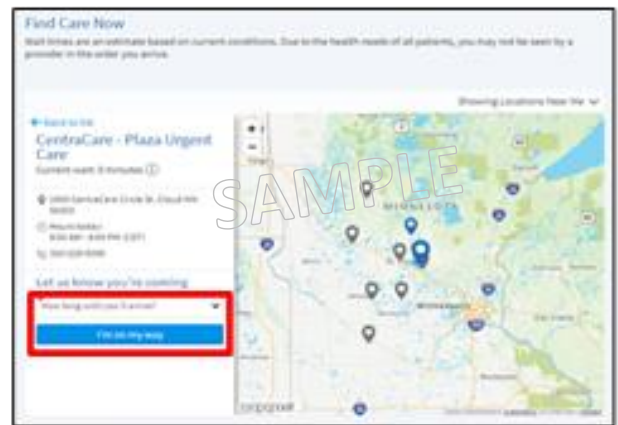
4. A map will display Urgent Care locations. Click to select a location.



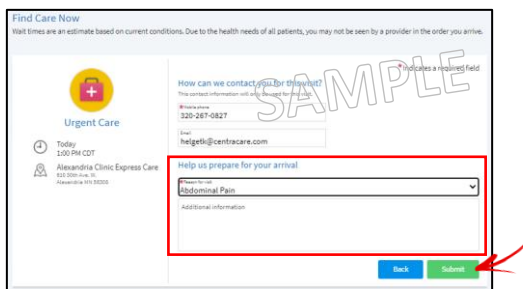
5. If available timeslots display, click to select one. If timeslots do not display, instead let us know how long before you arrive and click the **I'm on my way** button.



or




6. Complete the appointment information, including the reason for the visit and click the **SUBMIT** button.



Video Visits

Video Visits have quickly become an integral part of our health care services. Use the **Video Visits** link to learn more about Video Visits and to quickly get to your scheduled Video Visits.



Video Visits

If you have a Video Visit scheduled you will find it listed as an upcoming visit on the [Appointment and Visits](#) page. Follow written instructions in our Video Visit Guide for [Computer/Laptop](#) and [Mobile App](#) or watch this short video, [How to Connect to a Video Visit](#).

If you are using Vidyo software for the first time, it is recommended that you use Google Chrome to connect, check out these additional resources:

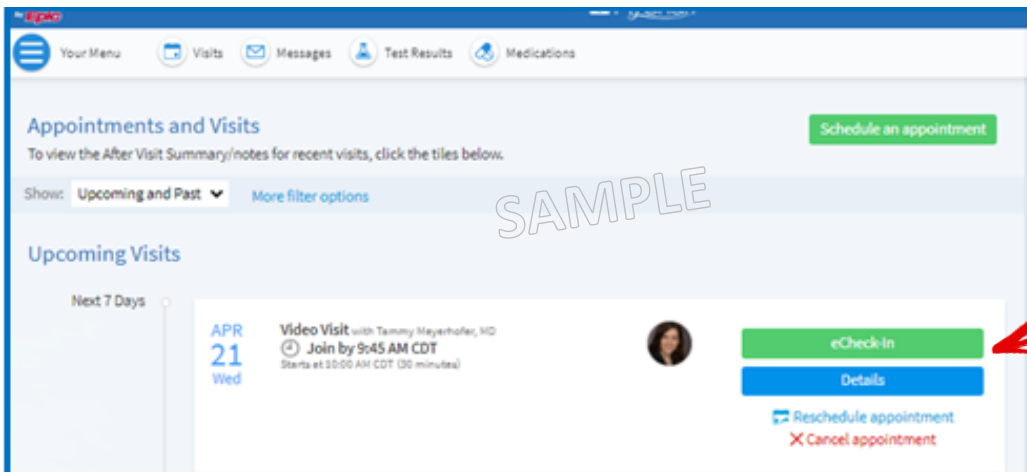
- [How to Disable Pop-Up Blockers](#)
- [How to Install Google Chrome](#)

Alomere Health, Alexandria Clinic & Heartland Orthopedic Specialist's patients, please follow the information given in your MyChart Message.

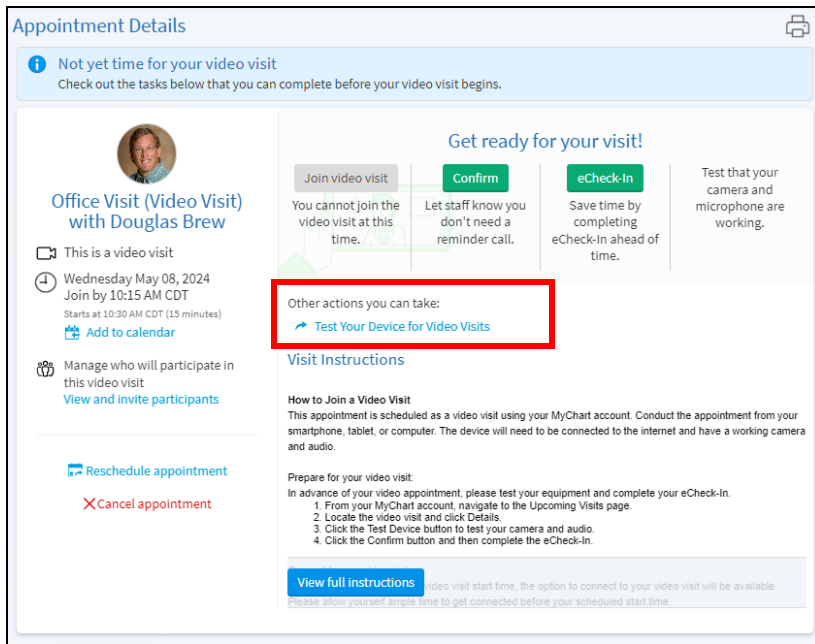
If you have issues connecting, help is available by calling
(320) 255-6599 between 8AM-5PM Monday-Friday.

To learn more about Video Visits and prior to your first Video Visit, we encourage you to click on the instructions provided on this page, including a short video.

On this same page you can use the Appointment and Visits link to launch you directly to the Appointments and Visits section where you can easily locate an upcoming Video Visit appointment. Prior to your scheduled Video Visit, it is required that you complete the eCheck-in .



Thirty minutes prior to your scheduled Video Visit, click the **Details** button and you will see the option to **Begin Video Visit** will become available. Please be prepared to join the visit 30 minutes ahead of the scheduled start time of your Video Visit appointment.

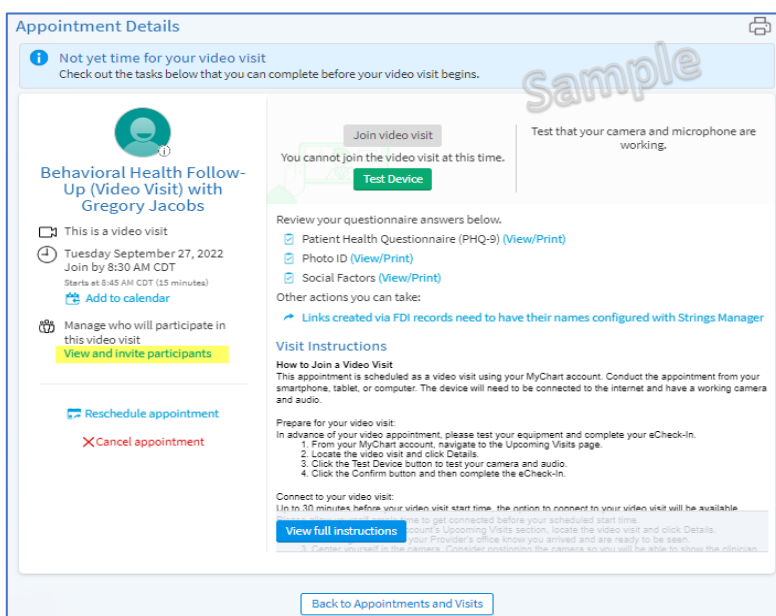


If you have never participated in a video visit or have recently updated your computer equipment, we recommend you complete the Test Device section prior to your video visit. If you have any trouble connecting to a Video Visit, help is available by calling **320-240-7897** between 8 am -5 pm, Monday through Friday.

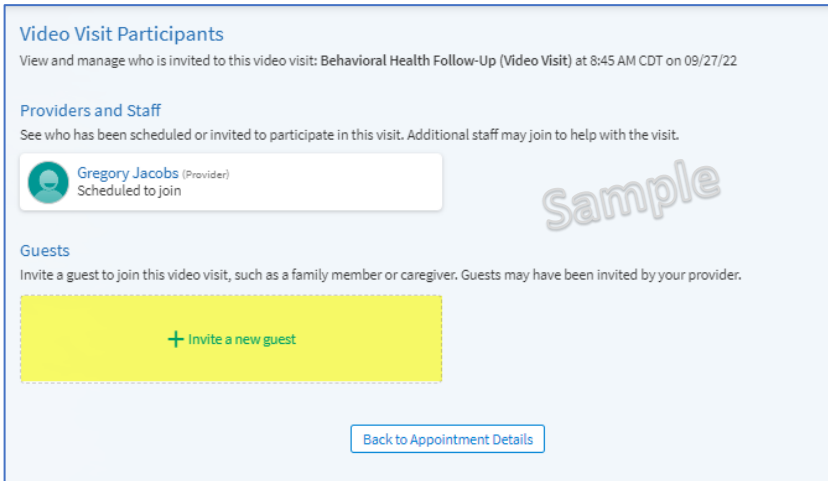
Include Family Members or Caregivers in Video Visits

When scheduled for a MyChart Video Visit with your care team, you will soon be able to invite your proxies or other guests to their video visits.

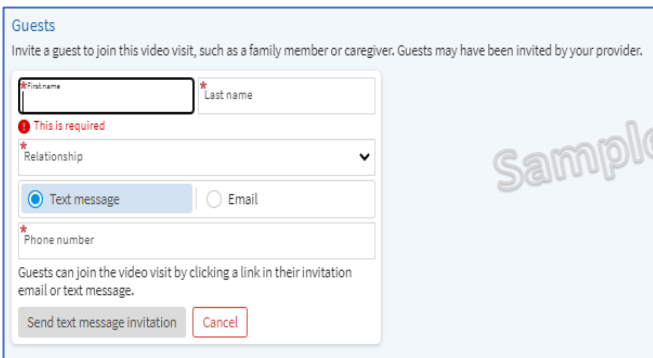
To do this, you will click on the **View and invite participants** link on the appointment details page of your scheduled video visit.



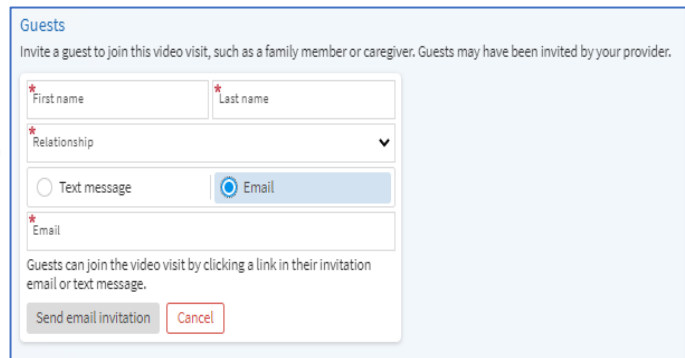
From there, you will see the provider scheduled for the visit and any other providers or guests already invited by their provider. To add a guest, click on the **+ Invite a new guest** option.



Complete the guest First Name, Last Name and Relationship. Select the desired invite method (text or email) and provide the phone number of email address.



(send invite as a text message sample)



(send invite as an email message sample)

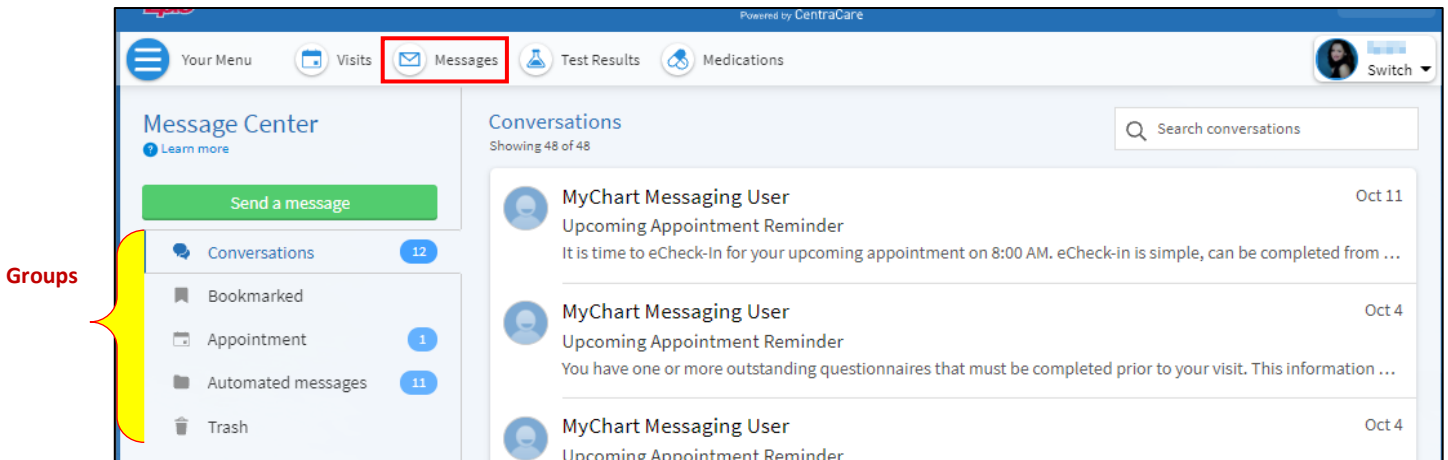
When complete, click the option to **Send text message invitation** or **Send email invitation**.

Communication

The MyChart Message Center has been updated to help you quickly find messages by grouping conversations by conversation threads and folders.

What This Means for You

Navigating past messages or sending new ones is more intuitive in the updated MyChart Message Center. We hope you find this new design similar to common messaging features you may be already using in other apps.

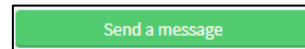


In the Message Center, you can:

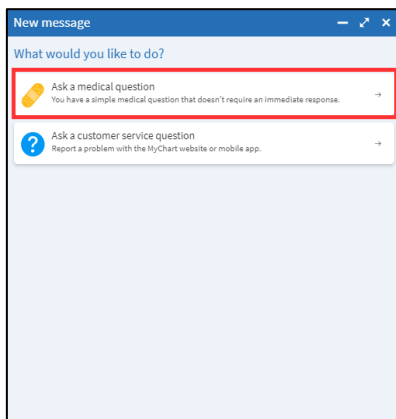
- View conversation threads in sequential order.
- Bookmark conversations for fast future access.
- Search for messages by keyword.
- Quickly spot questionnaires or scheduling tasks they need to complete.
- Include attachments in messages.

Ask a Medical Question

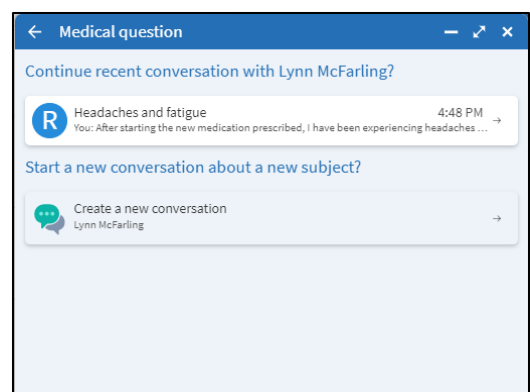
1. To send a message, click or tap the **Send a Message** button.



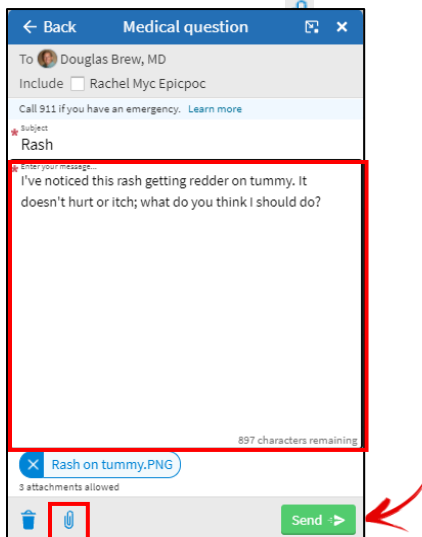
2. Select the option to **Ask a medical question** and select a **Provider**.



If you have communicated a medical advice question to the provider within the last five (5) days, you will see an option to continue the same conversation or start a new conversation about a new subject.



3. Enter a message subject and body text.



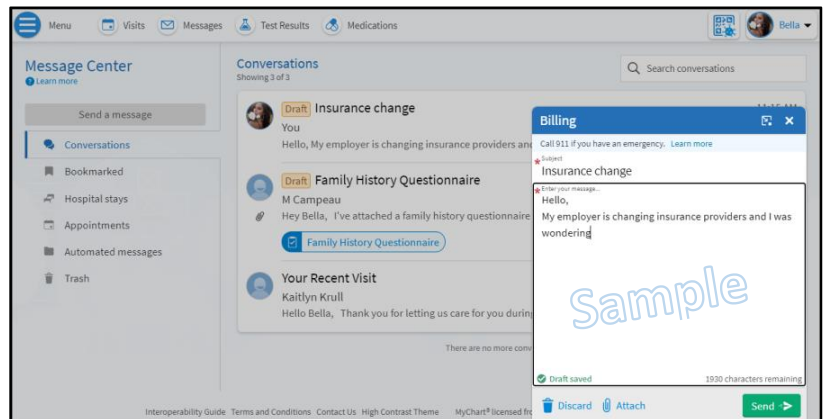
4. *Optionally*, click the paperclip icon to attach a document, photo, or short video.
5. *Optionally*, to send a confidential message, clear the check box for anyone else who has access to your chart, like a spouse or a caretaker.
6. Click or tap **Send**.

Messages Saved as Draft to Finish Later


If you are interrupted while composing a message or if for any reason you are not able to complete a message in the new Message Center before you get a chance to send it, a draft will now automatically be saved so you can return to later.

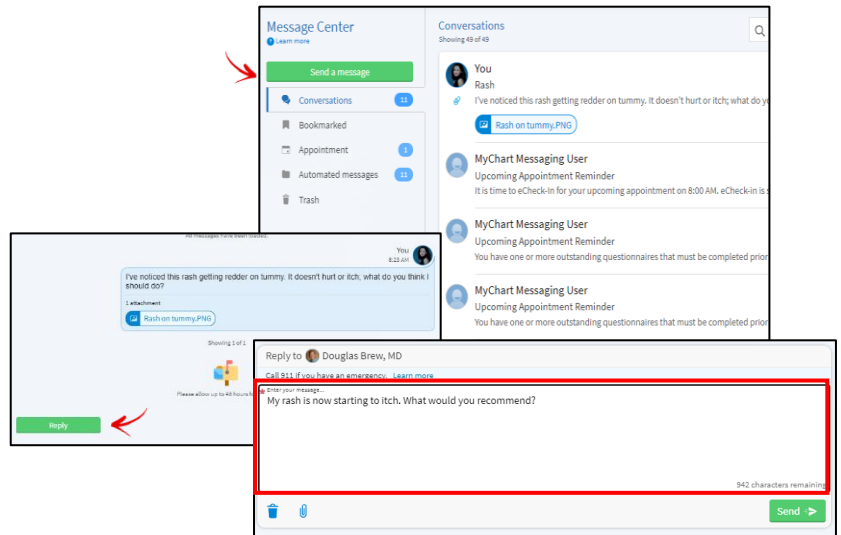
As you compose your messages, changes to the subject, body, recipients, and attachments are saved and a notification appears to let you know when your draft was last saved.

Later, you can find your drafted messages in the conversation list.



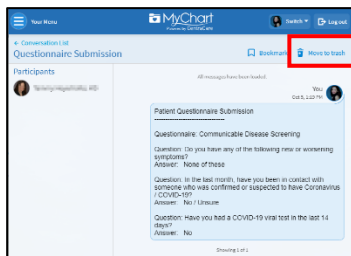
Reply to a Message

1. To reply to a message, first locate that message in your Conversation list or other group folder.
2. Click or tap the message to display the conversation thread.
3. Click or tap the **Reply** button.
4. Enter the contents of your message.
5. Optionally, click or tap the  icon to attach a document or photo.
6. Click or tap **Send**.

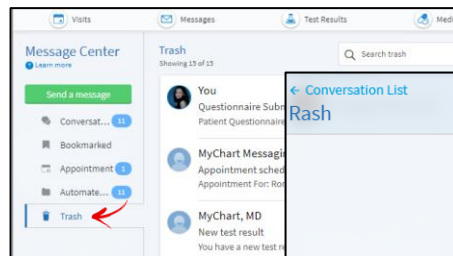


Delete and Restore Messages

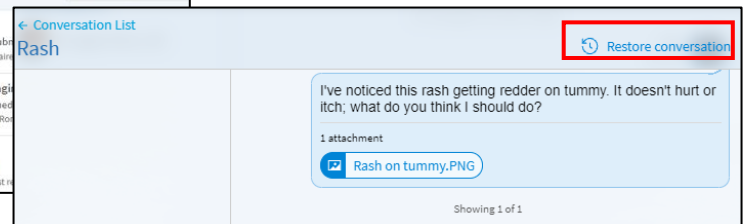
1. If you don't think you will need to see a conversation again, click or tap **Move to trash** to move it to the Trash folder.
2. To restore the message to your main conversation list, go to the Trash folder and click or tap **Restore conversation**.




Move message to Trash.

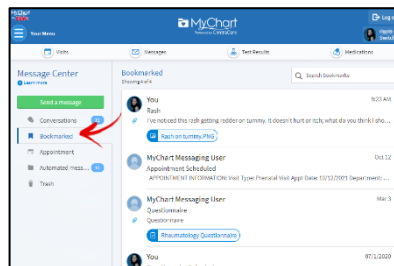
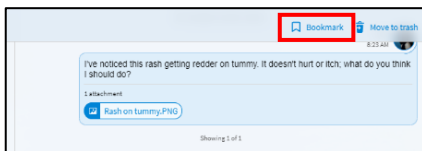


Restore message from Trash.



Bookmark a Message

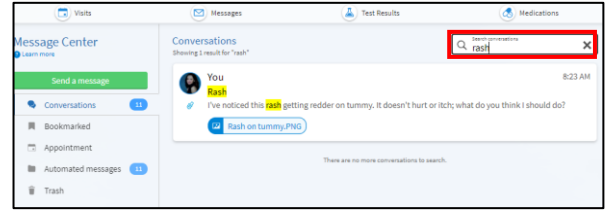
1. To flag a conversation for easy access in the future, click the  icon to bookmark it.
2. To find that bookmarked conversation, go to the **Bookmarked** folder.



Search to Find a Message

Within each folder, you can also use a keyword search to find a message you are looking for.

1. Go to the folder you would like to search.
2. In the Search conversations bar, enter a search term and press **ENTER**. You can search by message subject, body text, or author.



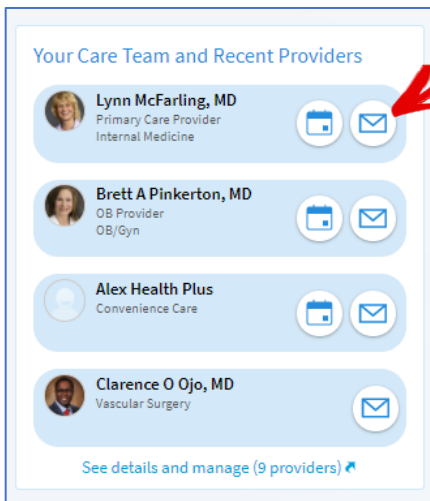
Someone at your clinic should respond to you within one business day. If you have opted to receive email or text notification for new messages in your MyChart account, you will receive a message letting you know that the clinic has responded to your request.



To view a message after you have sent it, go to **Messages > Sent Messages**. Messages that appear in **Bold** text have not been read by clinic staff.

Shortcut to Message a Care Team member

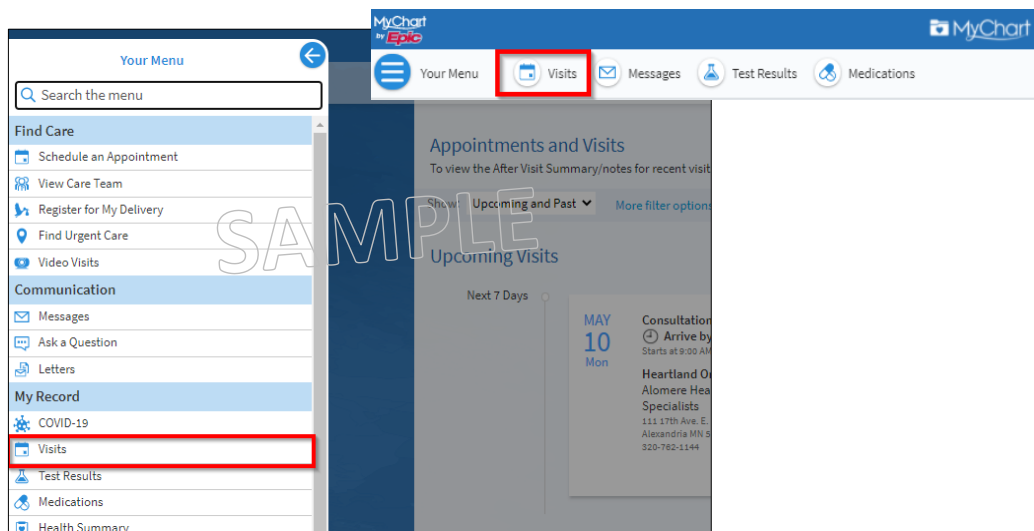
On the right-hand side of your MyChart home page, you will see a display of your care team members. From the care team section, simply click the envelope icon to begin a message to your provider.



My Visits

The **Visits** section of MyChart provides a centralized page to view your Upcoming Appointments, Past Appointments and Past Admissions. In addition, on this same page you can also schedule appointments.

1. Use the **Menu** to locate and click on the **Visits** option or if available, you can also use the **Visits** shortcut button.

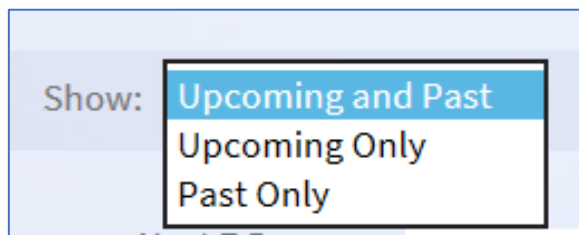


2. You should now be on the **Appointments and Visits** page.

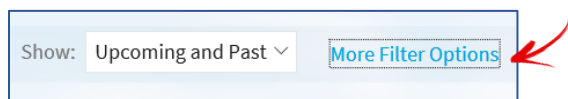
The page shows all your appointments and admissions in one view and groups appointments based on when they occurred or will occur, including:

- Upcoming appointments within the next seven days
- Other future visits
- Past appointments from within the last three months
- Past appointments from within the last six months
- Appointments from within the last year
- Older past appointments

You can filter the page to **Show** only past or upcoming appointments utilizing the filters at the top of the screen.



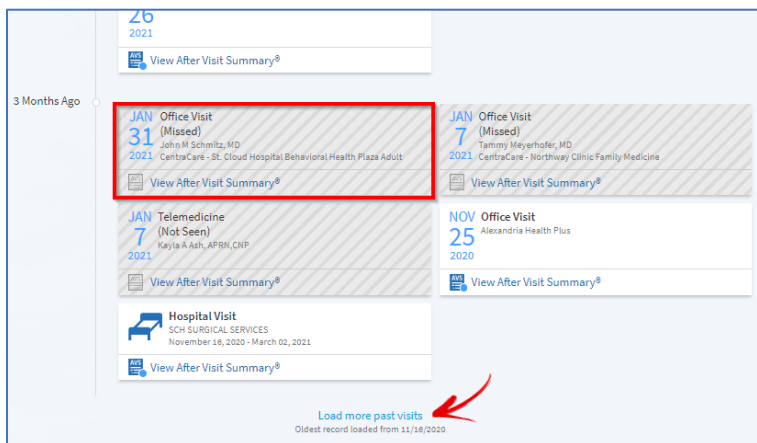
You can also use the **More Filter Options** button to filter for specific appointments.



These options allow you to narrow down the appointments that appear on the Appointments and Visits page based on any one of the categories listed below. Within each category, you can select multiple filters.

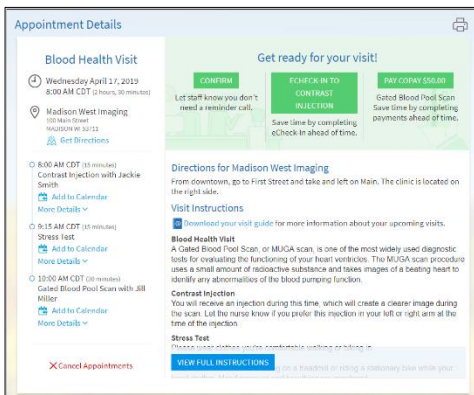
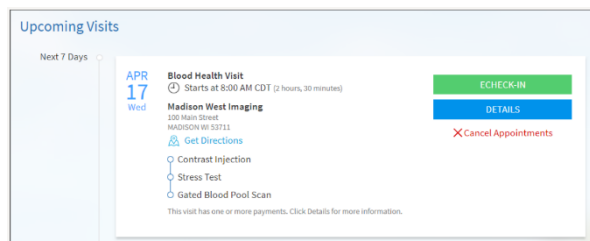
- Doctors
- Departments
- Specialties

As you review the list of past appointments, note that any **Missed** appointments display lined out and gray in color. In addition, at the bottom of the window there is an option to **load more past appointments**.



Upcoming Appointments List and Details

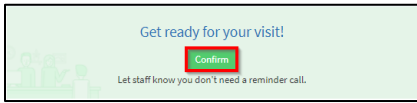
To make it easier to prepare for upcoming appointments and understand the next steps, appointments within a panel may be grouped together. As long as all of the appointments occur on the same day and the panel does not include a telemedicine appointment, they will appear together in one panel. Information for all panel appointments appears on a single visit details page, rather than on separate visit details pages.



You can confirm all appointments within the panel at one time instead of confirming each appointment separately. For regular appointments, the next steps such as confirming the appointment, completing eCheck-in, and paying a copay appear in a green box at the top.

Confirm

If you do not need a reminder, call from our staff, please take a moment to let us know that you will be able to participate in your upcoming appointment by clicking on the **Confirm** button.

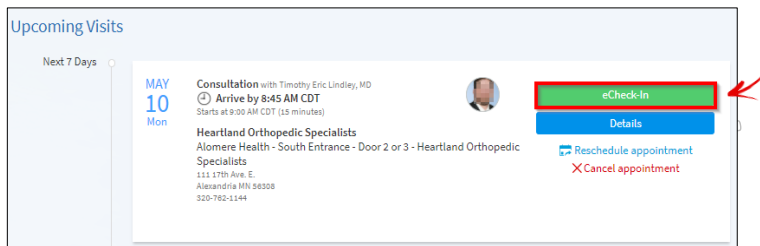


eCheck-In

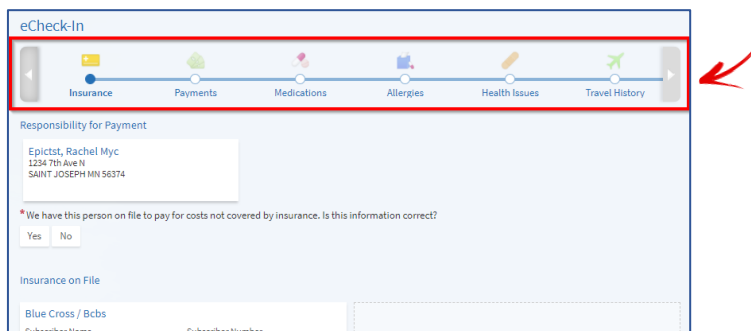
Preparing for your appointment, you can complete an eCheck-In for your video and in person office visits.

As a part of the eCheck-In process, you can also update your demographics, medications, allergies, health issues, preferred pharmacy, confirm correct guarantor information and complete any outstanding questionnaires. After completing an online eCheck-In, you will still need to check in at the front desk when you arrive for your visit. At that time, if you have changed any of your eCheck-In information, your nurse or provider will review it with you and update your records.

1. Use the **Menu** to locate and click on the **Visits** option or if available, you can also use the **Visits** shortcut button.
2. Locate the appointment you wish to complete eCheck-In and click the **eCheck-In** button.

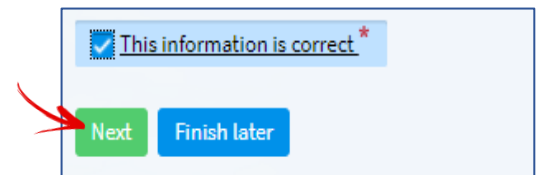
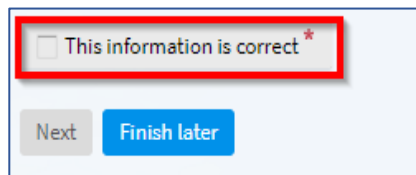


3. The eCheck-In will open and near the top you will see a timeline that lists the upcoming steps you will be prompted to complete.

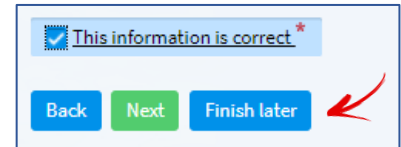


4. Begin the first section by completing your **Insurance** information. Throughout the eCheck-in screens any required questions display a red asterisk * beside them. Optionally, use the edit button to make changes or + add button to add new information.

5. When finished, check the "This information is correct*" box and by doing so, the **Next** button will turn green and can be used to advance to the next section of the eCheck-In.



6. Complete all remaining eCheck-In sections. If for some reason you are not able to complete all steps during the current session, simply click the **Finish later** button.



When you return later to finish, the eCheck-in will remember where you left off so you can resume with no need to repeat the sections you have already completed.

Questionnaires:

If you are asked to complete any questionnaires, before submitting your answers you will be presented with a summary screen that displays your answers. Beside each answer, you will see a pencil icon that can be used to change your answer if you need to. When ready to submit, click the green **SUBMIT** button.



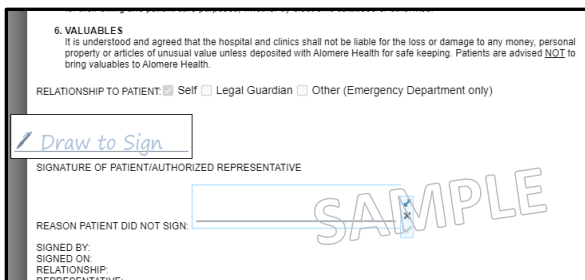
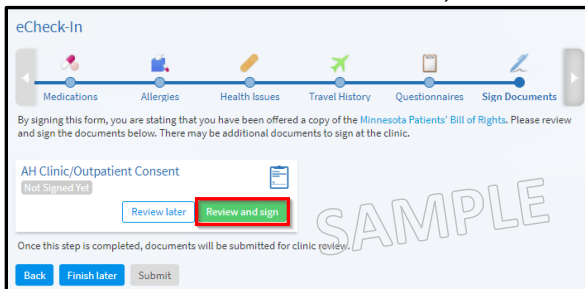
E-Signatures During eCheck-in

As a part of the eCheck-in process, you may be prompted to sign a document. You will only be prompted to sign a consent if one is needed. Patients between the ages of 12 years old and 17 years old will not have this option through MyChart.

Types of consents you may see:

- **Clinic / Outpatient consent**
- **Bill of Rights (BOR)**
- **Health Information Exchange (HIE) consent**

If there is a consent that needs your signature, you will see it under the Documents section of eCheck-in. To access the consent, click **REVIEW AND SIGN**.

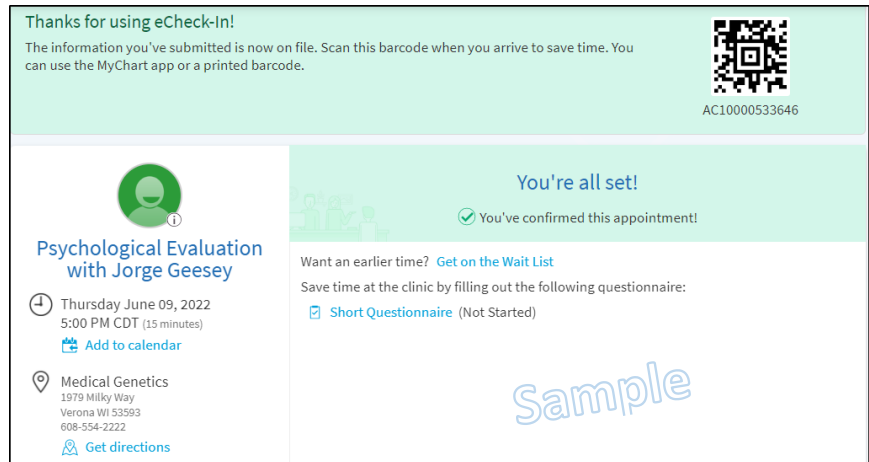


7. After you have signed, click the **CONTINUE** button and then the green **SUBMIT** button.
8. Your eCheck-In is complete and we thank you for taking the time to complete it for us.

Appointments Are Confirmed Automatically with eCheck-In

When you complete an eCheck-In, the appointment is now automatically confirmed so you don't have to confirm the appointment with an extra step. This reduces the number of notifications you get, and the number of calls from front desk healthcare staff.

After you or your proxy complete an eCheck-In, the Confirm button disappears and the visit details show that the appointment has been confirmed.

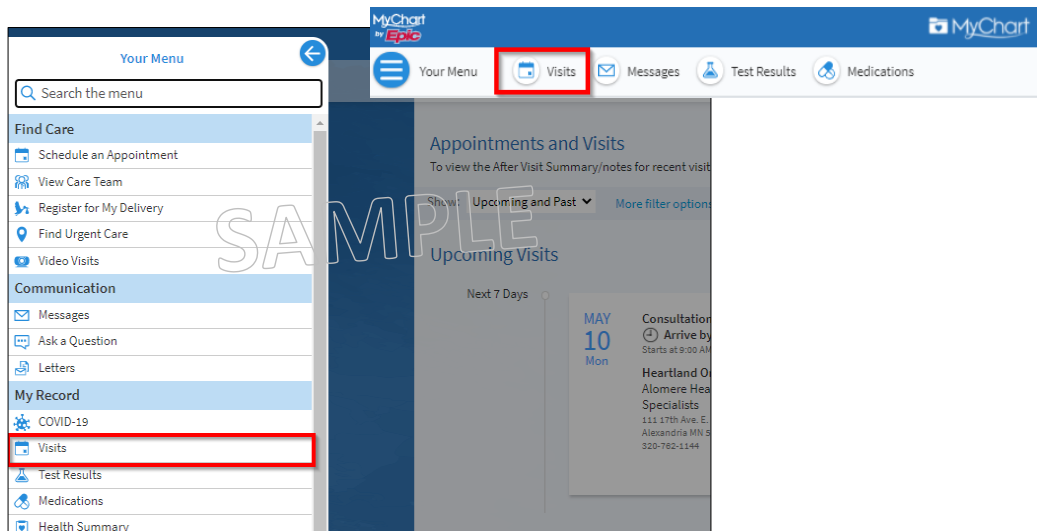


View Your After Visit Summary (AVS) for Past Appointments or Admissions

In MyChart, you can view **After Visit Summary** reports that were printed for you at your appointment. These summaries are available for outpatient visits, emergency room visits, and hospital admissions.

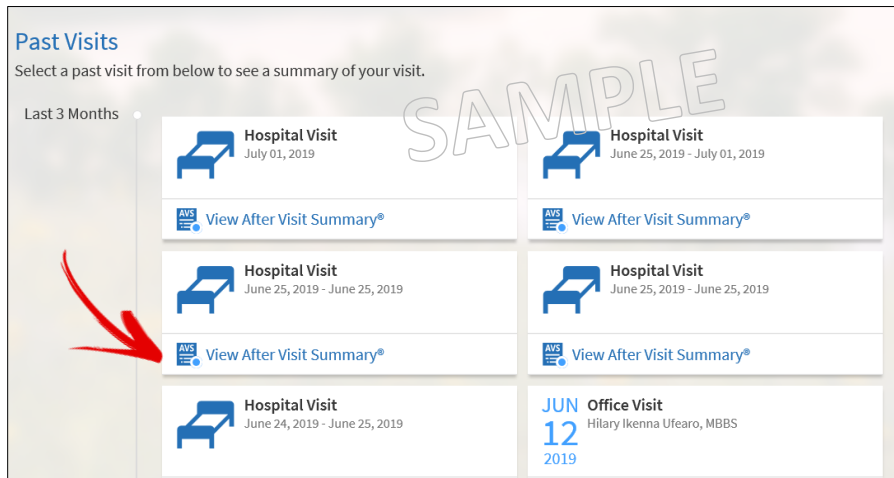
To view your After Visit Summaries:


1. Use the **Menu** to locate and click on the **Visits** option or if available, you can also use the **Visits** shortcut button.



2. You should now be on the **Appointments and Visits** page.
3. Within the **Past Visits** section, locate the Visit you wish to review.

Click on the **View After Visit Summary®** link.

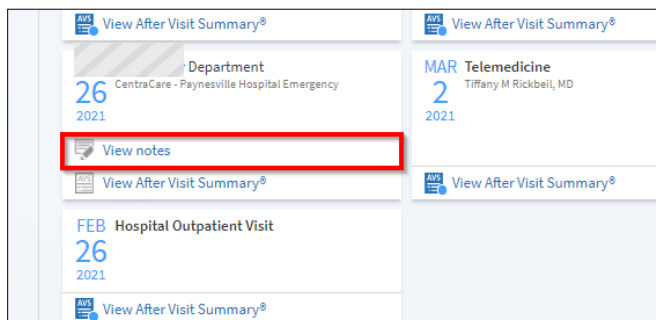


4. If you would like to print the report, locate, and click on the printer icon  in upper right hand corner of the window. The report should print to your established default printer.

NOTE: After Visit Summary (AVS) reports are also available to view using the MyChart Mobile app on your smartphone. From MyChart Mobile, the reports are not printable.

Provider Notes

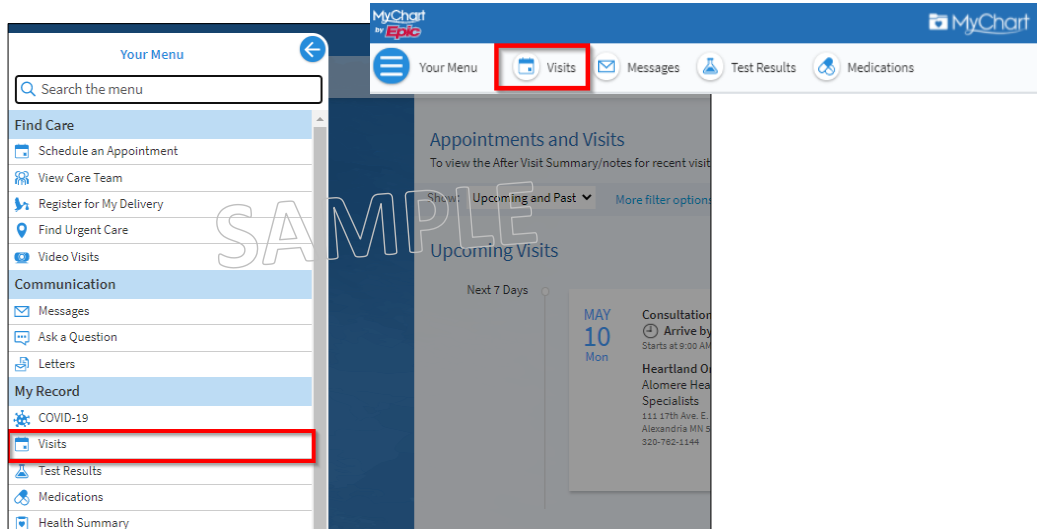
You are able to see your provider's notes that have been shared with you. Not all provider notes will route to MyChart. Some notes are not shared due to note content or privacy reasons. To review these notes, follow the same procedure as listed above to see your After Visit Summary. If there are notes associated with the visit, there will be a View Notes link present.



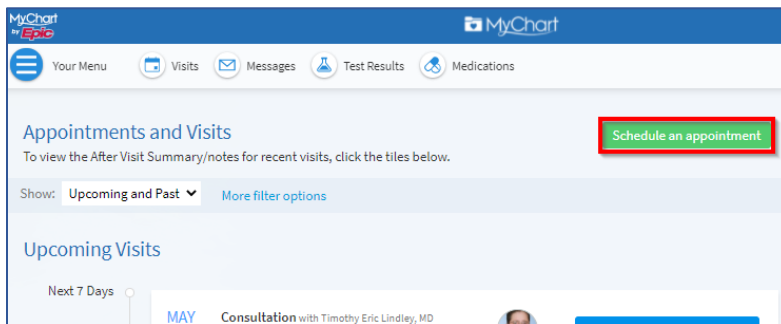
Schedule/Request an Appointment

Within the MyChart app, you can request or schedule an appointment. To do so, complete the following.

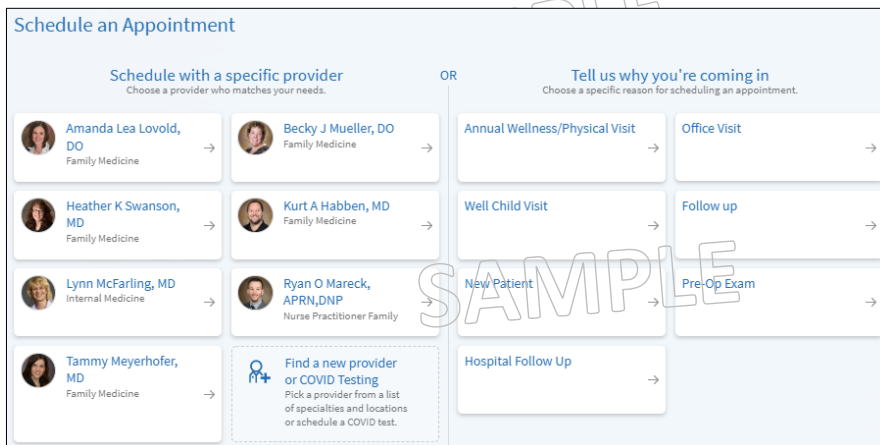
1. Use the **Menu** to locate and click on the **Visits** option or if available, you can also use the **Visits** shortcut button.



2. You should now be on the **Appointments and Visits** page. Click on the **Schedule an Appointment** button.

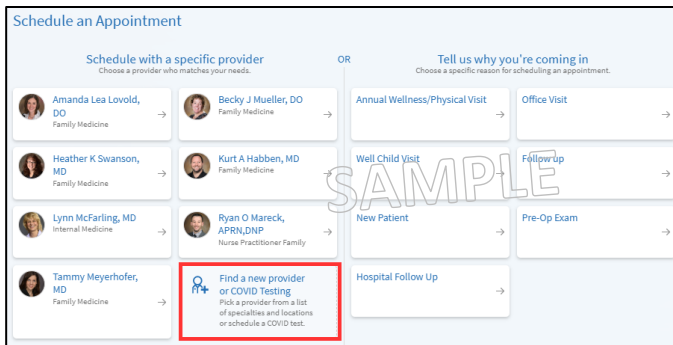


3. The Schedule an Appointment page displays a list of providers in the “Schedule with specific provider” section. These are providers with whom you have had an in-person office visit in the past 3 years. You may also select a “Tell us why you’re coming in” reason to schedule with an open provider. Click on the box that best represents the Provider or your reason for scheduling an appointment.

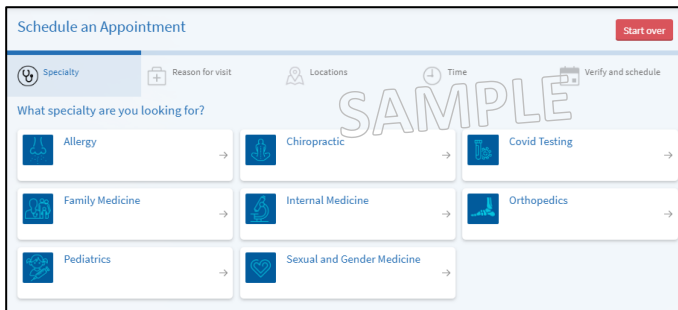


4. Optionally, if you are looking to schedule an appointment with a new provider, complete the following:

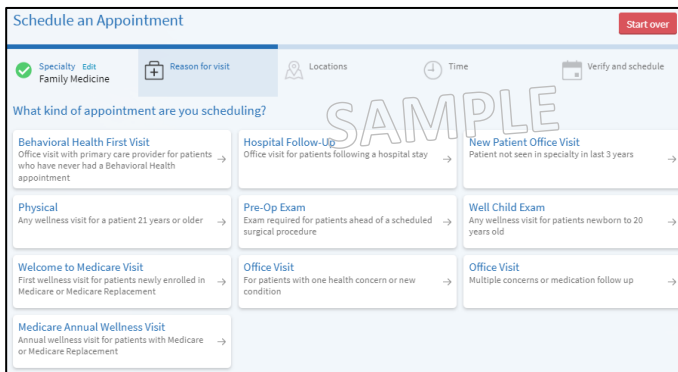
a. Click on the **Find a new provider or COVID Testing** option.



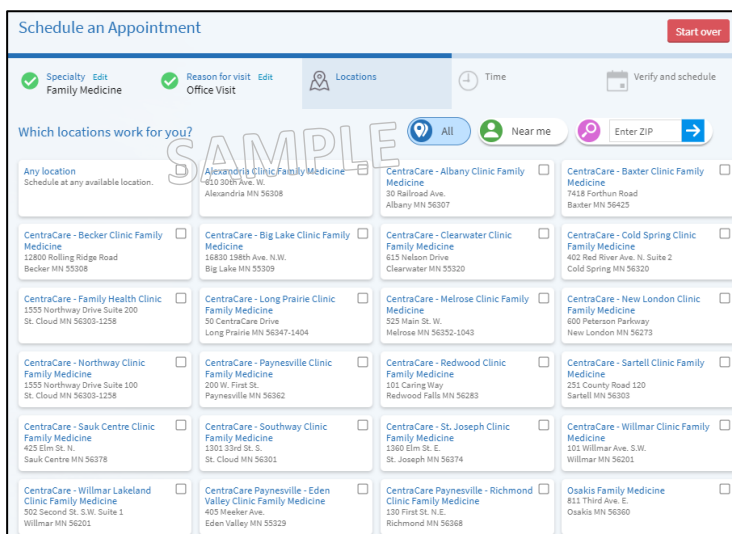
b. Click to select a **Specialty**.



c. Click to select an **Appointment type**.



d. Click to select the **location(s)** that would work best for you.



e. Click the **Continue** button.

- f. Based on your selections, a list of providers will be displayed. Optionally, you can use the *Search Criteria* section to filter by gender, provider type and times. Locate and select an appointment time.

- g. Verify your personal and insurance information.
 h. In the last step, type a reason for your visit and click the Schedule It button.

5. Not all providers or locations allow patients to directly schedule from within MyChart. If the provider or site you have selected is not set up for MyChart scheduling, you will receive the option to “request” an appointment by indicating your date and time preference in this section. After the request is received, someone will contact you to confirm the appointment.
- a. Enter your preferences for **date and time**.

- b. Provide a reason for the visit.
 - c. Click **Send Request**.
6. If the Provider or location does allow you to directly schedule in MyChart:
- a. Click on the provider you wish to schedule with.
 - b. Select the type of appointment.

- c. If there is more than one location choice, select the location preference.
- d. From a list of choices, click a reason for the visit and click the **CONTINUE** button.

- e. Select **First Visit** or **Follow-up Visit** and click **CONTINUE**.

- f. Respond to the video visit question and click **CONTINUE**.

- g. A list of available dates and times will be displayed. Click to select a timeslot.

The screenshot shows the 'Schedule an Appointment' interface. At the top, there are tabs for Providers (Douglas Brew, MD), Reason for visit (Office Visit), Locations (CentraCare - Northway Clinic Family Medicine), and Time. A 'Start over' button is in the top right. Below this, a 'Verify and schedule' button is visible. The main section is titled 'What time works for you?' and displays three dates: Thursday November 3, 2022; Friday November 4, 2022; and Monday November 7, 2022. Each date has a grid of time slots. A 'Search Criteria' sidebar on the right shows 'Start search on: 11/02/2022' and buttons for 'All available times' and 'Filter times'. A message at the bottom of the sidebar says 'Not seeing what you want? Send an appointment request message instead.'

- h. Verify personal information and make edits, if needed, and click the **THIS INFORMATION IS CORRECT** button to continue.

The screenshot shows the 'Schedule an Appointment' interface with the 'Time' tab selected. The selected time is 'Friday November 4, 2022 9:00 AM'. A message states: 'This time slot is reserved for you until 12:56 PM. Please complete scheduling by then.' Below this is the 'Verify your insurance' section. Under 'Responsibility for Payment', there is a question: '*Would you like to use insurance to pay for this appointment?' with 'Use insurance' selected. Under 'Insurance on File', there are two entries: 'Medicare / Medicare A & B' and 'Medicaid / Medicaid', each with 'Update coverage' and 'Remove coverage' buttons. A '+ Add a coverage' button is at the bottom. A green button at the bottom left says 'This information is correct'.

- i. In the same manner, Verify or Add Insurance and click the **THIS INFORMATION IS CORRECT** button to continue.

- j. In the last step, let the provider know what you would like included at your appointment. When complete, click the **Schedule it** button.

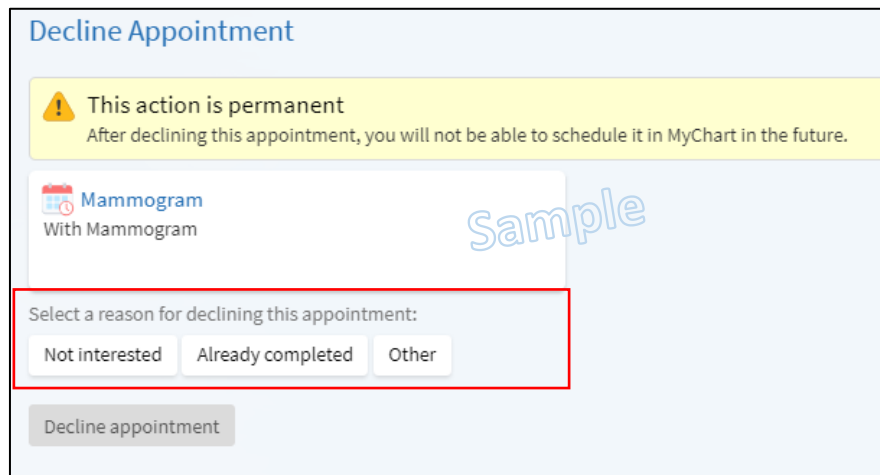
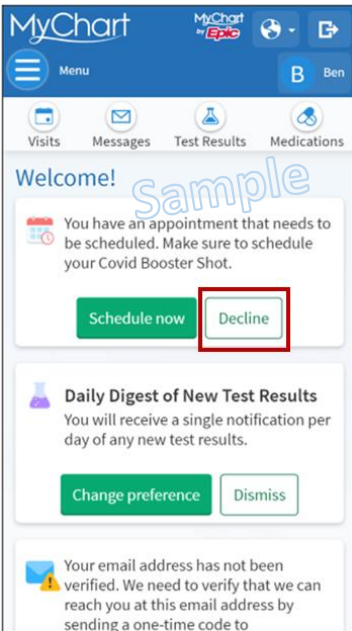
2. Appointment Scheduled message will display.

Scheduling Tickets

Scheduling Tickets are used to remind, and schedule recommend appointments. If you receive a scheduling ticket that you do not want to schedule, you now have the option to decline.

You may find Scheduling Tickets on the Home page, the Scheduling page or the Upcoming Tests and Procedures page.

If you do choose the option to decline, you will be prompted to select a reason and this information will be shared with the organization's front desk staff.

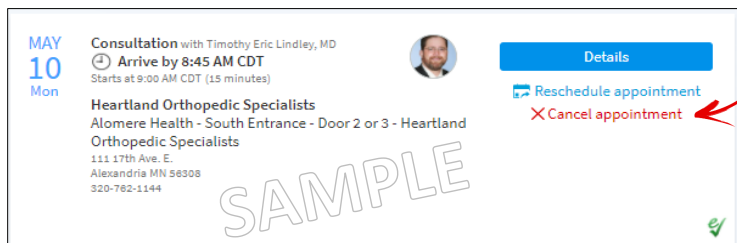


Cancel an Appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time, you will need to call the clinic to cancel your appointment (NOTE: Not all clinic sites allow you to cancel an appointment through MyChart.)

To cancel an appointment:

1. Go to **Visits**.
2. Locate the appointment on the list and click the **X Cancel Appointment** link.



3. Click the cancellation reason button and in the Comments section, enter a cancellation comment.

Cancel Appointment

Confirm Cancellation

MAY Consultation
10 Timothy Eric Lindsey, MD
2021 Heartland Orthopedic Specialists
Arrive by 8:45 AM CDT
Starts at 9:00 AM CDT

Select a reason for cancellation:

Other **Lack of Transportation** Weather No Longer Necessary Scheduling Conflict Not Feeling Well

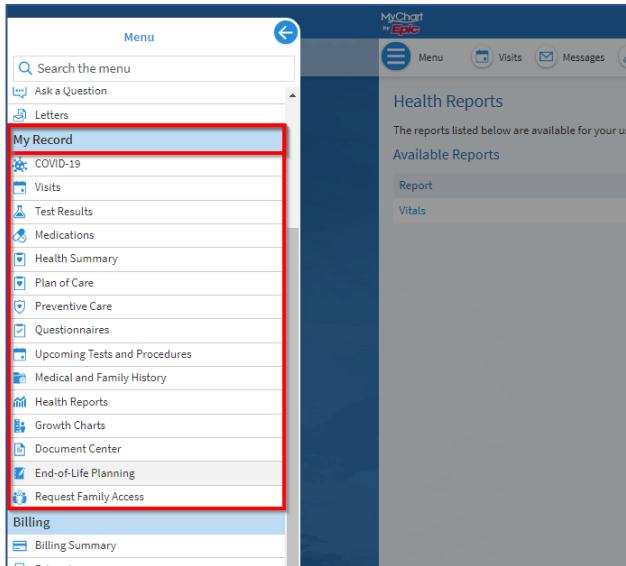
Feeling Better Family Emergency Family Illness Funeral No Insurance

Comments
No driver

Back Confirm cancellation

4. Click the **Confirm Cancellation** button.

My Record



The **My Record** section of MyChart includes links to several health-related sections of your medical record, as briefly described below.

To get to this section, click the **Menu** button and scroll down or search for **My Record**.

COVID-19

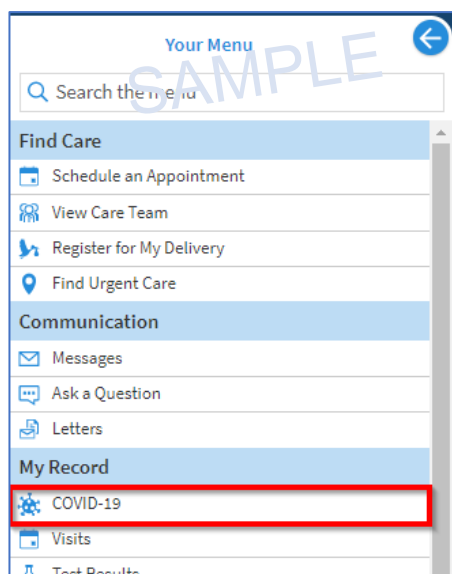
The COVID-19 activity pulls together helpful information and resources for you, including:

- Your COVID-19 testing status and recent results.
- Your COVID-19 vaccination status and details about the vaccine you received.
- Links to educational resources provided by the Centers for Disease Control and Prevention (CDC).

You can access the activity from the **Menu** by going to **My Record > COVID-19**.

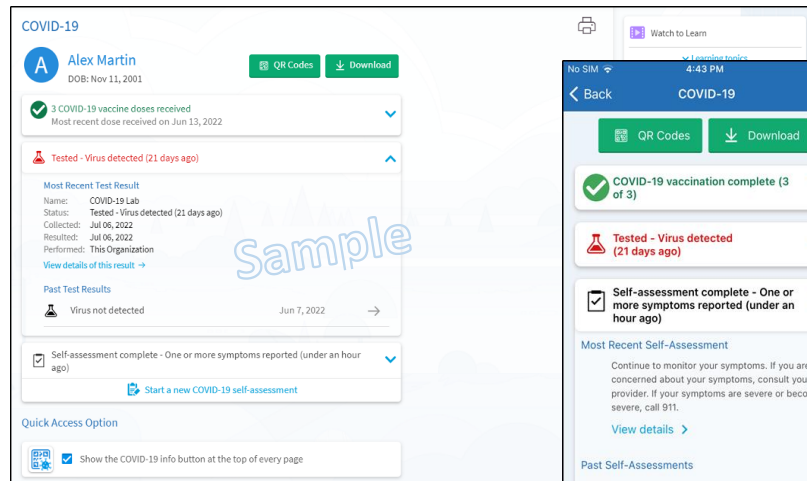
If you have taken any of the COVID19 vaccinations, you can clearly see and show others the details and current status in your MyChart account.

1. From the **Menu**, search for or scroll to locate and click on the **COVID-19** option.

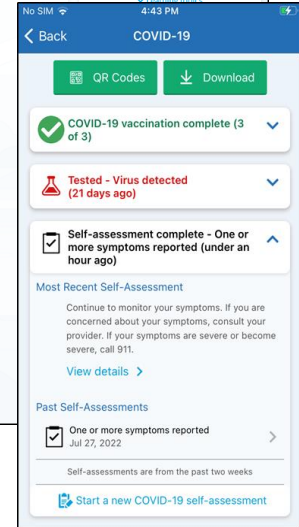


2. To make it easier for to find and interact with your COVID-19 information, information on the COVID-19 activity is grouped to visually help you find information on this page. Specifically:

- Historical and recent information (such as new and old test results) will appear on the same card.
- Up to five past test results are included.
- Up to five past self-assessments are included.
- The content of the COVID-19 activity appears in the same order on both web and mobile.
- If there are no COVID-19 test results from the past 30 days, you will see the text "No COVID-19 test results found in the past 30 days". You can still find these older results by clicking the card to view all past results.



Updated COVID-19 activity on the MyChart website with test results expanded



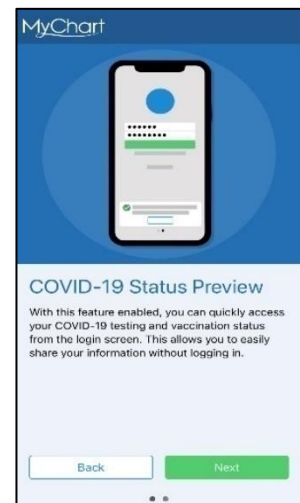
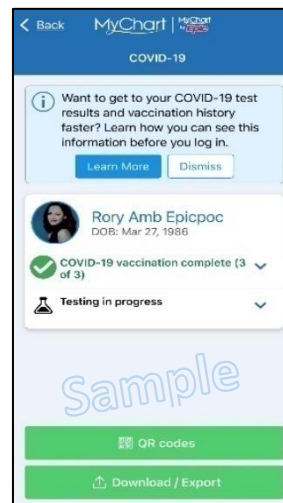
Updated COVID-19 activity on the MyChart website with test results expanded

3. If you are connected to a printer and would like to print the vaccination details, click on the printer button.

[COVID-19 Status Preview \(MyChart Mobile version only\)](#)

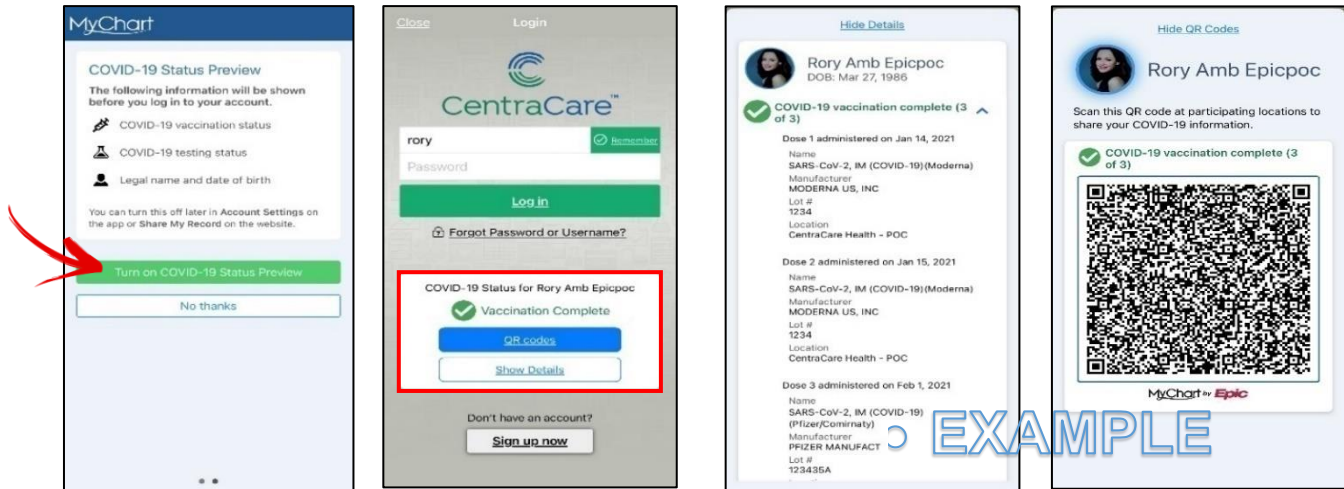
MyChart Mobile is a free app that can be downloaded to your mobile phone. If you have MyChart Mobile activated on your mobile phone, you can now choose the option to display your COVID vaccine status without logging in. Whether traveling, returning to work, or attending an event, you can quickly show your COVID-19 information to anyone who needs it.

After you have logged into your MyChart Mobile account, you will see a message previewing your COVID-19 status. To activate this option, tap the **Learn More** button and then tap the **Next** button.



On the next screen, tap the option to **Turn on COVID-19 Status Preview** button. Going forward, each time you open your MyChart Mobile app, before logging in you will see your COVID-19 Status display.

Directly from this COVID-19 Status Preview window, you can click on the option to view your vaccination details or generate a shareable QR code.

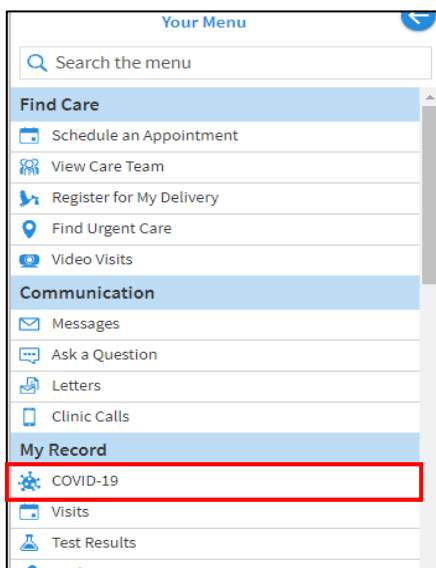


NOTE: To use this new COVID-19 Status Preview feature, you must be using MyChart mobile version 9.8 or higher. If you do not have version 9.8 or higher installed on your device, go to your App or Google Store and install the newest MyChart Mobile updates.

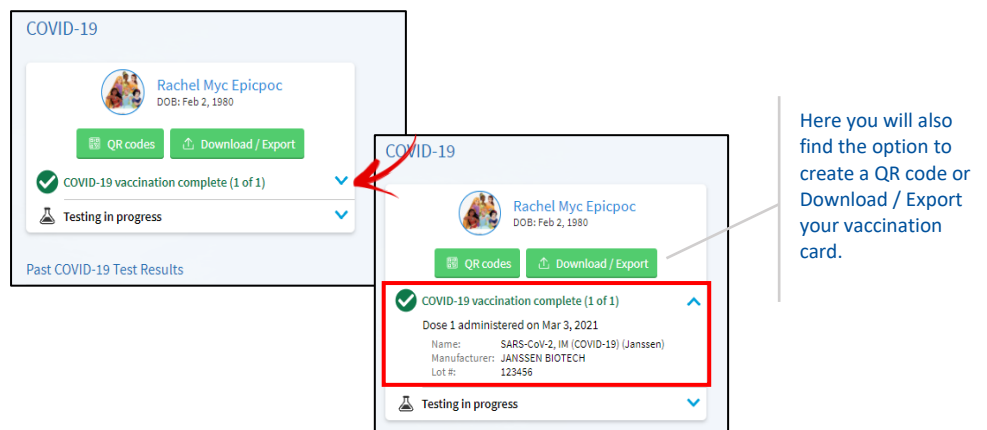
[Look to see if your vaccination records are available](#)

To help ensure you always have access to your most up to date COVID-19 vaccination information in MyChart there are new options to query, reconcile and even add your own vaccination information.

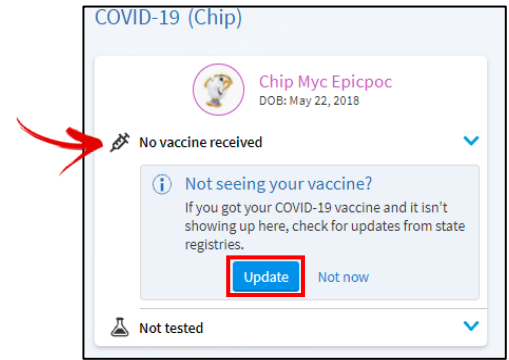
After logging in to your MyChart account, all of your COVID-19 information can be found by going to the **Menu** and selecting the **COVID-19** option.



The COVID-19 window will display the current status of your COVID-19 vaccinations and testing. In the example, you can see that a COVID-19 vaccination has been completed. To view the details of the vaccine, click on the drop-down arrow key.



If you have received a COVID-19 vaccination from a local pharmacy or outside organization, it is possible that the details of your vaccination may not appear yet in your MyChart account. Your screen will look similar to this example.



Within your MyChart account, you can request this information from the state registry. To search the state registry for your COVID-19 vaccination information, click or tap on the **Update** button.

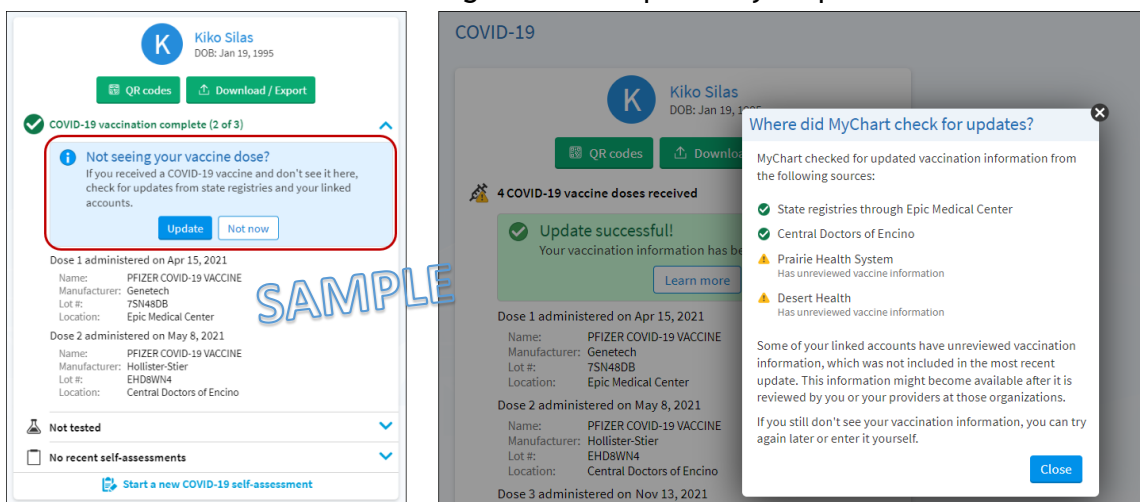
After searching the state registry, one of the following will be occur:

- If all of the needed information is returned from the state registry, the vaccination will automatically be added to your chart. No further action is required.
- If the data received from the state registry is missing some of the required information, the vaccination will appear for you to manually reconcile. You can review any vaccinations returned based on partial data and then confirm or discard the vaccinations.
- If your vaccination is not available from the state registry, you can manually add the information using the questionnaire, as described on the next page.

[Query COVID-19 Vaccination Information From Other Organizations](#)

If you received COVID-19 vaccine doses at other organizations, you can now query your MyChart accounts that are linked through **Happy Together** so that your COVID-19 vaccination status shows all doses you have received. *(If you are not familiar with the Happy Together feature, please see page 99.)* To query linked accounts, use the same **Update** button used previously to query state registries from the COVID-19 activity. After data is received, it is automatically reconciled into your chart.

After you query your linked accounts, the QR code or PDF document you generate to share your vaccination credentials now includes information from all organizations. In the past, if you received one vaccine dose at one organization and another vaccine dose at a different organization, you had to generate separate QR codes or PDF documents for each organization to present your proof of vaccination.



*The updated banner lets you know that you queried your linked MyChart accounts for other vaccine doses. After the query is complete, you can click **Learn more** to see where MyChart checked for updates and whether information was received from*

Test Results

Effective April 5, 2021, as a result of the Federal 21st Century Cures Act, you now have access to test results at the same time as your physician or advanced practice provider (APP). In some instances, you may even see your results before your physician or APP. Access to electronic medical records provides you with an opportunity to manage your health care while also supporting the conversations you have with your care team. After test results are released to your MyChart, you can view them in the **Menu > My Record > Test Results** feature.

For more details, please see the Test Results section found near the end of this guide.

[Test Results Guide](#)

PROTHROMBIN TIME AND INR, POC
Collected on January 17, 2023 11:54 AM

Lab tests - Blood (Blood, Capillary)

Results

[Compare result trends](#)

Prothrombin Time [View trends](#)
Normal range: 10.4 - 15.7 Seconds
22.8 Abnormal

INR [View trends](#)
Normal range: 0.8 - 1.2 INR
2.2 Abnormal

[Additional information](#) ▾

PROTHROMBIN TIME AND INR, POC
Collected on January 17, 2023 11:54 AM

Lab tests - Blood (Blood, Capillary)

Results

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Normal range: 10.4 - 15.7 Seconds
22.8 Abnormal

INR [View trends](#)
Normal range: 0.8 - 1.2 INR
2.2 Abnormal

[Additional information](#) ▲

Ordering provider: Mcfarling, Lynn M, MD
Collection date: January 17, 2023 11:54 AM
Result date: January 18, 2023 11:55 AM
Result status: Final
Resulting lab:
CENTRACARE MELROSE HOSPITAL LAB
525 Main St W
Melrose MN 56352
320-256-4231
Fierro-Fine, Amelia Clark, MD (Lab director)
24D0405983 (CLIA #)

[Back to Test Results list](#)

Download PDF Version of Test Results

If you need a copy of your test results over time, you can now download a PDF document with your results from the Test Results activity. This document can then be printed or sent electronically as needed. The document will contain up to 75 of your most recent results.

This feature is enabled to also work with the MyChart Happy Together feature which means you can download PDFs of past test results even if the results come from another Epic organization.

The screenshot shows the MyChart interface for a 'LIPASE' test result. The chart displays a single data point at 71.9 U/L on Sep 7, 2022. The 'Download results' button is visible at the bottom of the chart area. The 'Result Trends' table below shows results for AMYLASE and LIPASE on Jun 2, 2022, Sep 7, 2022, and Dec 12, 2022.

Component	Jun 2, 2022	Sep 7, 2022	Dec 12, 2022
AMYLASE Normal Range: 20.0 - 100.0 U/L	33.2 U/L	37.4 U/L	35.2 U/L
LIPASE Normal Range: 50.0 - 250.0 U/L	71.9 U/L	71.6 U/L	73.9 U/L

The Download button appears at the bottom of the Result Trends page.

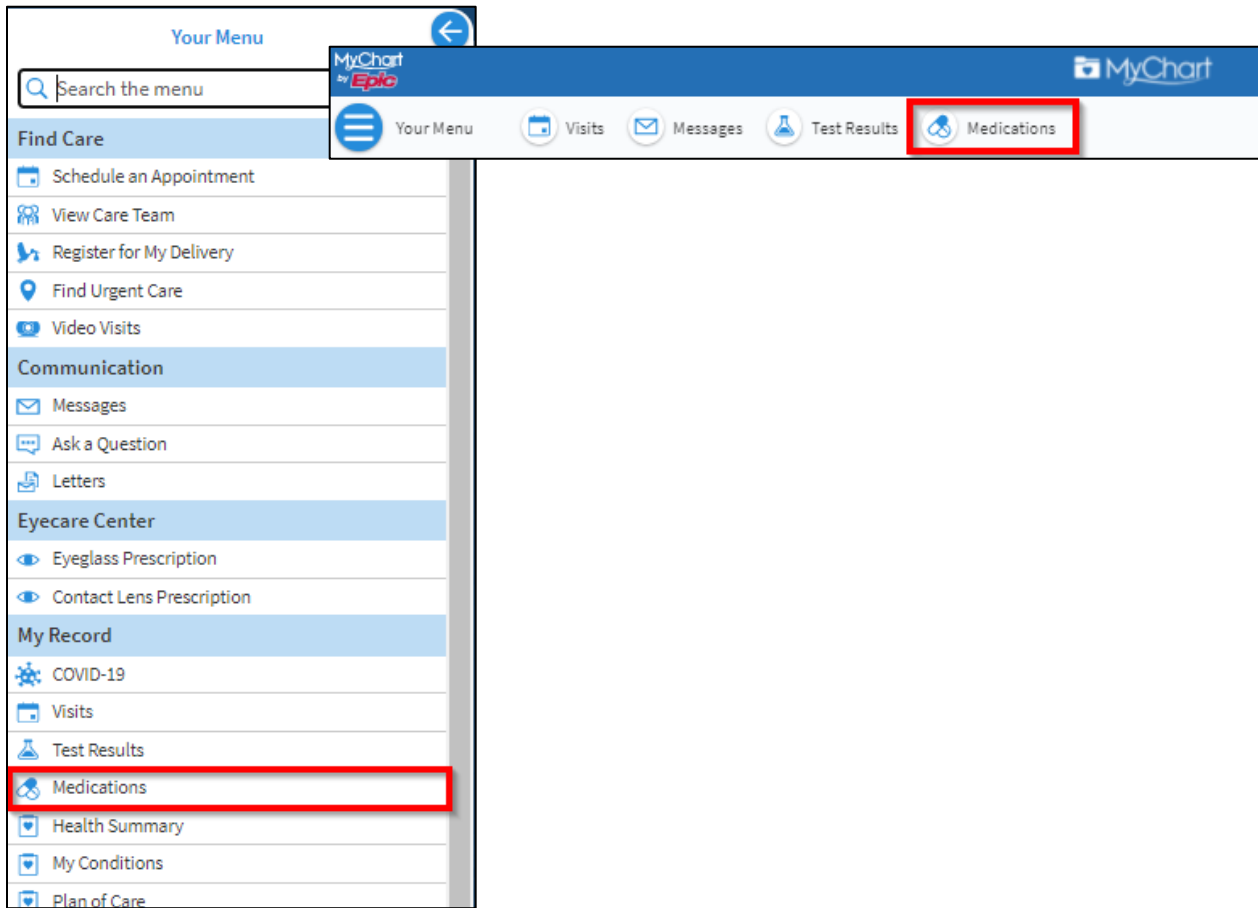
The past test results PDF, as it appears by default.

NOTE: To use this feature in MyChart Mobile, you must update your app to version 10.4 or higher.

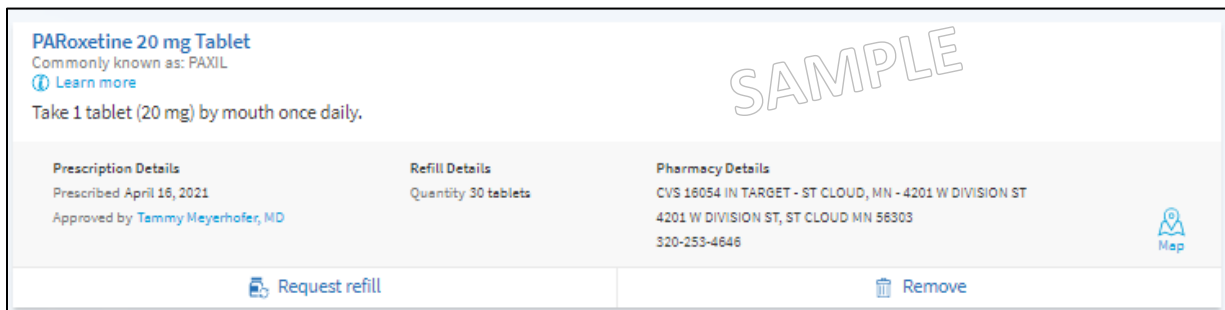
Medications

To view your current medications, complete the following.

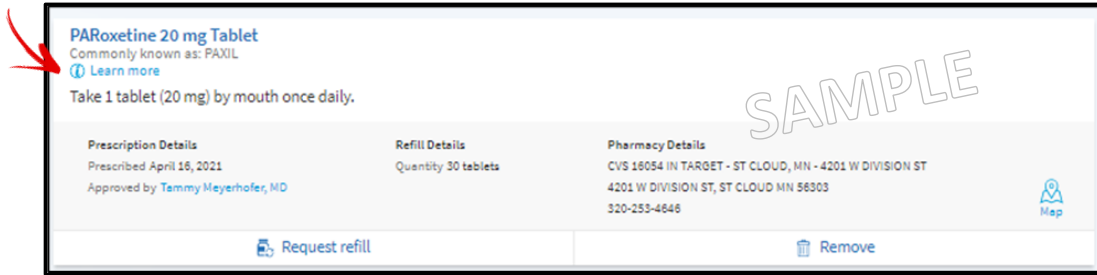
1. From the **Menu**, search or scroll to locate and click **Medications**. If available, you might also select Medications from your shortcut buttons.



2. The Medications window will display details for each medication, including the prescribed dosage, instructions and the provider 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** links.



Prescription Refill for Pharmacies Live with MyChart Refills ONLY

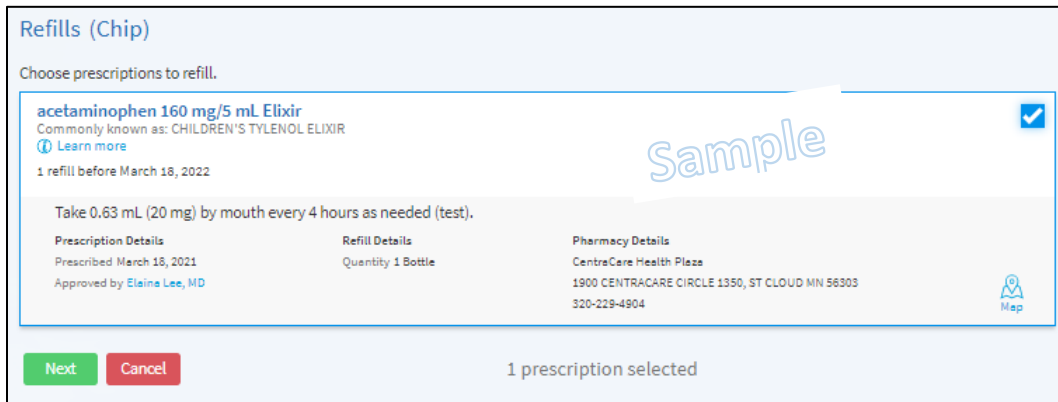
For prescriptions that are to be filled at one of the pharmacies listed below, you can request a medication refill directly through MyChart rather than calling the pharmacy.

These Pharmacies Include:

- CentraCare Pharmacy - St. Cloud Hospital
- CentraCare Pharmacy - Health Plaza
- CentraCare Pharmacy - Northway
- Long Prairie CentraCare Employee NH (Employees only)
- CentraCare Monticello Employee NH (Employees only)
- St. Gabriel's Health Pharmacy

To request a medication refill, complete the following.

- From the **Menu**, search or scroll to locate and click **Medications**.
- From the medication list, click the **Request Refill** button. REQUEST REFILL
- On the Refills page, select the box next to the medication you need refilled.



- Click the **Next** button.
- Add any Medication specific comments you would like your provider to see.
- Select a **delivery method** (Pick Up or Mail).
- Select a **Pharmacy**.
- For **Pick Up**, please specify a pick-up time.
- For **Mail**, please verify the address it should be mailed to.
- Click the **Next** button.

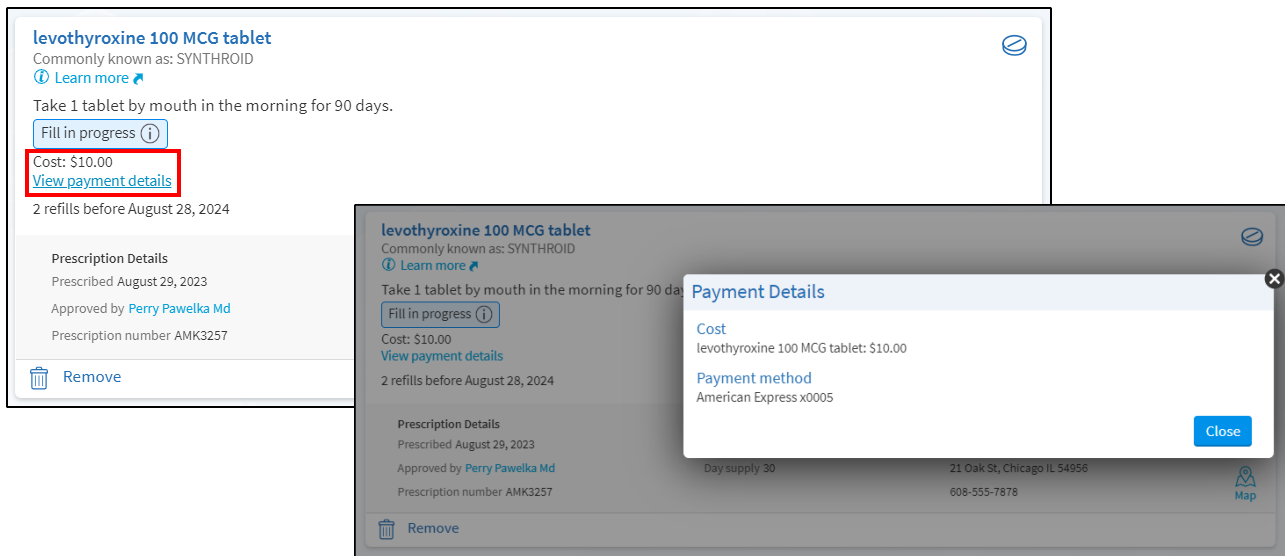
10. Verify all info is correct on the request.
11. Click **Submit** to process your refill request.

You will receive a message in your MyChart Inbox, E-mail, or Text that your prescription is either Ready at the Pharmacy for Pick Up or that it has been mailed from the Pharmacy if Mail was selected.

Prescription Costs Available in MyChart

If you have your prescriptions filled at one of the CentraCare pharmacies, you will now see the cost and payment information for the medication inside of your MyChart account.

The cost and payment information will be found on the MyChart Medication screen and accessed by clicking on the **View patient details** button.

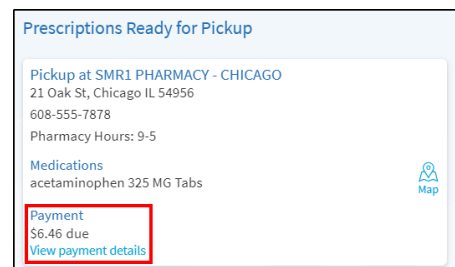


Medication card

When there is a fill in progress, the MyChart Medication card will show you the cost of the medication and a link to view payment details pertaining to the fill.

Prescriptions Ready for Pickup card

After a prescription reaches the Ready to Dispense status, you will see how much is due at pickup in the Prescriptions Ready for Pickup card.



Prescriptions Recently Sent to You card

Cost information appears in the **Prescriptions Recently Sent to You** card. This card contains only the View payment details link, which opens the Payment Details window. The Payment Details window for the Prescriptions Recently Sent card shows Cost, Delivery fee, Total cost, and Payment method.

Messages

If you have questions about the prescription, a new Message Pharmacy option is now available.

The screenshot displays the MyChart interface for a prescription of levonorgestrel-ethinyl estradiol 0.15-30 MG-MCG per tablet. The main panel shows prescription details, refill information, and a 'Message pharmacy' button highlighted with a red box. An arrow points from this button to a 'Message Pharmacy' window on the right. The window shows a delivery message: 'I won't be home to sign for this, could I have it delivered to my work instead? Address is 1979 Milky Way Verona WI 53593'.

Prescription Details	Refill Details	Pharmacy Details
Prescribed May 11, 2022	Quantity 28 tablets	Arrow Pharmacy
Approved by Lucy T, MD	Day supply 28	405-555-0100
Prescription number 2607	Last filled March 27, 2023	

Health Summary

To get a summary of your medical record, go to **My Record > Health Summary**. This information on this summary includes:

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care

Health Summary

Use the tabs to open a section of your Health Summary.

Current Health Issues Medications Allergies Immunizations Preventive Care

Current Health Issues

Please review your health issues and verify that the list is up to date. **Call 911 if you have an emergency.**

- Other specified hypothyroidism
Started 9/8/2023
[Learn more](#)
- Acute non intractable tension-type headache
Started 9/21/2023
[Learn more](#)
- Hyperthyroidism
Started 9/21/2023
[Learn more](#)
- Acute embolism and thrombosis of deep vein of left lower extremity (HCC)
Started 10/9/2023
[Learn more](#)
- Psoriatic arthritis (HCC)
Started 2/23/2024
[Learn more](#)
- Anxiety disorder
Started 4/11/2024
[Learn more](#)

Health Goal

Share your health goal with your care team.
What is a health goal? [v](#)

Last updated April 09, 2024
I want to lose weight.
[Edit](#)

Personal Notes About My Health Issues
Notes entered here will not be viewable by your doctor.

New Health Goals Activity

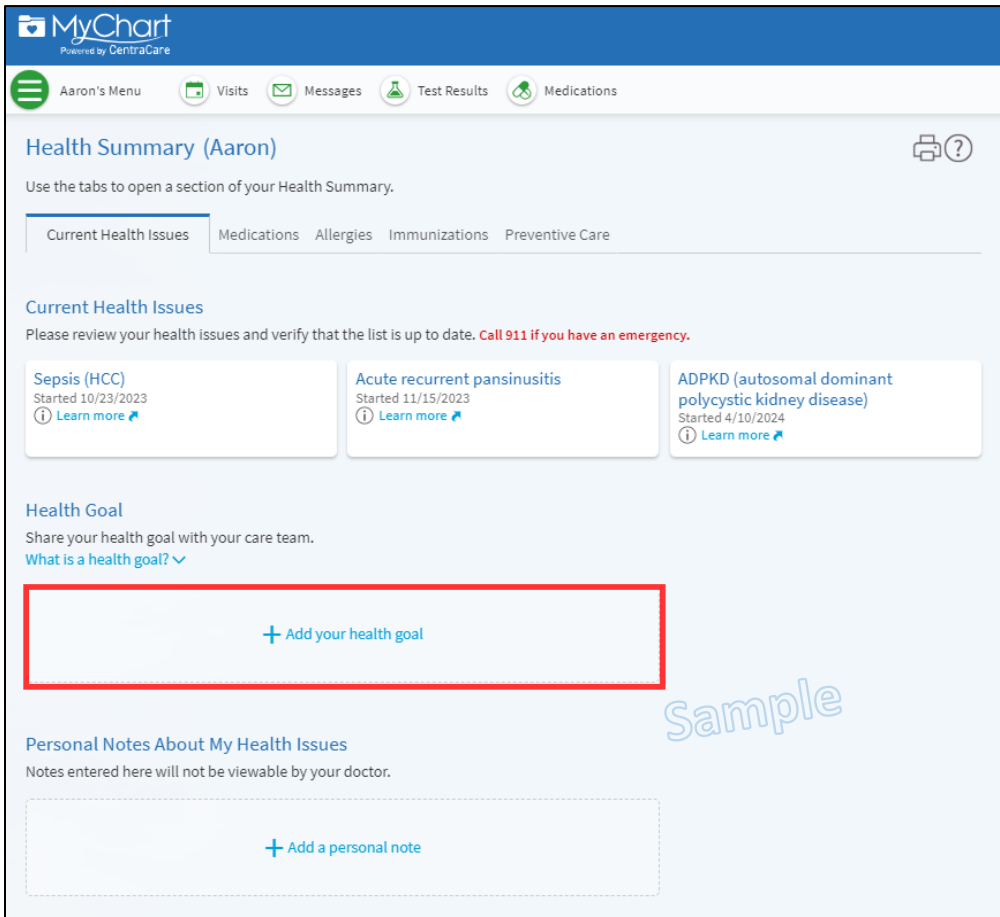
Health Goals is a new feature within MyChart that you can use to share your personal health goals with your care team.

If you create a goal statement in MyChart, members of your care team will be able to view it and then work collaboratively with you to track your progress from appointment to appointment and measure your outcomes.

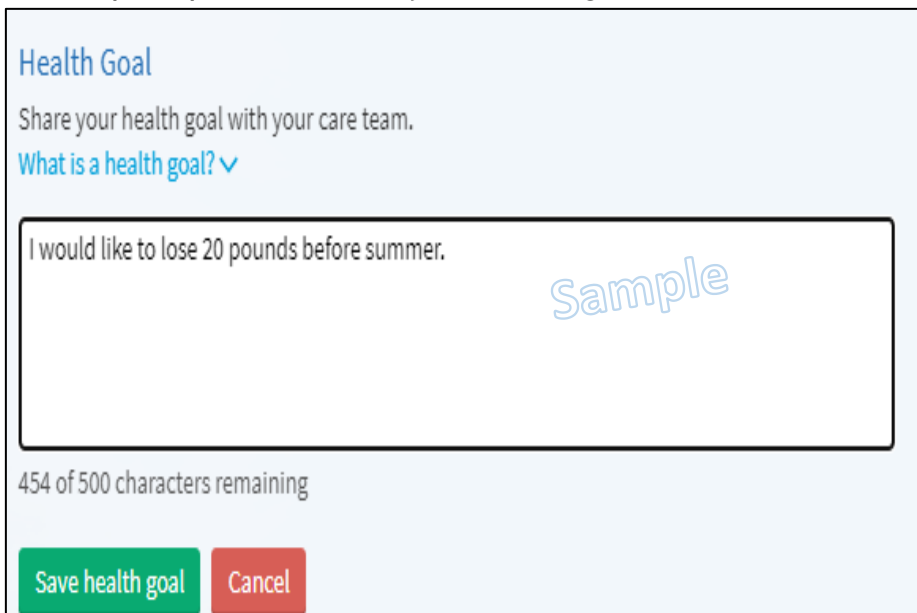
Example:

Patient, Laura, has suffered balance and weight issues over the past few years. Laura can use MyChart's Health Summary activity to enter a goal statement, such as "I want to make sure I'm feeling well enough to dance at my daughter Caitlyn's wedding in 2025."

The next time she visits her physical therapist, they discuss her objective of dancing at the wedding and work together to set more discrete and measurable goals, such as "Increase step count" and "Weight (lb) < 90.7 kg (200 lb)." After that, Laura and her physical therapist use these goals to track Laura's progress between visits, working towards attending Caitlyn's wedding in good health.



1. To set a Health Goal, go to the **Menu** and select **Health Summary**.
2. On the Health Summary screen, locate and select the **+ Add your health goal** button.
3. In the space provided fill in your health goal information.






4. When complete, select the **Save health goal** button.

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Print your child's immunizations









When you are in your child's record in MyChart, go to **My Record > Health Summary > Immunizations**. You can see the immunizations your child has received and the dates on which they were received. Optionally, click the name of the immunization to learn more. (NOTE: To print the new School Health Report, see the **Sharing Hub** section.)

To open a printer-friendly summary of your child's immunizations, click the  printer icon.

Immunizations (Casey)  	
Click on an immunization name to see any additional details regarding that immunization.	
If you have any questions or concerns about your Immunizations, you can send a message to your doctor's office.	
Immunization	Date
Tdap Vaccine, IM, (Adacel)(Boostrix)	1/19/2017

Conditions

If you are managing a specific condition (such as Asthma, Diabetes, COPD, Congestive Heart Failure or Cancer), you may also see additional links to these in the My Record section. These links can be used to quickly take you to the care plans associated with the condition. You will be able to view relevant medications, test results, preventive care topics, patient-entered flowsheets, and patient goals entered by your care providers.

 Health Reports
 Track My Health
 Growth Charts
 Document Center
 End-of-Life Planning
 Insulin Mgmt
 Asthma
 Request Family Access

Plan of Care

The Plan of Care section displays any goals your provider or care team has set for you, your to-do list, and your test results.

The screenshot displays the 'My Plan of Care' interface. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this, the 'My Plan of Care' section is divided into three main areas:

- Summary:** A sidebar on the left with options for 'Printable Plan of Care' and 'Goals'. The 'Goals' section lists three items: 'Follow modified diet' (No progress yet!), 'Emergency Care Plan' (No progress yet!), and 'Balance Exercise 3 Times per' (No progress yet!).
- To Do:** A central section titled 'Overdue health reminders' with a 'Request appointment' button. It lists three overdue items: 'HPV testing', 'Lipids every 5 years', and 'Kidney Function Urine Testing Yearly'. To the right is a calendar for May 2021 with a 'Request appointment' button.
- Test Results:** A section titled 'Test Results' with a search bar and a list of results. The first result is 'INR, BLOOD, POC' dated Apr 23 2021, with a value of 20.0 and a standard range of 0.9 - 1.1. The second result is 'PROTHROMBIN TIME AND INR' dated Mar 18 2021.

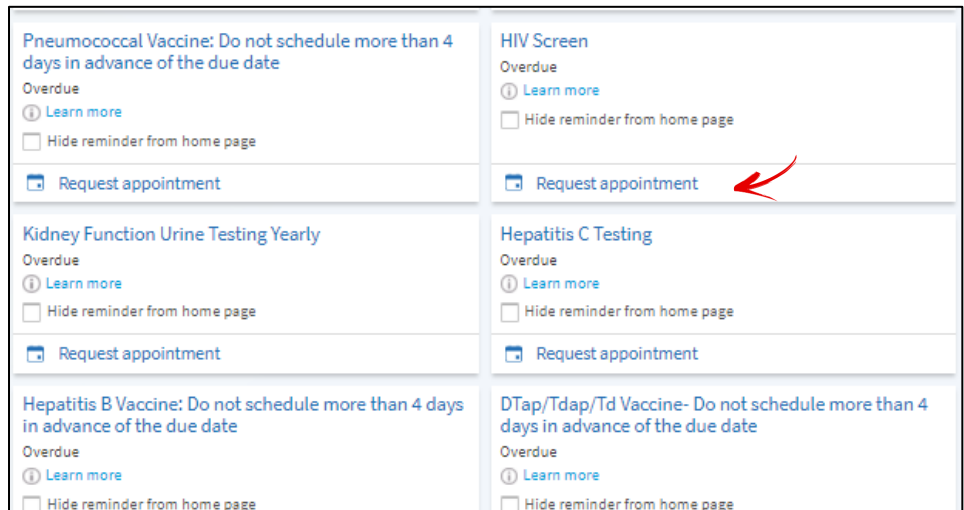
Preventive Care

Preventive medicine plays an important part in your health and overall well-being. Preventive procedures recommended by your care team will be displayed in this section of MyChart. Preventive procedures are recommended for people based on age, sex, and medical history. Access this feature from the **Menu** by going to **My Record > Preventive Care**.

The preventive care items are grouped into three sections: Overdue, Due and Note Due. Each recommended preventive care item displays in a box of its own and offers opportunities to **Request Appointment** (if due or overdue), **Learn More** or **Hide Reminder From Home Page**.

If you have already received a preventive care service elsewhere or do not plan to complete it, this information in this section will need to be updated. To update, please send a message to your provider with the details and they will update your records.

NOTE: You may also see Preventive Care alerts in the Health Feed on your home page.



Questionnaires

Your clinic might make questionnaires available for you in MyChart so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

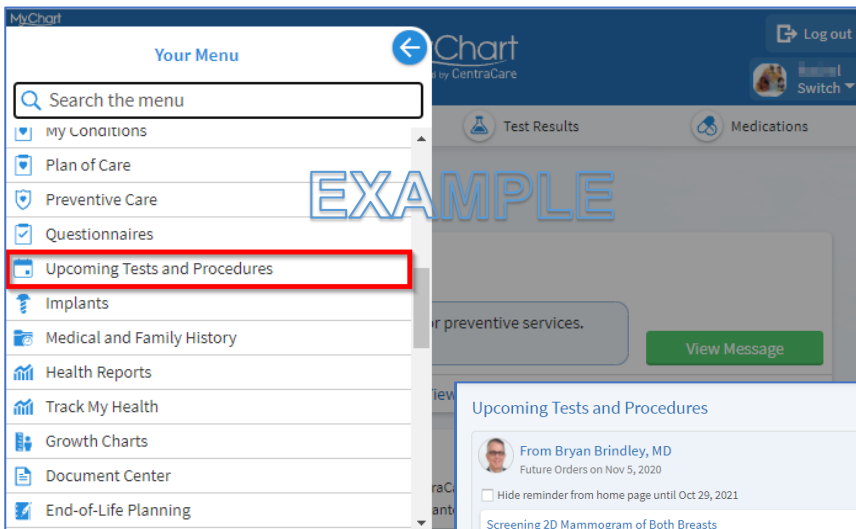
If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

As a part of a questionnaire, you may be asked to provide an electronic signature. For more information on eSignatures, see the My Documents section of this guide.

Upcoming Tests and Procedures

Finding your tests and procedures just got easier. The redesigned **Upcoming Tests and Procedures page** now displays all of your upcoming orders in one place, with links to schedule appointments if needed and instructions on how to prepare. As you near the date of the appointment, you can also complete eCheck-in, so you are ready to go when you arrive at the lab.

From the **Menu**, locate and click on the **Upcoming Tests and Procedures** option.



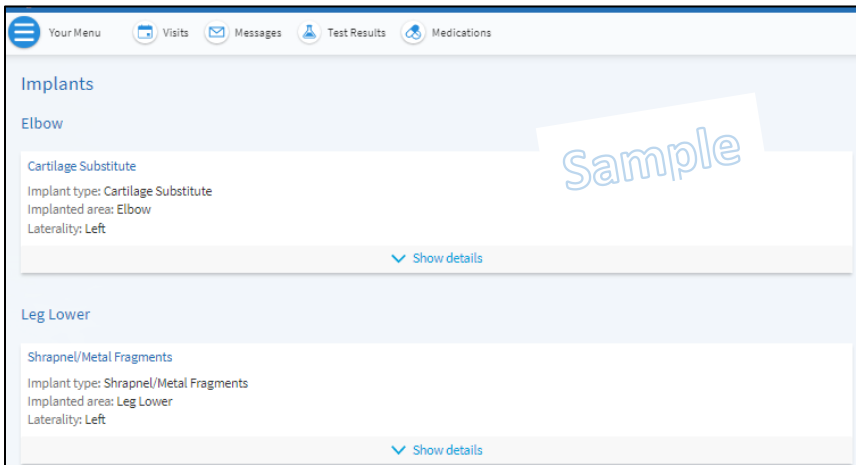
Within each upcoming test and procedure, you can hide reminders, you can hide reminders until a week prior to the appointment.



Within each upcoming test and procedure, you click the option to hide reminders until a week prior to the appointment.

Implants

If you have a current or removed implanted medical device, such as a pacemaker or implantable cardioverter defibrillator (ICD), or other implant, you can view information about that implant in. To find implant information, go to the **Menu** to locate and select **My Record > Implants**.



Medical and Family History

The Medical and Family History feature shows different types of patient histories on file with the clinic including:

- Medical History
- Surgical History
- Family Medical History
- Social History
- Family Status History

Medical History

This is an overview of your medical history on file with the clinic.

Diagnosis	When
High Blood Pressure	1965
Cluster Headache	1988
Acid Reflux Disease	1988
Sleep Apnea	

Surgical History

Procedure	When
Removal Of Tonsils And Adenoid Glands Patient Youngest Year Age 12	Age 12
Removal Of Appendix	1965

Family Medical History

Relationship	Health Issue	Comment
Father	Heart Attack	Died age 74 of MI
Mother	Stroke	Died age 88 of CVA

Social History

Health Reports

The Health Report option provides reports information about your health that has been collected by the clinic. In the sample below, the clinic has tracked several sets of vitals and are available to view by simply

Health Reports

The reports listed below are available for your use. Click the name of the report you wish to view.

Available Reports

Report
Vitals

Vitals

Your report is displayed below. Use the Table and Graph buttons to see different views of the data.

Name	5/26/2020	7/31/2020	8/14/2020	9/14/2020
Weight	0	68.04 kg (150 lbs)	0	90.719 kg (200 lbs)
Height	0	172.7 cm (68 in)	165.1 cm (65 in)	150 cm (59.055 in)
BMI		22.8		40.32
BP	120/79	150/98	120/78	

clicking on the report link.

Track My Health, Daily Health Readings

Your provider may ask you to 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 provider automatically receives the readings so he/she can monitor your progress between visits.

To record new readings in Track My Health, complete the following.

1. From the **Menu**, locate and select the **My Record >Track My Health** option.
2. Locate and click the appropriate item from the Flowsheet list.

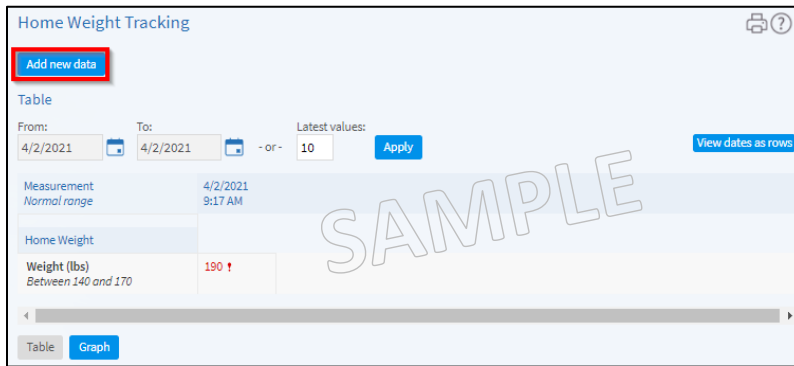
Track My Health

You have been assigned the flowsheets below by one or more healthcare providers who want to monitor your health.

Active Flowsheets

Flowsheet	Start Date
Home Weight Tracking Home Weight	4/2/2021
Home Blood Pressure Readings Home Blood Pressure readings, AM/PM Blood Pressures	4/2/2021
Home LVAD Tracking LVAD Weight, LVAD BP READING, LVAD Additional Readings	4/2/2021
COVID-19 Monitoring COVID-19 Monitoring, Temperature, SpO2	12/8/2020
Home Glucose Readings Home glucose readings	8/26/2020

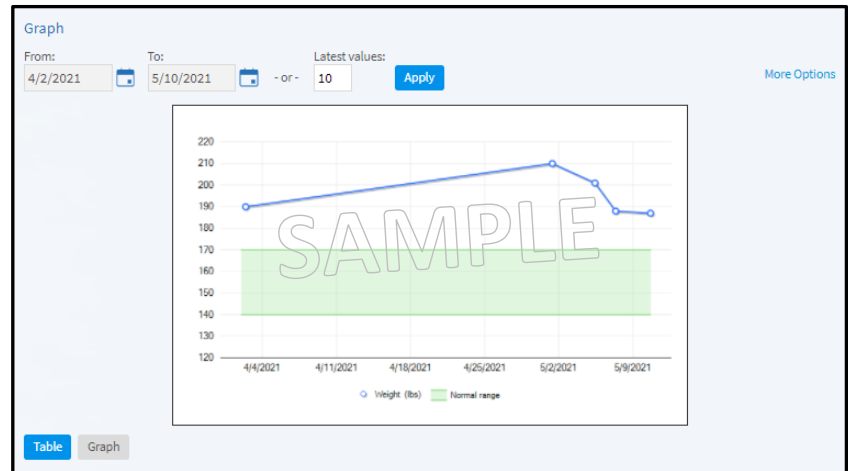
3. Click **Add New Data** to start recording your readings.



4. Add the **date** and **time** for your reading. As a shortcut, if you just took your reading, you could click on the **Now** to automatically populate this with the current date and time.
5. Enter your reading and click on the **Continue** button.
6. On the next screen, verify that you have entered your reading correctly and click **Submit**. Back at the flowsheet page, you can see your reading.

After you have entered several readings, you can view trends and track your progress over time. This data can be presented in either a table or graph view.

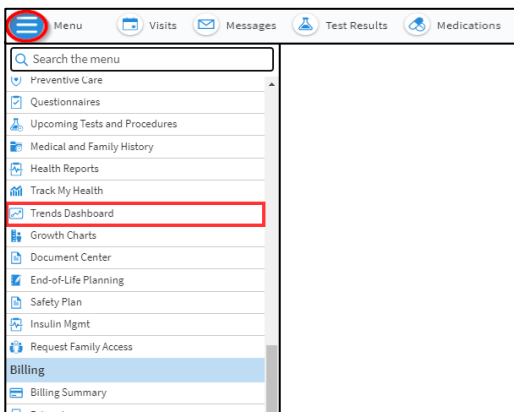
1. On the **Track My Health** page, click the flowsheet's name to view previous readings in a table.
2. If you would like to a graphic representation of the data, click on the **GRAPH** button.



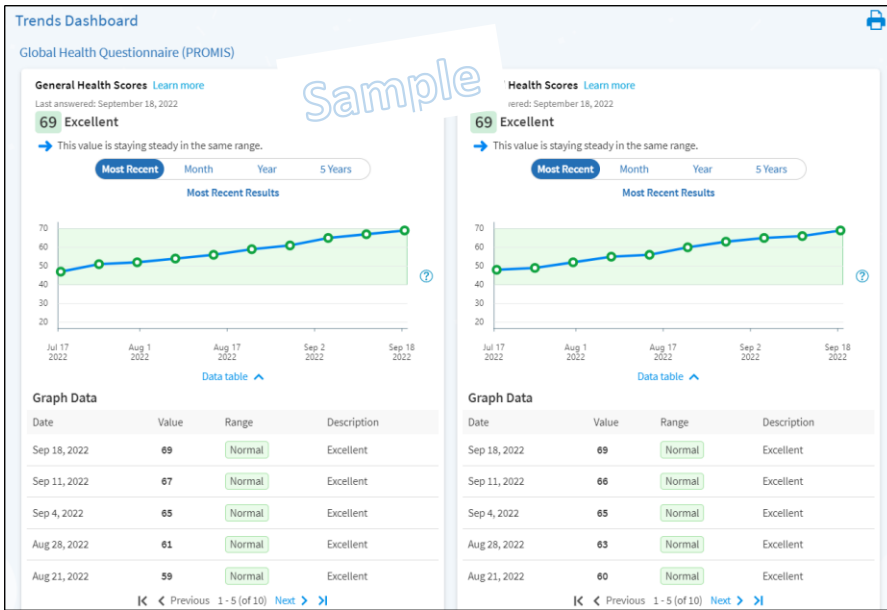
Trends Dashboard

The Trends Dashboard can help you visualize your health and progress over time by graphing scores from your responses to questionnaires or questionnaire series. For example, a patient recovering after knee surgery can see whether their condition is improving as expected based on the outcomes they've reported.

To locate this dashboard, click the **Menu** button and select the **Trends Dashboard**.



When reviewing your questionnaire scores in the Trends Dashboard, the new Most Recent filter is now selected by default, so you now see the ten most recently submitted scores. This helps ensure that you see more of your trends over time. For example, if scores aren't submitted frequently, viewing by the Month or Year filter can show a limited set of data without providing a better picture of how your date is trending.



Trending data for two different scoring questions with the Most Recent filter applied

Growth Charts

The Growth Charts feature allows you to view and print growth charts for your children.


1. To see a child's growth chart, first use the **Switch Menu** to switch to their account.
2. Click on the **Menu**, locate and select the **My Record > Growth Charts** option.



You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Centers for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click the  printer icon.

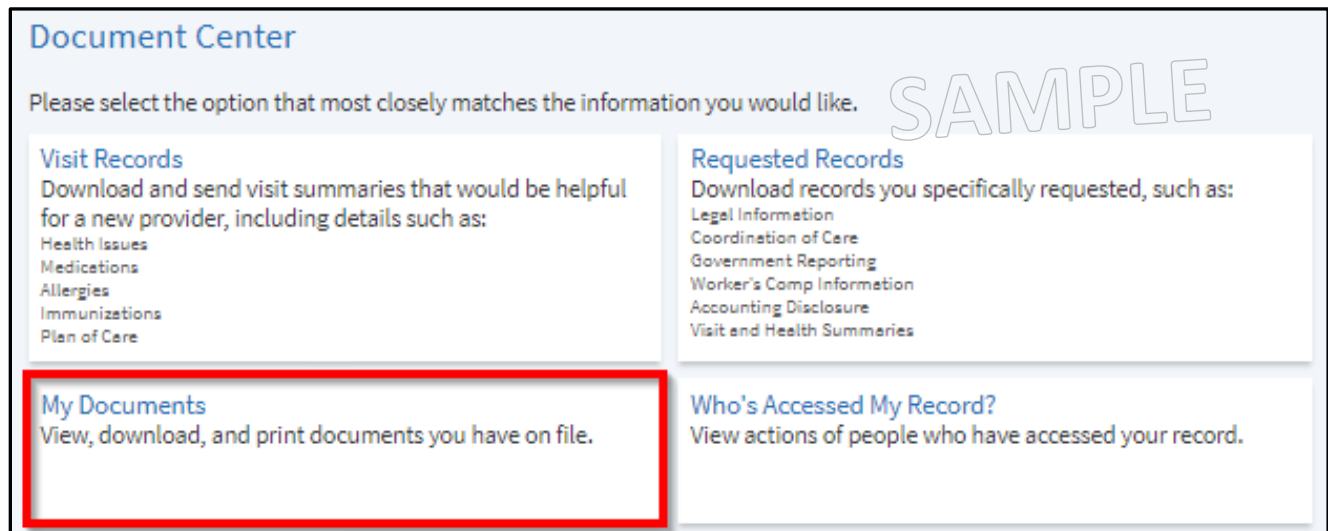
Document Center

The Document Center provides a central place to view documents that are on file with us. Documents might include handouts such as After Visit Summaries or illness excuse notes and documents that you have uploaded to us, such as Advance Directives, Living Wills or documents you may have uploaded as part a questionnaire or eCheck-In process. Documents may also include audio and video files or documents that may need to be signed. The Document Center is divided into four (4) sections:

- Visit Records
- Requested Records
- My Documents
- Who's Accessed My Records

My Documents

1. Click on the **Menu**, locate and select the **My Record > Document Center** option.
2. Locate and click on the **My Documents** button.



The screenshot shows the 'Document Center' interface. At the top, it says 'Please select the option that most closely matches the information you would like.' There is a large 'SAMPLE' watermark. Below this, there are four sections:

- Visit Records**: Download and send visit summaries that would be helpful for a new provider, including details such as:
 - Health Issues
 - Medications
 - Allergies
 - Immunizations
 - Plan of Care
- Requested Records**: Download records you specifically requested, such as:
 - Legal Information
 - Coordination of Care
 - Government Reporting
 - Worker's Comp Information
 - Accounting Disclosure
 - Visit and Health Summaries
- My Documents**: View, download, and print documents you have on file. (This section is highlighted with a red box in the image.)
- Who's Accessed My Record?**: View actions of people who have accessed your record.

- A list of documents will be displayed. To open a document, click on the document name or icon.

My Documents Show Declined Documents

Document Type	Date
Photo Wound-Import	Added on 4/8/2021
Primary Care Missed/Late Appointment Consent	Signed on 1/15/2021
Controlled Substance Agreement	Signed on 9/1/2020
Controlled Substance Agreement Expired	Signed on 8/25/2020
Advanced Directives	Added on 8/6/2020
CCH CRS Clinic/Outpatient Consent	Signed on 7/29/2020
Advance Directives.png Not accepted	Uploaded on 7/24/2020

- Once opened, you can use the buttons in the upper right-hand corner to print or download.



- When finished, click on the X button found in the upper right-hand corner of the document window.

[View your requested medical records](#)

If you requested a copy of your medical record from your healthcare organization, rather than waiting for a paper copy to arrive in our mail, you can download and view it from within MyChart.

To review these records, complete the following.

- Click on the **Menu**, locate and select the **My Record > Document Center** option.
- Locate and click on the **Requested Records** section.
In addition, on this same screen note that you can view additional downloads within the **Visit Records**, and **Who's Accessed My Record?** sections.
- Select the record you want to view and click on the **Download** button.

Document Center

Please select the option that most closely matches the information you would like.

<p>Visit Records Download and send visit summaries that would be helpful for a new provider, including details such as: Health Issues Medications Allergies Immunizations Plan of Care</p>	<p>Requested Records Download records you specifically requested, such as: Legal Information Coordination of Care Government Reporting Worker's Comp Information Accounting Disclosure Visit and Health Summaries</p>
<p>My Documents View, download, and print documents you have on file.</p>	<p>Who's Accessed My Record? View actions of people who have accessed your record.</p>

- Select the record you want to view and click on the **Download** button.

Requested Records

This is where your requested medical records appear for download.

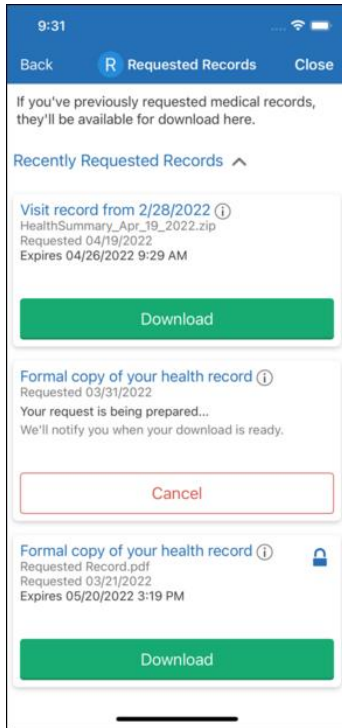
Recently Requested Documents

<p>Requested Record Requested Record.pdf This document contains information released to you per your recent request. If your medical record contains documents that are unable to be released to MyChart, these documents will be mailed to you. Requested 02/25/2021 Expires 05/30/2021 4:59 PM</p>	<p style="background-color: #008000; color: white; padding: 5px; display: inline-block;">Download</p>
---	---

- The document will open in a .PDF format. Once open, print and/or save the document. Click the X in the upper right corner of the window to close the document screen.

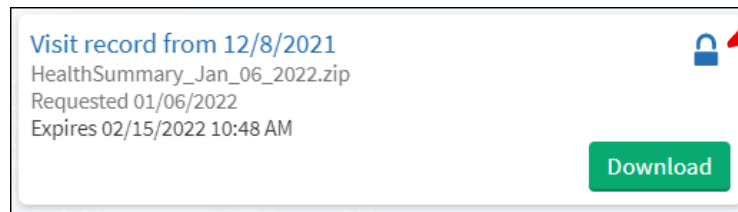
View Requested Records in MyChart Mobile app

The MyChart Requested Records activity is also available in the MyChart mobile app. Requested records can be found by going to the **Menu**, **Document Center**, and **Requested Records**.

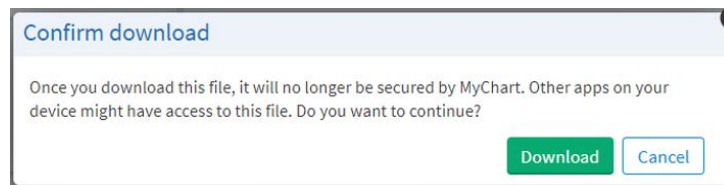


Additionally:

Requested documents with passwords show a lock icon, which you can hover over to see information about the password.

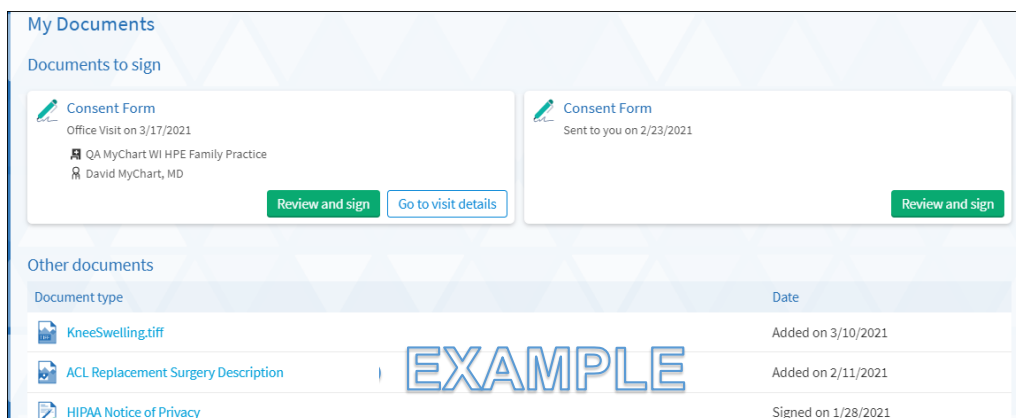


A confirmation window appears when you download a document

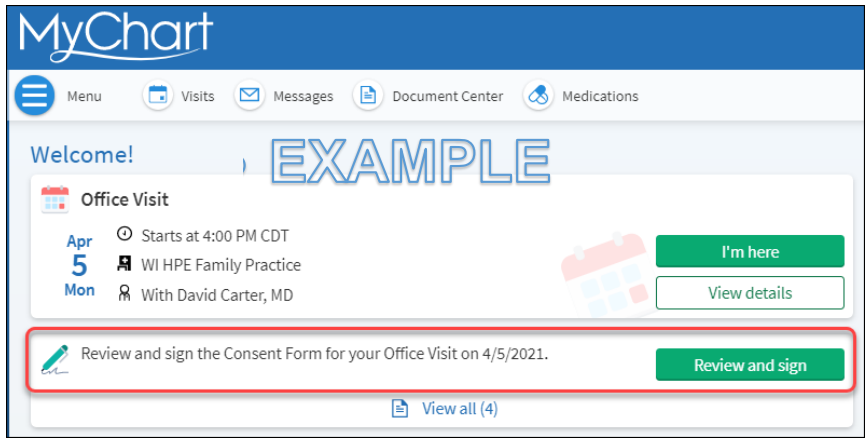


Sign Documents

- If you have documents that need to be signed before, during or after a visit, you may be able to sign them now in MyChart. The My Documents page of MyChart will display a list of documents waiting for your signature.



- To get to this page, use the **Menu** button to locate and click on the **Document Center** option.
- In addition, if you have documents to sign, you will see a reminder message on your Welcome screen.



Create Your Own e-Signature

When signing a document in MyChart, you can use the option to **Auto-Generate** or **Draw to Sign**. Using either option, you can also save your signature by click on the **Save for future use** button.



End-of-Life Planning [\(Click here to see detailed instructions that begin on Page 86.\)](#)

Request Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way you view your own.

If you are a parent, legal guardian, or have custodial rights, you can have full access to your child's medical record through 11 years of age. Beginning at 12 through 17, you can view limited information, including allergies, immunizations, growth charts and your child's preventive care.

Manage access to family members' records

You can request access to a family member's record or give another adult access to your own record by completing a form in MyChart. Your clinic will grant the appropriate access after they process the form. To create the request, complete the following.

1. Click on the **Menu**, locate and select the **My Record > Request Family Access** option.

2. Depending on the type of access you need, click the appropriate link.

- **Request access to a minor's record**
- **Request access to special needs record**
- **Request access to another adult's record**

3. Complete the form and click **Submit Request**.

4. Once your request has been submitted you should receive access within 3-4 business days, or you may be contacted for additional information.

The screenshot shows the 'Personalize' section of the MyChart interface. It features a table titled 'Whose Records Can I View?' with columns for Photo, Account Name, Nickname, and Access Until. Below the table is an 'Edit' button and three red-bordered boxes containing text about requesting access to a minor's record, special access for a child, and access to another adult's record. At the bottom, there is a section for 'Who Can View My Record?' showing 'No one has proxy access to your account.' and a link to 'Share my records.'

Photo	Account Name	Nickname	Access Until
	KellyMYC MyC Epicoc	KellyMYC	This is your own MyChart account.
	Dimmi MYC Epic	Dimmi	1/3/2030
	Rachel Epic	Rachel	10/12/2036
	Scooter MYC Epic	Scooter	1/3/2028

Edit

Are you a parent or guardian? Request access to a minor's record.
If you are a parent, legal guardian, or have custodial rights, you can request full access to your child's mychart account through 11 years of age. Beginning at age 12 through age 17, your access will show limited information including allergies, immunizations, growth charts and your child's preventive care.

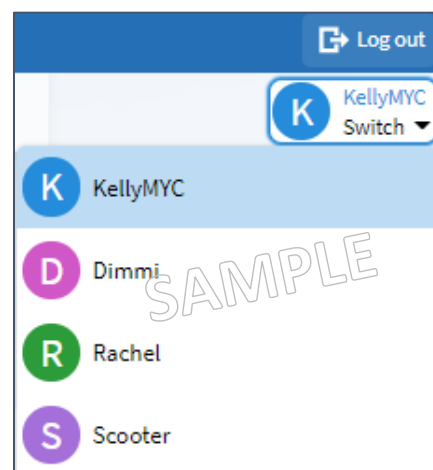
Do you need special access for your child? Request special access to a minor's record.
In order to gain full access to your minor's Mychart account, the child must qualify for this special access. Reasons may include but are not limited to cognitive impairment, intellectual disability and/or developmental delay. Before requesting special access to your child's mychart account, we encourage you to discuss this with your child's provider or care coordinator. A signed letter from your child's provider must be on file in the chart before this special access is granted.

Want access to another adult's record? Request access to an adult's record.

Who Can View My Record?
No one has proxy access to your account.
Want another adult to have access to your record? [Share my records.](#)

Access a family member's record

After you have received permission, you can view a family member's records by switching to their chart. From the **Switch** menu, click the down arrow key and select your family member's name.



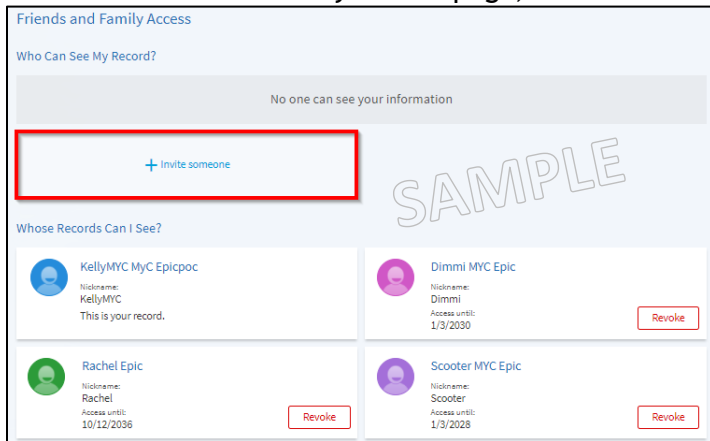
Share your medical records with another adult

As a patient, you can give family members or other caregivers who are also patients proxy access to your MyChart account. (NOTE: MyChart patients between 12-17 years of age are not allowed to invite other adults to have adult proxy access. Patients that are between the age of 12-17 will only be able to view who currently has proxy teen access to their account and revoke that access when needed.)

Here's an example of how it works:

Alfred is an elderly patient who recently moved in with his daughter, Ellie, who is helping him manage his healthcare. To make it easier for Ellie to help him schedule his appointments and review his medical information, Alfred wants to invite Ellie to have proxy access to his account.

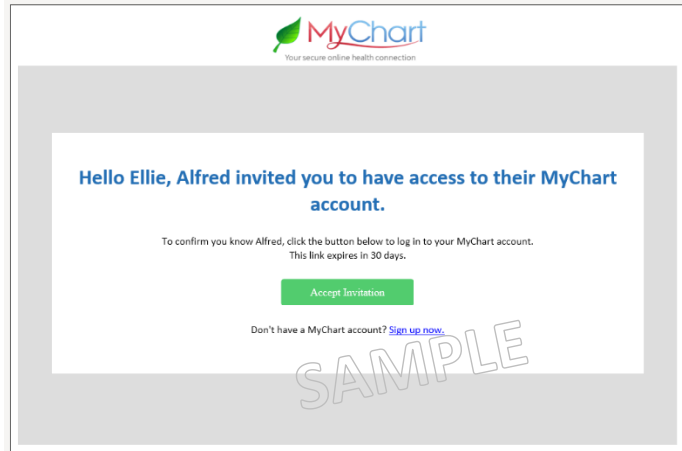
1. On the MyChart website, Alfred goes to **Menu > Share My Record > Friends and family access**.
2. On the Friends and Family Access page, he clicks the **Invite Someone** button.



3. He enters Ellie's name and email address, reads, and agrees to the terms and clicks **Send Invite**. Ellie's proxy invite then appears as Pending at the top of the page.

The screenshot shows the 'Invite Someone to Have Access to Your Record' form. It has three steps: 1. We will email an invitation to someone you trust. 2. From the email, they can log in to their MyChart to accept the invitation. 3. They must verify they know you by entering your date of birth. Below the steps, there are fields for 'Who are you inviting?' (Name: Ellie), 'Where should we send this invitation?' (Email: eculver@mail.com), and 'What kind of access would you like this person to have to your chart?' (Full Access). A 'SEND INVITE' button is at the bottom. A large 'SAMPLE' watermark is visible across the page.

4. Ellie receives an email to notify her that Alfred has invited her to have access to his account. From this email, Ellie clicks a link that takes her to a page where she enters Alfred's date of birth to confirm that she knows him and then accepts Alfred's proxy invitation. If Ellie didn't already have her own MyChart account, she could click the Sign up now link in the proxy invite email to create one.

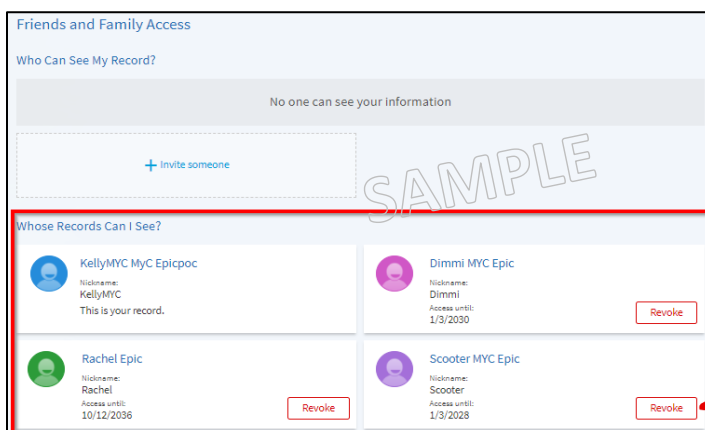


5. After Ellie accepts the invitation:
- Alfred receives a tickler message letting him know that Ellie now has access to his account. In Alfred's account, the Pending label is removed from Ellie's card on the Friends and Family Access page. Alfred can return to this page at any time to edit or revoke Ellie's access.
 - In Ellie's account, Alfred appears under the Switch Account menu where she can switch to Alfred's account to view his information in proxy context.

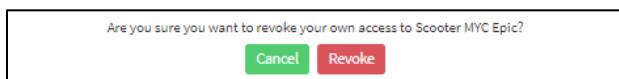
Remove access to family member's record

If you have access to another person's medical record and want to remove that access from your account, you can do so by completing the following steps.

1. From the **Menu**, search for or scroll to locate **Sharing > Share My Record > Friends and family access**.
2. Within the Friends and family access page you will see a tile representing each record you have access to. Other than the tile representing you, the tiles contain a button labeled **REVOKE**. Click this button to remove your proxy access to the person's account.



3. A confirmation window will prompt to you either **CANCEL** or **REVOKE**.



Billing

Paperless Billing

Starting on **May 31, 2023**, all patients with a MyChart account will be enrolled in paperless billing and will no longer receive billing communications in the mail. If you already opted out of paperless billing in your MyChart account, you will continue to receive your billing communications in the mail.

What is Paperless Billing?

Paperless billing means instead of receiving billing communications in the mail, patients will start receiving an electronic version. You will find all billing-related statements, letters, estimates and itemized bills within your MyChart account. Paperless billing helps eliminate extra paper mail and helps the environment.

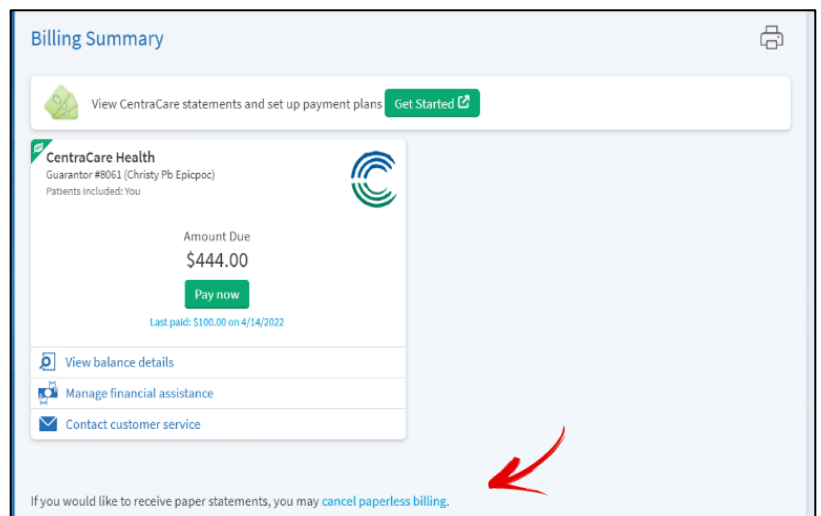


Using MyChart, it's easy to make payments and manage your account.

Not sure if paperless is for you?

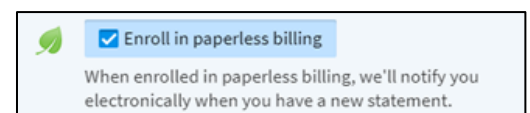
No problem, the option to opt out of paperless billing communications will be available after May 31, 2023. To change your billing preferences, log in to your MyChart account and complete the following steps.

1. Tap the **Menu** button. Locate and select the **Billing Summary** option.
2. Near the bottom of the window, locate and select the option to **cancel paperless billing**.



Special Notes and Exceptions

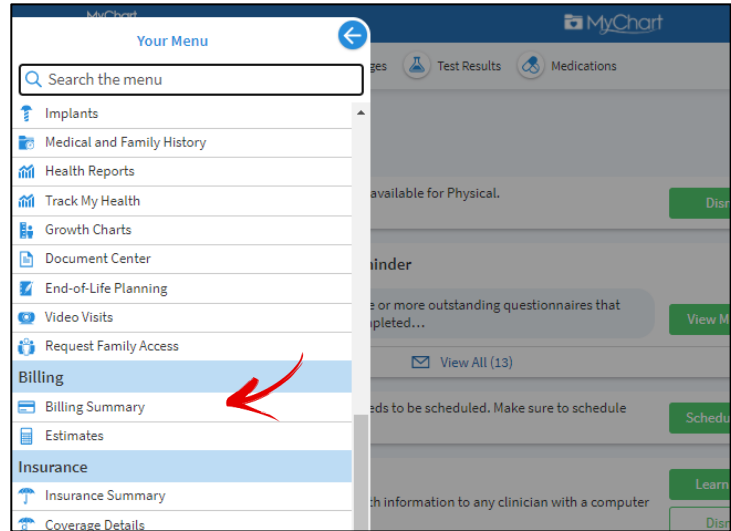
- ✓ Patients who do not have a MyChart account will receive billing communications the same way they always have.
- ✓ When signing up for a payment plan, the *Enroll in paperless billing* box will be automatically checked, even if you previously declined paperless. If you want to receive billing communications via mail, uncheck the Enroll in paperless billing box.



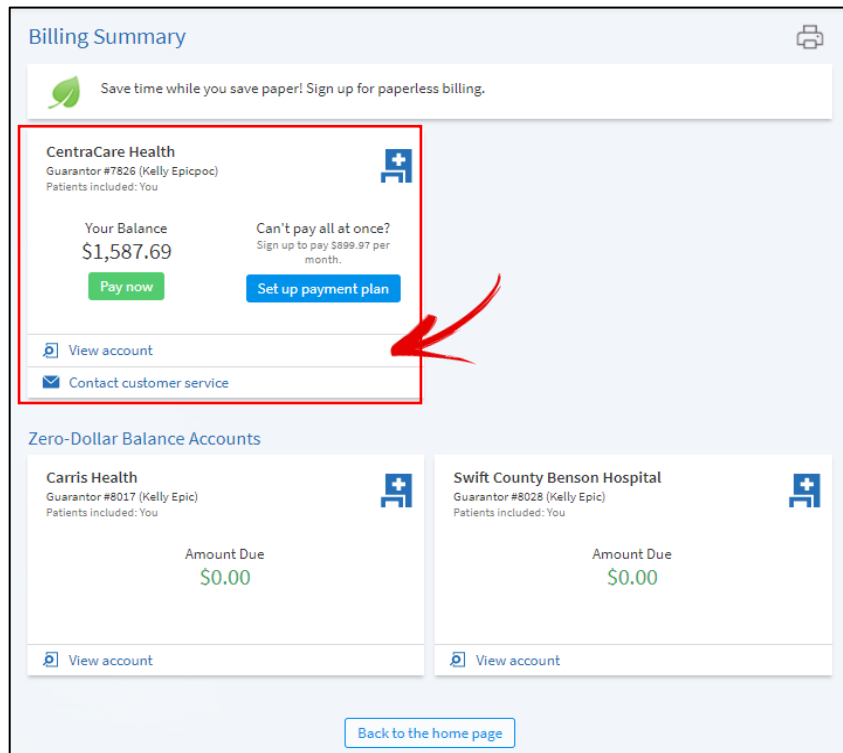
Billing Summary

Within your MyChart account, you can view and make payments on your accounts, contact customer service, and create estimates. The information below provides a walkthrough of these processes.

1. From the **Menu**, search for or scroll to locate the **Billing** section. Click **Billing Summary**.



2. The Billing Summary page displays an information tile representing individual service areas. To see details of each, click the **View account** link.



Status Badges

Within the Billing Details section, you can quickly determine the status of each of your visit accounts with new colored status badges.

There are seven possible status badges that can appear in MyChart:

- Pending insurance
- Outstanding
- Not on payment plan
- Payment plan
- Scheduled payment
- Paid off
- With collections

Year to Date		Showing 3 out of 3 accounts from 01/01/2023 to 08/18/2023		Newest first	
Jun 1 2023	Visit at Mbd SBO Department Physician Services Provider: Bart Starr Patient: Gerry Weiss Account #129432	Billed	Not on payment plan	\$2,711.91	
		Your Balance		\$2,711.91	
		View details			
Apr 1 2023	Visit at Mbd SBO Department Physician Services Provider: Bart Starr Patient: Gerry Weiss Account #129431	Billed	Payment plan	\$1,094.55	
		Your Balance		\$1,094.55	
		View details			
Feb 1 2023	Visit at Mbd SBO Department Physician Services Provider: Bart Starr Patient: Gerry Weiss Account #129429	Billed	Paid off	\$824.55	
		You Paid		-\$824.55	
		Your Balance		\$0.00	
		View details			

The Billing page displays four tabs: **Overview**, **Details**, **Payments**, and **Communications**.

The **Overview** tab displays account balance, responsible party information and options to contact or call for billing questions. In addition, patients may also find an option to set up a payment plan.

MyChart
Billing for Kelly Epicpoc
Physician and Hospital Services for Guarantor #7826

Overview Details Payments Communications

Balances

Your Balance \$1,587.69
Can't pay all at once? Sign up to pay \$899.87 per month.
Pay now Set up payment plan

Insurance claims awaiting response ⓘ

Back to Billing Summary

CentraCare Health

Responsible for Payment
Kelly Epicpoc
Guarantor #7826
345 Division St
SAINT CLOUD MN 56301
320-493-3850
helgetk@centracare.com

Patients Included
KellyMYC MyC Epicpoc (You)

Questions
Contact customer service
Or call 320-255-5622

The **Details** tab displays account balance, payment, insurance, and details of charges.

Billing for Kelly Epicpoc
 Physician and Hospital Services for Guarantor #7828

Overview **Details** Payments Communications

Visit Accounts Show all details ▾

Visit Accounts with Outstanding Balance

Sep 16 2020	Admission at St. Cloud Hospital		
	Sep 16, 2020 to Sep 17, 2020	Billed	\$2,691.00
	Hospital Services	You Paid	\$0.00
	Provider: Tammy Meyerhofer, MD	Discounted	-\$1,103.31
	Patient: KellyMYC MyC Epicpoc Account #710000498	Your Balance	\$1,587.69

Detailed Account Information

ROOM \$2,691.00
[Show charges ▾](#)

Payments and Adjustments -\$1,103.31
 UNINSURED DISCOUNT (ACCT) ADJ - Oct 20, 2020
[Hide details ▾](#)

Your total balance for outstanding visit accounts: **\$1,587.69**

Visit Accounts in Progress
 These accounts do not have an outstanding patient balance and are only displayed for your information. You may be responsible for these accounts in the future.

Jul 9 2020	Office Visit at CentraCare - Northway Clinic Family Medicine	Billed	\$212.25
	Physician Services	You Paid	\$0.00
	Provider: Tammy Meyerhofer, MD	Pending Insurance ⓘ	\$212.25
	Patient: KellyMYC MyC Epicpoc	Your Balance	--
	Account #10000000204		

[Show more details ▾](#)

The **Payments** tab displays details of payments made on the account.

Billing for Rachel Myc Epictst
 Physician and Hospital Services for Guarantor #7578

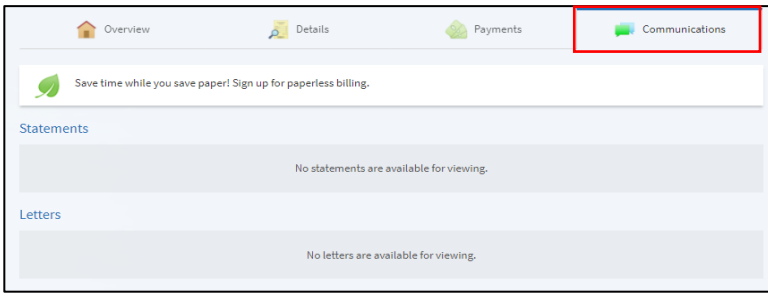
Overview Details **Payments** Communications

Past Payments Since last statement Year to date Last year Any date

Jul 23 2020	COPAYMENT	\$5.00
	Cash (Cash) collected at CentraCare - Albany Clinic Family Medicine	Not yet applied

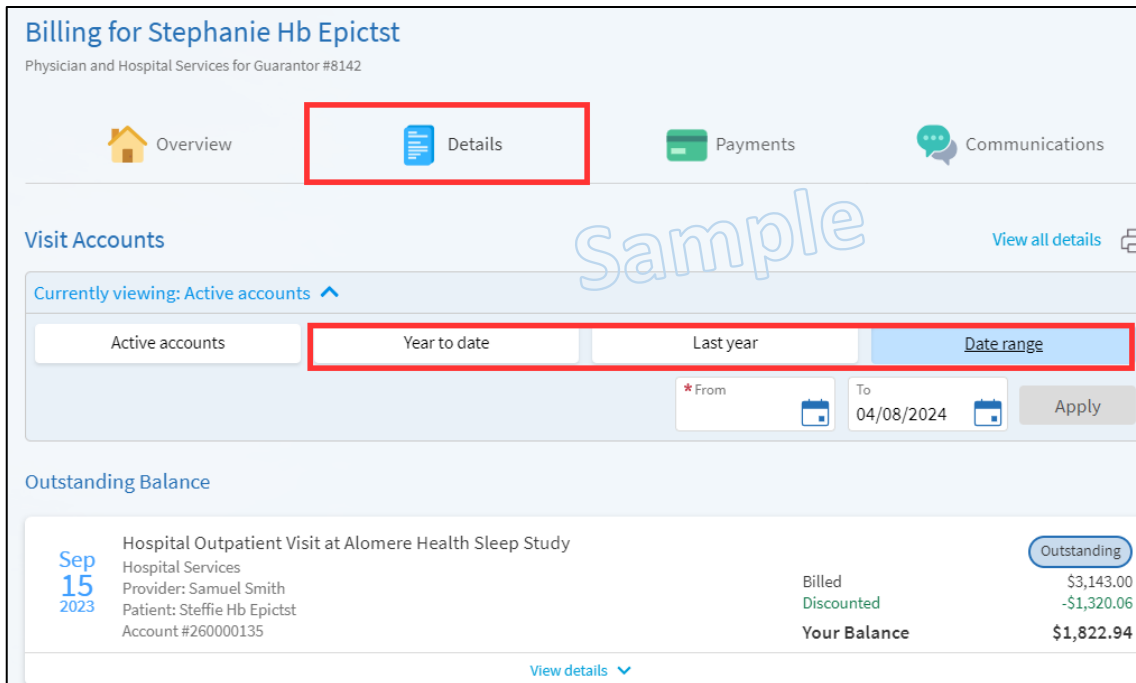
[Back to Billing Summary](#)

The **Communications** tab displays all available Statements and Letters associated with the account.



Closed visits available

If you need to billing information for a closed visit account, you can now use the new filters pane on the **Details** tab of the Billing page in MyChart to locate them.



Pay Now

Within each information tile, there is an option to Pay Now. Clicking on the Pay Now button allows you to pay all or a portion of your balance.

Allergy, Asthma and Pulmonary Associates
Physician Services
Guarantor #9317 (Rachel Myc Epictst)
Patients included: You

Your Balance
\$190.00
Pay now
Last paid: \$5.00 on 1/29/2021

[View account](#)
[Contact customer service](#)

Account Payment for Rachel Myc Epictst
Guarantor #9317

How much would you like to pay today?

Amount due \$190.00
 Other amount

[Next](#) [Cancel](#)

Make a single payment across multiple guarantors

When you pay your bill using MyChart Bill Pay, you can now pay toward all eligible guarantor accounts at once, instead of having to make multiple individual payments. If you have multiple guarantor accounts and open MyChart Bill Pay for one of those guarantor accounts, you will see the other guarantor accounts on the same screen. Use each guarantor section to identify the amount you want to pay for each or check the [Pay later](#) option.

Account Payment

* Indicates a required field
* How much would you like to pay today?

Guarantor #4000256 (Joe Montana)

Amount due \$2,300.00
 Other amount

How much would you like to pay towards other balances?

Guarantor #102945 (Joe Montana)
Physician Services

Amount due \$158.50
 Other amount
 Pay later

Guarantor #102945 (Joe Montana)
Hospital Services

Amount due \$200.00
 Outstanding balance \$2,540.00
 Other amount
 Pay later

Total amount you'll pay: \$2,500.00

NOTE: These additional guarantor accounts will only show up if they have a nonzero balance.

Apple Pay and Google Pay

When making a payment through MyChart, you now have the option of using either Apple Pay or Google Pay. This gives you the convenience of not having to enter your credit card information to pay a bill.

- To use Apple Pay and Google Pay in the MyChart mobile app, the app must be updated to version 9.8 or higher. Apple Pay requires an iOS 13+ device.
- To use Apple Pay and Google Pay on the MyChart website, you must be using a supported web browser and device. For specific and up-to-date version requirements, refer to Apple Pay and Google Pay support websites.

Going forward, when you review past payments in MyChart, you can see which payments were made with either Apple Pay or Google Pay.

Past Payments				
	Since last statement	Year to date	Last year	Any date
Apr 8 2021	MYCHART PAYMENT [Google Pay] Visa x1111			\$25.00
Apr 1 2021	MYCHART PAYMENT [Google Pay] Visa x1111			\$25.00
MAR 24 2021	MYCHART PAYMENT [Apple Pay] Visa x4571			\$44.00

Billing Question

1. To generate a billing question, locate the appropriate billing tile and click on the **Contact customer service** link.
2. A Customer Service Regarding Billing window will display with the account number prepopulated into the message window.

pay \$5,364.24 per month. \$240.24

up payment plan Pay now

View account

Contact customer service

Alomere Health
Guarantor #8598 (Rachel Myc Epicst)

Your Balance \$534.18 Pay now

Can't pay all at once?
Sign up to pay \$53.42 per month. Set up payment plan

Auto Pay \$0.00

cheduled for 4/8/2021
ange payment plan

View account

Contact customer service

In the message area, compose your billing message.

Customer Service Regarding Billing

All pieces of information are required to request customer service.
Please note: Messages to your clinic are not to be used for urgent conditions or medical emergencies. In case of an emergency, please call 911.

From: Rachel Myc Epictst

Account Number
8598

The following people will be able to view this message online.

Myself (Rachel Myc Epictst) Rory Amb Epictst Kelly Myc Epictst

* Message:
I am not seeing my recent payment. Can someone verify that payment has been received?
Thank you.

904 of 1000 characters remaining

Send Cancel

3. When complete, click **SEND**.

Payment Plans

Guarantors may have an option to set up a payment plan. If this option is available at the service location, they will see a **SET UP PAYMENT PLAN** button. To set up or manage an existing payment plan, complete the following steps.

CentraCare Health
Physician Services
Guarantor #7376 (Rachel Myc Epictst)
Patients included: You, Chp, Dns

Your Balance
\$212.25
PAY NOW

View account
Contact customer service

CentraCare Health
Physician Services
Guarantor #7376 (Rachel Myc Epictst)
Patients included: You, Chp, Dns

Your Balance
\$6,728.47
PAY NOW

View account
Contact customer service

Tri-County Hospital
Physician Services
Guarantor #8178 (Rachel Myc Epictst)
Patients included: You, Chp

Your Balance
\$240.24
PAY NOW

View account
Contact customer service

Carris Health
Physician Services
Guarantor #8123 (Rachel Myc Epictst)
Patients included: You

Your Balance
\$3,143.94
PAY NOW

Can't pay all at once?
Sign up to pay \$1.00 per month

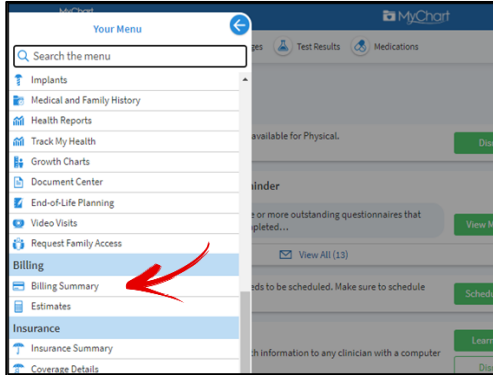
SET UP PAYMENT PLAN

Let's talk: 31.90 ea R/1/1/2020

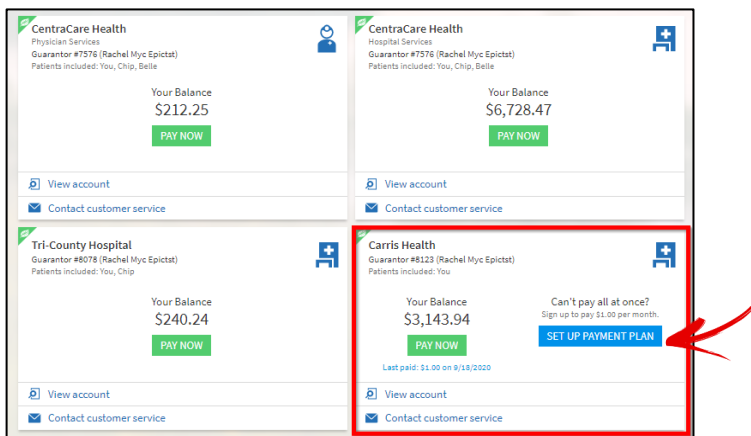
View account
Contact customer service

Set Up A Plan

1. Log in to your **MyChart** account.
2. From the **MyChart Menu**, use the search bar or scroll to locate the **Billing** section and select **Billing Summary**.



3. The **Billing Summary** page will display a separate tile for each service area. If the service area is equipped to allow payment plans, the guarantor will see a button labeled **SET UP PAYMENT PLAN**.



4. To set up a plan, click the **SET UP PAYMENT PLAN** button.
5. In the **Sign Up for a Payment Plan** window, the guarantor will complete the **monthly payment amount** and the **day of the month to be paid**. After doing so, the software will calculate the total number of payments and the payoff date. (See example below)

Sign Up for a Payment Plan

1. Choose a monthly amount

How much do you want to pay per month towards your outstanding balance of \$3,143.94? On which day of the month would you like your payments to be made?

This monthly amount will require you to make 32 payments until you pay off your balance in May 2023.

If a Guarantor attempts to enter an amount less than the facility's requirement, they will receive a warning stating their amount is too low. The balance will default to the minimum the facility will accept. (See example below.)

Sign Up for a Payment Plan

1. Choose a monthly amount

How much do you want to pay per month towards your outstanding balance of \$2,804.77?

On which day of the month would you like your payments to be made?

This monthly amount will require you to make 4 payments until you pay off your balance in January 2021.

The monthly payment you entered is too low for your outstanding balance. It has been automatically adjusted to the minimum allowed amount. If you need further financial assistance, please call us at . Or send a message to customer service.

6. Click the **NEXT** button.
7. The next screen prompts the patient to select a payment method on file or add a new payment method.

Sign Up for a Payment Plan

2. How would you like to pay?

VISA 1111
Ending in 1111
exp. 07/2027

Security code

New Payment Method

[Manage your saved payment methods](#)

NOTE: If the guarantor needs to add a new payment method, they can REMOVE their obsolete card by clicking on *Manage your saved payment methods* and then go back and add the new card info.

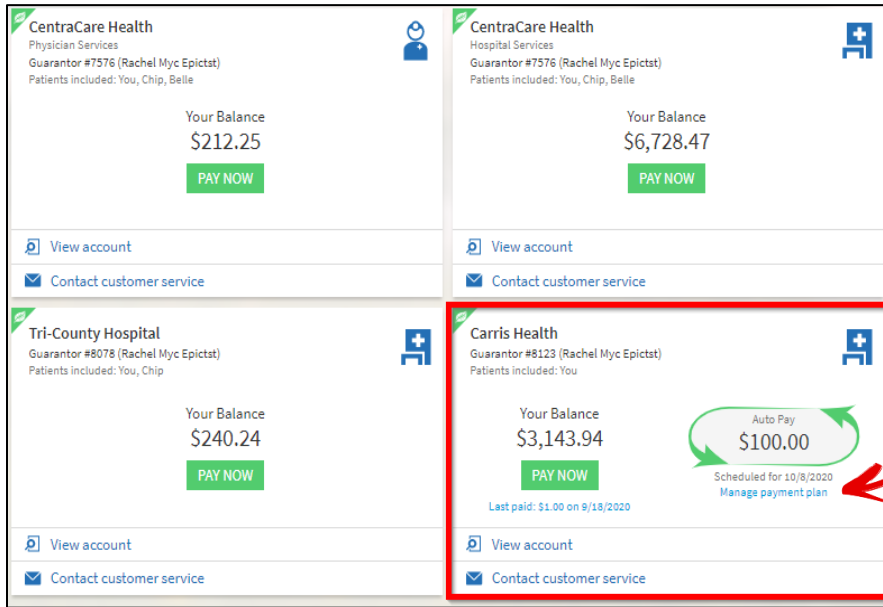
8. Click the **NEXT** button.
9. The last step in setting up the payment plan is to review and confirm the plan.

3. Confirm your payment plan

You will be paying \$800.00 per month towards your balance of \$3,143.94.	Your first payment will be made on October 8 and will be the first of 4 payments until you pay off your balance in January 2021	Payments will be made automatically on the 8th of each month with this payment method. Payment method VISA 1111 exp. 07/2027
--	--	---

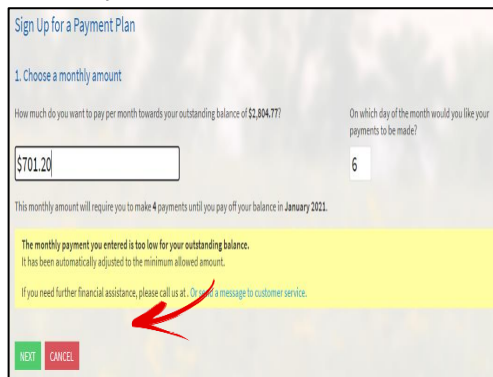
10. To make changes, the patient can select the **BACK** button or to the plan, select the **START PLAN** button.

- Back at the Billing Summary page, the patient will see their Auto Pay plan and at any time may use the **Manage payments plan** option to make changes.

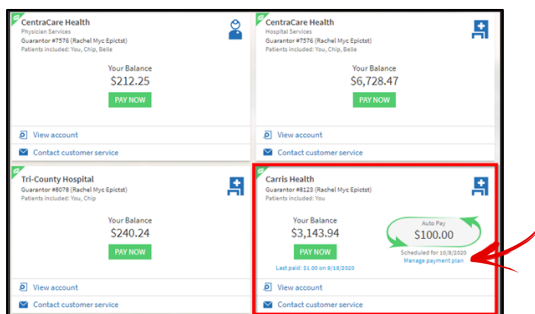


Make Changes to a Plan

- Log in to your **MyChart** account.
- From the MyChart **Menu**, use the search bar or scroll to locate the **Billing** section and select **Billing Summary**.



- The Billing Summary page will display a separate tile for each service area. Locate the plan that you would like to change and click on the option to **Manage payments plan**.



- The payment plan window will display details of the current plan.

Update Your Payment Plan

Current payment plan

You are paying **\$100.00** per month towards your plan balance of \$3,143.94.

You have **32** payments left until you pay off your balance.

Automatic payments are made on the 8th of each month with this payment method.
Payment method: **VISA** 4111 1111 1111 1111 exp. 01/2021

Update your monthly amount

How much do you want to pay per month towards your outstanding balance of \$3,143.94?

On which day of the month would you like your payments to be made?

This monthly amount will require you to make 32 payments until you pay off your balance in November 2023.
If you would like to learn about other payment options, please call us at 320-231-5541. Or send a message to customer service.

[Review payment method](#) [Cancel](#)

- Make any necessary changes. When finished, review the plan and to save your changes click the **Update plan** button.

Add Additional Professional Balances to Existing Payment Plan

Instead of needing to call your billing office, guarantors can now update their payment plan with additional professional charges directly from MyChart.

For example, a guarantor owes \$200 and signs up for a payment plan in MyChart that charges \$50 a month for four months. During their repayment period, the guarantor visited the ED, and \$400 in additional charges were posted to their account. When the guarantor logs in to MyChart, they see they have a \$400 balance not included in the payment plan and decide to update their plan to include it. Due to the increased balance, the monthly amount is recalculated from \$50 to \$200. The guarantor is okay with this change, so they confirm the update to their plan.

Update Your Payment Plan

Current payment plan

You are paying **\$50.00** per month towards your plan balance of \$200.00.

You have **4** payments left until you pay off your balance.

Automatic payments are made on the 30th of each month with this payment method.
Payment method: **VISA** 4111 1111 1111 1111 exp. 01/2021

1. Update your monthly amount

Your current monthly payment, \$50.00, is too low for your outstanding balance. If you update your plan, your monthly payment will be adjusted to the amount shown below.

How much do you want to pay per month towards your outstanding balance of \$400.00?

On which day of the month would you like your payments to be made?

This monthly amount will require you to make 4 payments until you pay off your balance in May 2020.

Undistributed Payments

The Billing page clearly indicates which payments are undistributed, both in the Overview and Payments tabs.

Overview | Details | Payments | Communications

Balances

Your Balance **\$309.00**

Can't pay all at once? Sign up to pay \$20.00 per month. [SET UP PAYMENT PLAN](#)

\$486.96 of your payments has not yet been applied to your balance

Financial Assistance [Under Review](#) [Manage financial assistance](#)

Insurance claims awaiting response

Recent Payments

Aug 8 2019	Prepayment	\$110.00	Checking x1226
Aug 8 2019	Prepayment	\$64.00	Checking x3456
Aug 8 2019	Prepayment	\$54.00	Checking x3456
Aug 8 2019	Co-payment	\$10.00	Cash
Aug 7 2019	Co-payment	\$10.00	Checking x3456

Overview | Details | Payments | Communications

Past Payments

Since Last Statement | Year to Date | Last Year | Any Date

Aug 8 2019	Prepayment	Checking x1226	\$110.00	Not yet applied
Aug 7 2019	Electronic Payment	Checking x3456	\$7,400.00	\$58.96 not yet applied

Pay As Guest

Guarantors can now pay their bills online, even if they do not have MyChart logins. Guarantors will receive a statement or email that includes their guarantor ID. They can enter their guarantor ID and their last name on the Pay as Guest page to look up their hospital and professional balances to make payments. Guarantors can choose to pay the current amount due, the full outstanding balance, or a different amount by selecting Other.

MyChart
Powered by **CentraCare**

Pay as Guest

Look up your account
You may enter a guarantor account number or a specific visit account number.

Account # Guarantor last name

As a spam prevention measure, complete the CAPTCHA below.

I'm not a robot

Download on the **App Store** | GET IT ON **Google Play**

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart
Powered by **CentraCare**

Pay as Guest

Look up your account
You may enter a guarantor account number or a specific visit account number.

Account/Guarantor # Guarantor last name ✓ Account found

You have a balance due for services performed at CentraCare Health.

How much would you like to pay today?

Amount due

Other amount

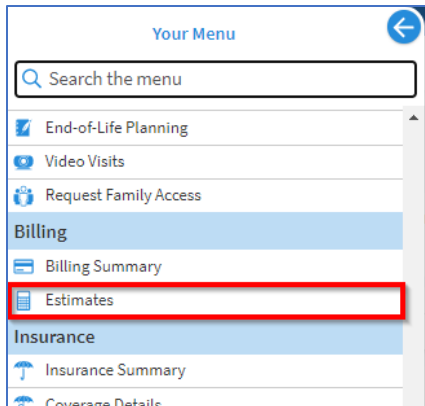
Download on the **App Store** | GET IT ON **Google Play**

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

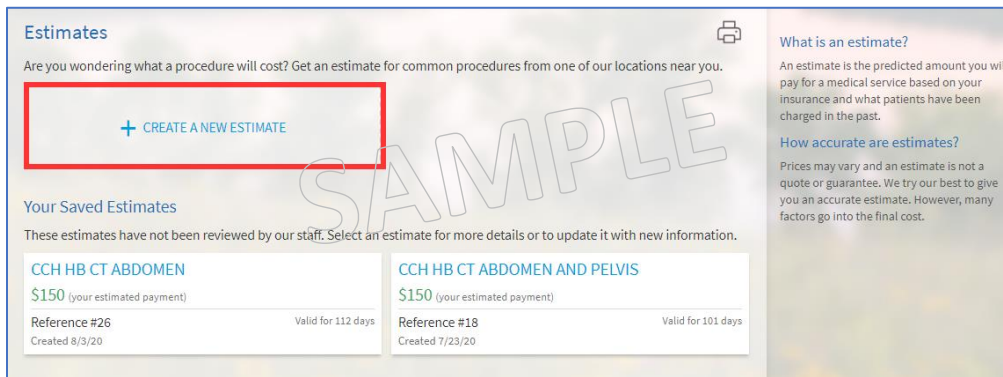
Create an Estimate

To create an estimate for a particular service or procedure, complete the following steps in MyChart.

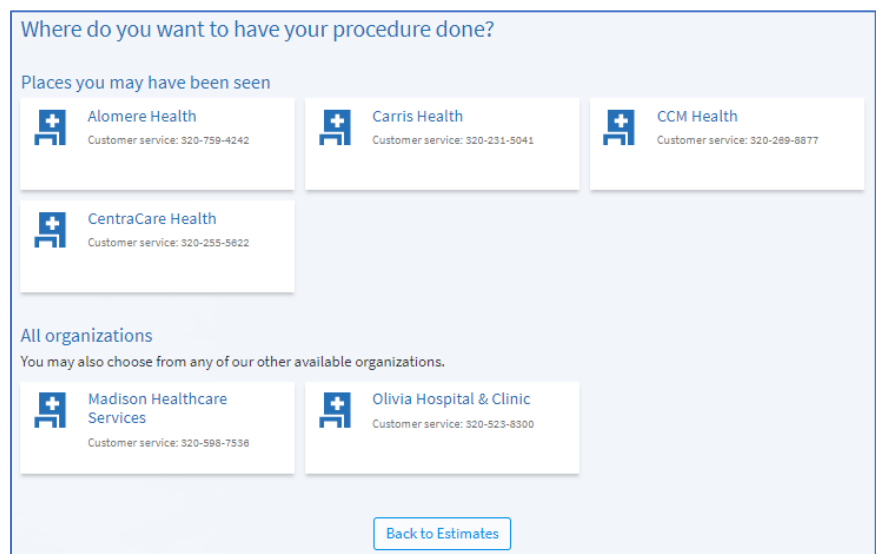
1. From the **Menu**, search for or scroll to locate and select the **Estimates** option.



2. The Estimates page will display, including a link to any saved estimates. To create a new estimate, click the + CREATE A NEW ESTIMATE button.



3. The next screen prompts the patient to select where they want to have the procedure completed. (NOTE: If the site is not listed, that site is not yet live with the patient estimates feature of MyChart.)



4. A Categories window will display. Here, patient can locate and click to browse a category or use the search box to search by keyboard or CPT[®] code.

What service would you like?

Search by keyword or CPT® code

Categories

Common Services Get an estimate for our most frequently performed services and procedures.	Behavioral Health Services related to Mental Health or Substance Abuse.	Cardiology Services related to the diagnosis, evaluation, treatment and ongoing monitoring of heart problems.
Digestive Health Services with Gastroenterology (GI) and the digestive health team related to diagnosis and patient-focused solutions for adult and pediatric patients with diseases of the digestive system.	Head Procedures including the eyes, ears, nose or throat.	Hospital Visits Services related to hospital visits or stays.
Imaging Diagnostic imaging reveals the internals of the body to help determine treatment.	Immunization Vaccines or Vaccinations	Joint These services offer relief or replacement of worn or inflamed joints.
Laboratory Laboratory evaluations include blood tests, lipid panels, and drug screens.	Office Visit Services for an office visit with a physician, nurse practitioner or physician assistant.	Office Visit – Hospital Outpatient Office visits billed by physicians providing services in an outpatient department of a hospital.
Pain Management Services related to the treatment of pain including injection treatment, physical therapy, chiropractic, counseling, or other therapies.	Pregnancy & Birth Birth services relate to the delivery of a newborn or post-partum care.	Pulmonary Services related to the lungs.
Skin Services related to the skin.	Sleep Medicine Services related to the diagnosis and treatment of sleep disorders.	Surgery Surgical procedures are complex medical routines that usually involve anesthesia.

5. The results will display a list of procedures. To select, the patient will locate and click on the desired procedure.

What service would you like?

Search by keyword or CPT® code

Categories Digestive Health

results for category "Digestive Health"

Colonoscopy and biopsy CPT® 45580 Biopsy of large bowel using an endoscope	Baseline EGD Outpatient CPT® 43235 Diagnostic examination of esophagus, stomach, and/or upper small bowel using an endoscope
Colonoscopy W/Endoscopy US CPT® 45391 Ultrasound examination of lower large bowel using an endoscope	Colonoscopy w/lesion removal CPT® 45565 Removal of polyps or growths of large bowel using an endoscope
Diagnostic Colonoscopy CPT® 45578 Diagnostic examination of large bowel using an endoscope	EGD (esophagogastroduodenoscopy) CPT® 43239 Biopsy of the esophagus, stomach, and/or upper small bowel using an endoscope

6. The insurance information on file will display and prompt the patient to **Use these benefits** or **Don't use Insurance** to create the estimate.

Estimate for Mammogram, Bilateral Diagnostic, 2D

This Estimate Does Not Include:

- Reading/Interpretation

Coverage Information
Veterans / Veterans Admin Mpls

ⓘ You have other insurance coverages that might pay towards this service. Only payments from your primary insurance, Veterans, will be included in the estimate. Your other insurance coverages include:

- Medica / Medica

Please enter your benefits. These may be found on your member card or other material provided by your insurance provider. If you can't find this information, you can contact your insurance provider or call our customer service department at 320-255-5622.

Overall Benefits
If you have benefits that aren't specific to a certain type of service, enter them here. They might be called Health Benefit Plan Coverage in the information provided by your insurance provider.

Copay ⓘ \$ N/A <small>I don't have a copay</small>	Remaining Deductible ⓘ \$ 50.00 <small>I don't have a deductible</small>	Maximum Out-of-Pocket ⓘ \$ 500.00 <small>I don't have a max out-of-pocket</small>
---	---	--

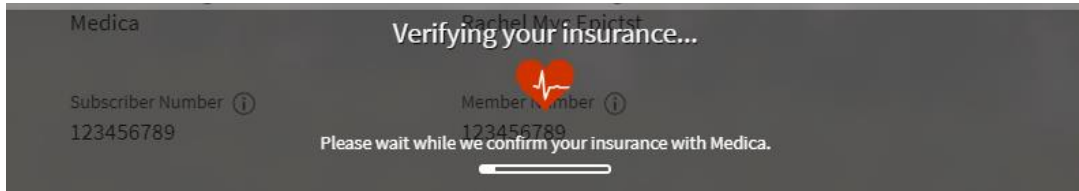
Specific Benefits
This estimate involves the following service types, which might have different benefits under your insurance coverage. Check to see if you have benefits specific to any of these service types.

Copay (\$)	Remaining Deductible (\$)	Coinurance (%)
RADIOLOGY <input type="text"/>	<input type="text"/>	<input type="text"/>

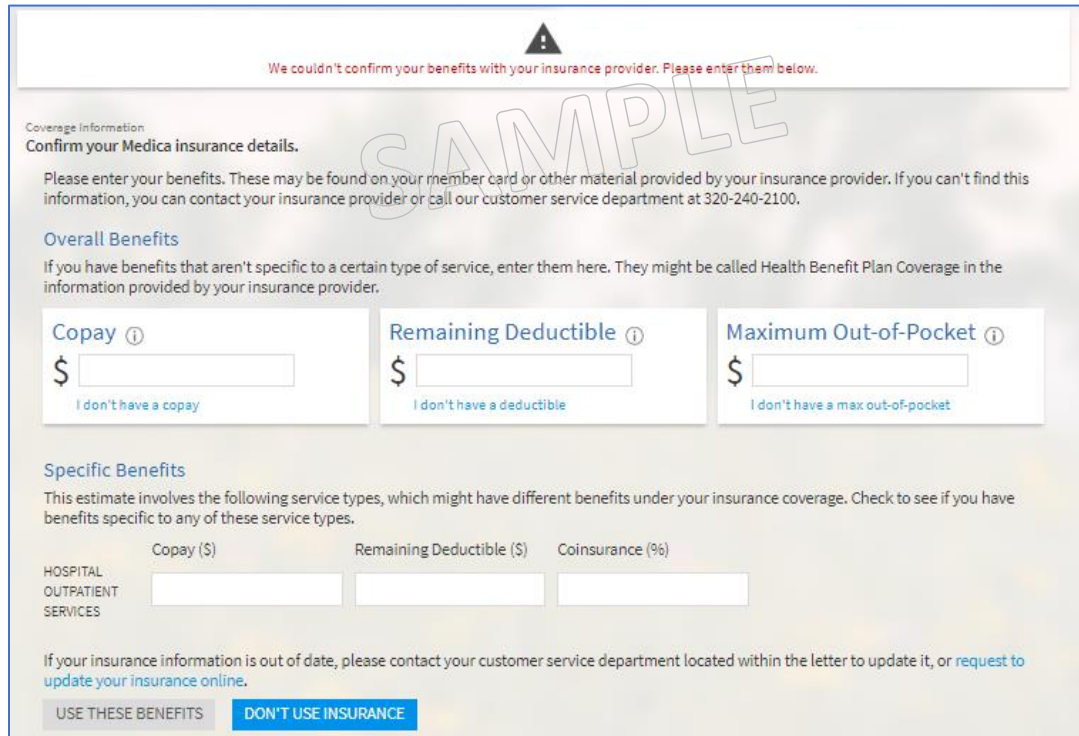
If your insurance information is out of date, please contact your customer service department located within the letter to update it, or [request to update your insurance online](#).

NOTE: On this same screen, the patient also has the option to update their insurance coverage.

7. If using insurance, the system will now pause to verify the patient’s insurance coverage.

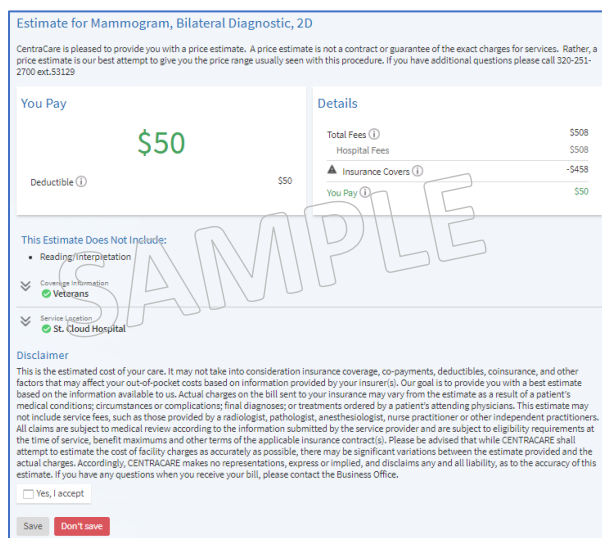


8. If unable to verify the insurance, the patient will be prompted to provide their benefit details.



9. If prompted for a service location, the patient will click to select one.

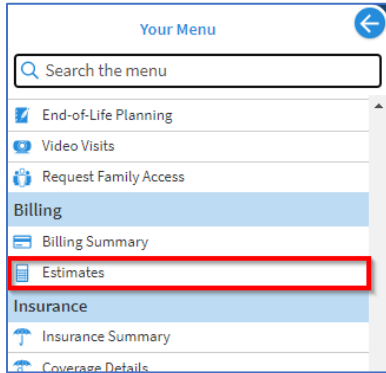
10. With or without insurance, the final estimate will be displayed for the patient to review.



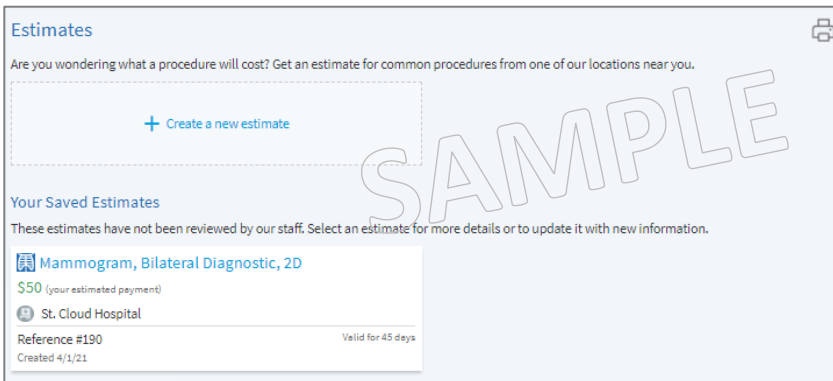
11. To save the estimate, the patient will first click to check the Yes, I accept box and then the **SAVE** button.

Update Saved Estimates

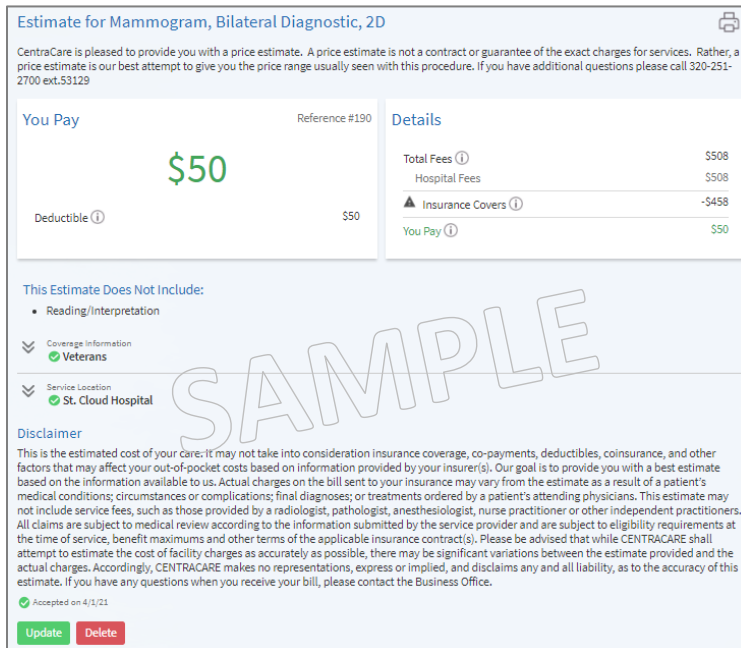
1. Log in to MyChart account.
2. From the **Menu**, search for or scroll to locate and select the **Estimates** option.



3. The Estimates page will display a link to any saved estimates.
4. Locate and click on the saved estimate to update or delete.



5. After review, click on the **UPDATE** button to save or the **DELETE** button to remove the estimate.



MyChart Pre-Estimate and Outstanding Balance Payments

Effective January 1, 2022, the Federal No Surprises Act provides new protections for certain unexpected or excessive medical bills. In compliance with this federal legislation, we provide patients with estimates, pre-pay estimates and opportunities to make payments within MyChart.

Inside your MyChart account, you may find these options within the eCheck-In steps or from the Menu > Billing section.

eCheck-In Payment

Up to seven (7) days in advance of an appointment, patients are encouraged to complete an online eCheck-in. Doing so will help reduce your time at the registration desk when you arrive for your appointment.

As a part of the eCheck-in process, you may see a section labeled **Payments**.

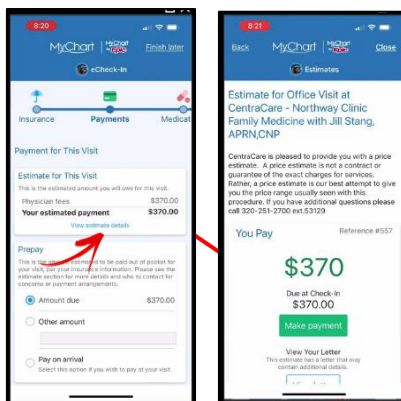
1. The **Payments** section allows you to view their Estimate Summary, Prepay an amount from the estimated out-of-pocket expense, and pay their Outstanding Balance, if applicable.

Estimate Summary

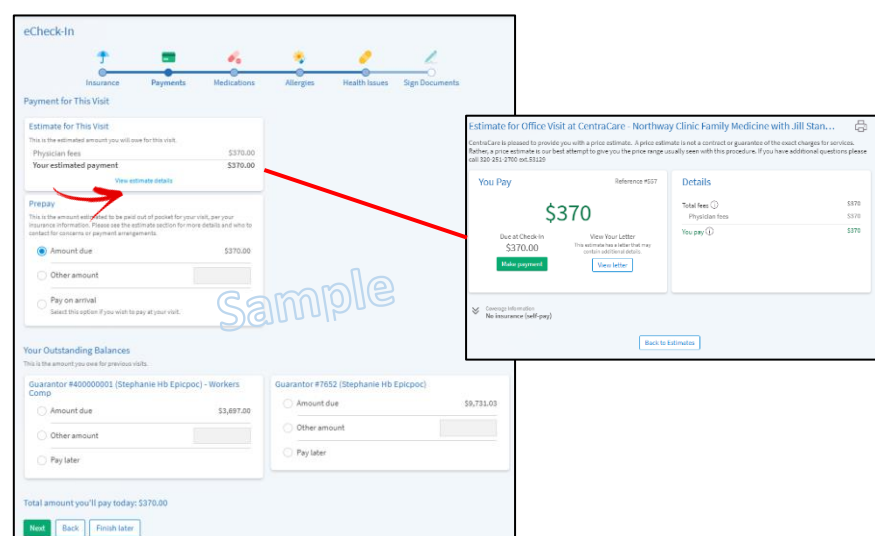
Most scheduled services will have an estimate generated prior to the services. The estimate is based on information known at the time the estimate is created.

To see detailed information about the estimate, click on the **View estimate details** link.

Mobile



Website



Prepay

Prepay is the estimated amount for the upcoming service you may owe out-of-pocket, based on insurance or no insurance.

This section provides three payment options:

- **Amount Due.** When selected, you will be prompted to provide a payment method.
- **Other Amount.** Enter the amount you wish pay and proceed to the payment method.
- **Pay at Arrival.** Provides you an opportunity bypass making a pre-payment during eCheck-In. You will be asked again at the time of your arrival.

eCheck-in

Insurance Payments Medications Allergies

Payment for This Visit

Estimate for This Visit

This is the estimated amount you will owe for this visit.

Physician fees	\$370.00
Your estimated payment	\$370.00

[View estimate details](#)

Prepay

This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.

Amount due \$370.00

Other amount

Pay on arrival

Select this option if you wish to pay at your visit.

Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #400000001 (Stephanie Hb Epicpoc) - Workers Comp

<input type="radio"/> Amount due	\$3,697.00
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Guarantor #7652 (Stephanie Hb Epicpoc)

<input type="radio"/> Amount due	\$9,731.03
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Website

8:24 eCheck-in Finish later

Insurance Payments Medications

Payment for This Visit

Estimate for This Visit

This is the estimated amount you will owe for this visit.

Physician fees	\$370.00
Your estimated payment	\$370.00

[View estimate details](#)

Prepay

This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.

Amount due \$370.00

Other amount

Pay on arrival

Select this option if you wish to pay at your visit.

Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #400000001 (Stephanie Hb Epicpoc) - Workers Comp

<input type="radio"/> Amount due	\$3,697.00
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Guarantor #7652 (Stephanie Hb Epicpoc)

<input type="radio"/> Amount due	\$9,731.03
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Mobile

to
to

Outstanding Balance

If have an outstanding balance, the patient is given the opportunity to pay during eCheck-In. The patient is given similar choices to pay the full amount, other amount or pay the outstanding balance later.

eCheck-In

Insurance Payments Medications Allergies Health Issues Sign Documents

Payment for This Visit

Estimate for This Visit

This is the estimated amount you will owe for this visit.

Physician fees	\$370.00
Your estimated payment	\$370.00

[View estimate details](#)

Prepay

This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.

Amount due \$370.00

Other amount

Pay on arrival

Select this option if you wish to pay at your visit.

Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #400000001 (Stephanie Hb Epicpoc) - Workers Comp

<input type="radio"/> Amount due	\$3,697.00
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Guarantor #7652 (Stephanie Hb Epicpoc)

<input type="radio"/> Amount due	\$9,731.03
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

Total amount you'll pay today: \$370.00

[Next](#) [Back](#) [Finish later](#)

Website

8:31 eCheck-in Finish later

Prepay

This is the amount estimated to be paid out of pocket for your visit, per your insurance information. Please see the estimate section for more details and who to contact for concerns or payment arrangements.

Amount due \$370.00

Other amount

Pay on arrival

Select this option if you wish to pay at your visit.

Your Outstanding Balances

This is the amount you owe for previous visits.

Guarantor #400000001 (Stephanie Hb Epicpoc) - Workers Comp

<input type="radio"/> Amount due	\$3,697.00
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

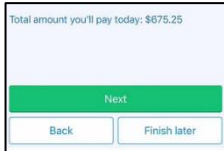
Guarantor #7652 (Stephanie Hb Epicpoc)

<input type="radio"/> Amount due	\$9,731.03
<input type="radio"/> Other amount	
<input type="radio"/> Pay later	

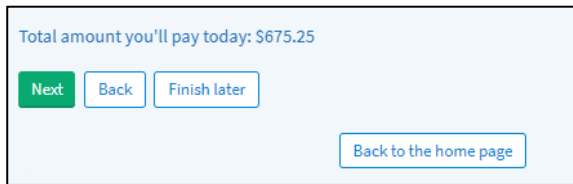
Mobile

2. After making payment selections, scroll to the bottom of the page and select **NEXT**.

Mobile

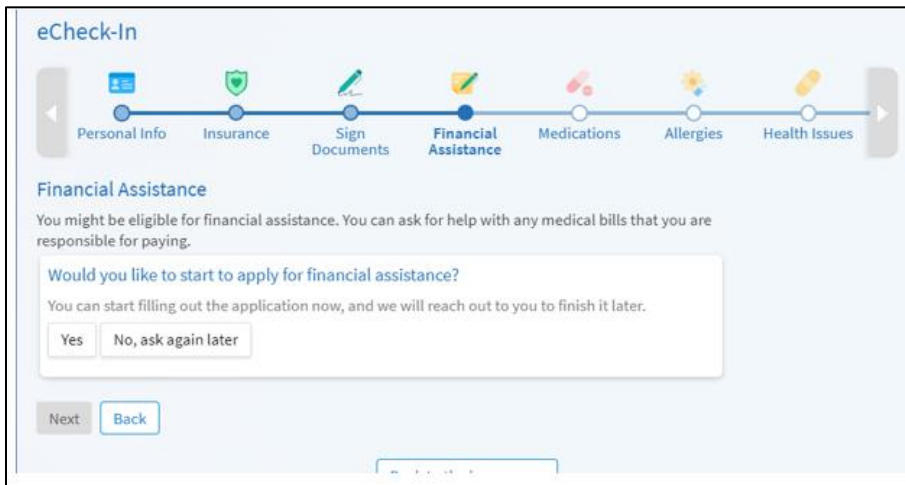


Website



Financial Assistance

If eligible, you may receive a link in MyChart to apply for financial assistance online.



If you are not interested, you can simply choose the option to decline.

Menu > Billing Options

From the MyChart Menu, you will find a section labeled Billing. Use the Estimates option to locate and view details of estimates.

Additionally, all estimates generate a letter that can be viewed and/or printed by clicking on the View Letter button.

The image shows a screenshot of the MyChart interface on the left and a sample of an estimate letter on the right. A red arrow points from the 'View Letter' button in the MyChart interface to the sample letter.

MyChart Interface (Left):

- Header: MyChart Powered by CentraCare
- Navigation: Your Menu, Visits, Messages, Test Results, Medications
- Section: Estimates
- Text: Are you wondering what a procedure will cost? Get an estimate for common procedures from one of our locations near you.
- Button: + Create a new estimate
- Section: Estimates for Scheduled Services
- Text: Select an estimate for more details.
- Item: Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN, CNP
- Details: 3/7/2023 9:20 AM View visit, \$357 (your estimated payment), CentraCare - Northway Clinic Family Medicine, Jill Stang, APRN, CNP, Reference #1286225, Created 3/1/23
- Buttons: Make payment, View Letter (highlighted with a red arrow)

Sample Estimate Letter (Right):

CentraCare Health
1200 6TH AVENUE NORTH
SAINT CLOUD, MN 56303-2735

Guarantor #: 388315
Prepared on: 3/1/2023

Estimate Number	Prepayment Due	Amount Paid
1286225	\$356.75	\$

Please make checks payable and remit to:
CentraCare Health
1406 Sixth Ave. N.
St. Cloud, MN 56303

Please detach and return top portion with your payment.

Visit Estimate
Office Visit at CentraCare - Northway Clinic Family Medicine with Jill Stang, APRN, CNP on March 7, 2023

Patient Name	Date of Birth	MRN	Insurance Coverage
Rory Amb Epiccnv II	03/27/1986	00510180	Self-Pay

Summary
This section contains a summary of the estimated cost for Rory Amb II Epiccnv's upcoming visit on 3/7/2023.

Patient Responsibility	Details
356.75	Physician Fees 356.75
	Patient Responsibility 356.75

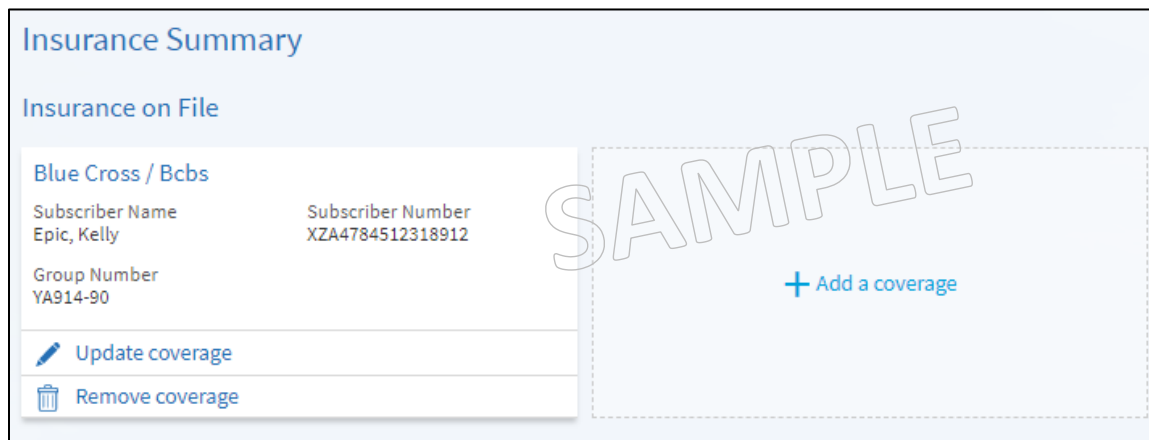
Charge Detail
Please note that your actual charges are dependent upon a number of things that we cannot predict, such as

Insurance

You can keep your insurance information updated and manage it easily within MyChart. In addition, follow the status of your claims, deductibles and out-of-pocket expenses.

Insurance Summary

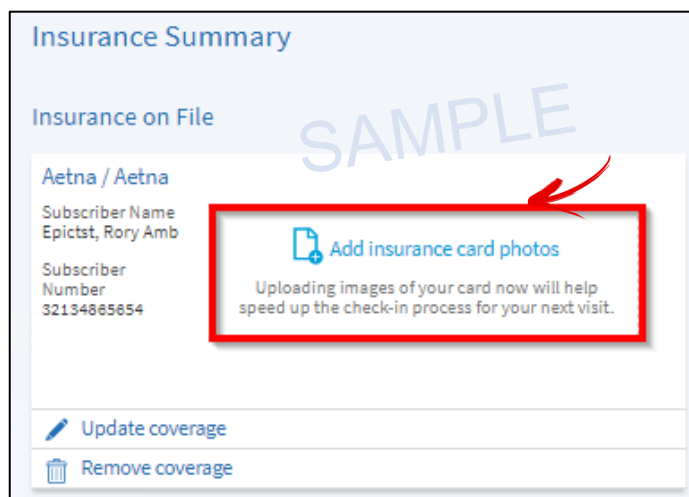
1. To review the insurance information your clinic has on file, go to **Insurance > Insurance Summary**.
2. To update your insurance information, make any of the following changes:
 - Request a change to an existing coverage.
 - Remove a coverage.
 - Add a new coverage. New coverages are submitted for verification when you log out of MyChart.



Upload Insurance Card Photos


Optionally, inside of MyChart you can upload images of your insurance cards. To do so, you will first need to take a picture of both sides of your cards and save the pictures to a location that is accessible to you when logged into your MyChart account (MyChart website or MyChart Mobile).


1. Log into MyChart account.
2. From the **Menu**, search for or scroll to locate and select the **Insurance Summary** option.
3. Select the **Add insurance card photos** box.



- Chose the option to **Add front**. Browse to the location of your stored card photos and select the front picture photo.
- Chose the option to **Add back**. Browse to the location of your stored card photos and select the back picture photo.

*Please upload images of your insurance card.

 [Add front](#)
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

 [Add back](#)
File types: BMP, JPEG, JPG, PDF, PNG, TIF, TIFF
The maximum file size is 4 MB.

- Click the **Submit** button.

Insurance Coverage Details

- Go to **Insurance > View coverage details** to see more information about the insurance coverage we have on file for you.
- The Coverage Details window will display a list of your insurance accounts, member numbers and date of birth. If you have a question regarding coverage, click **Customer Service Request** to send a message to customer service staff.

Coverage Details

Veterans / Veterans Admin Mpls

Member	Member Number	Date of Birth
Rachel Myc Epicpoc		02/02/1980

Medica / Medica

Member	Member Number	Date of Birth
Rachel Myc Epicpoc	1234	

If you have a general question regarding coverages, submit a Customer Service Request

[Customer service request](#)

Customer Service Regarding Coverage

All pieces of information are required to request customer service.
Please note: Messages to your clinic are not to be used for urgent conditions or medical emergencies. In case of an emergency, please call 911.

From: KellyMYC MyC Epicpoc

***Message:**

951 of 1000 characters remaining

Referrals

Use the Insurance > Referrals option from the Menu or click the member's name on the Coverage Details screen to display a list of referrals and their status. Each referral has a Referral number associated with it. You can click on the referral number to display the details and current status for each.

Coverage Details



Please understand that the "Status: Authorized" does not guarantee payment for the services authorized, but indicates that the service has been "Medically Authorized". Please contact your insurance company to ensure benefit coverage and medical necessity requirements are met. If you do not have insurance, you will be responsible for the entire bill.

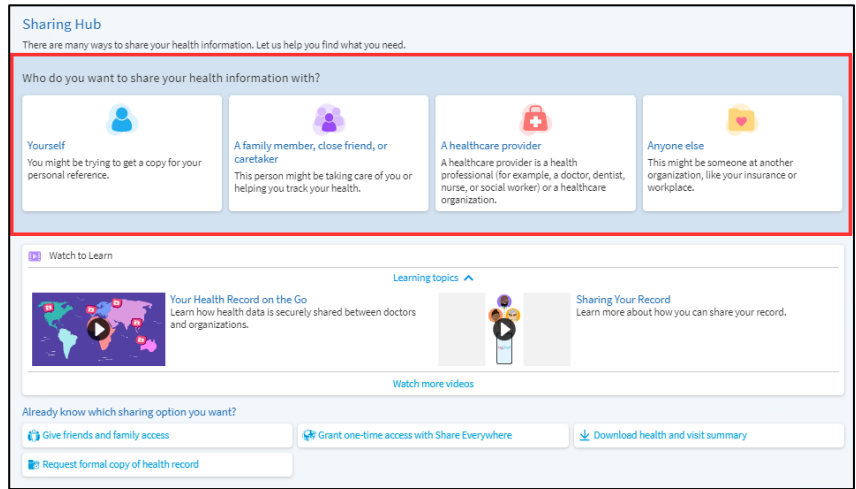
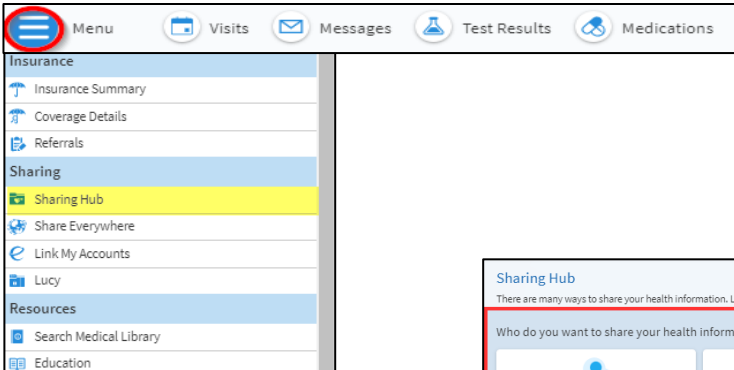
Referrals						
Referral #	Referred To	Referred By	Start Date	Exp Date	Status	
1681	CentraCare - River Campus Clinic Pulmonology	Tammy Meyerhofer, MD	04/16/2021	05/16/2022	Authorized	
1170		Patricia A Nee, MD	12/09/2020	01/08/2022	Pending Review	
1230000968		CCC NORTHWAY FAMILY MEDICINE	10/20/2020	10/21/2021	Pending Review	
1230000967	CentraCare - Sauk Centre Hospital Physical Therapy	CCC NORTHWAY FAMILY MEDICINE	10/20/2020	11/19/2021	Pending Review	
1230000963		CCC NORTHWAY FAMILY MEDICINE	10/19/2020	10/20/2021	Pending Review	
1230000940	CentraCare - Melr Physical Therapy					
1230000801						
1230000301	CentraCare Heart Center					

Referrals

Referral ID: 1681	Start Date: 04/16/2021
Insurance: Blue Cross / Bcbs	Expiration Date: 05/16/2022
Referred By: Tammy Meyerhofer, MD	Referral Type: Consult
Referred To: -	Status: Authorized
Specialty: -	
Department: CentraCare - River Campus Clinic Pulmonology	
Department Specialty: Pulmonology	
Location/POS: -	
Vendor: -	

Sharing Hub

The updated MyChart has been redesigned to better help you find the appropriate sharing options. To use the MyChart record sharing features, click the **Menu** button, and select the **Sharing Hub**.

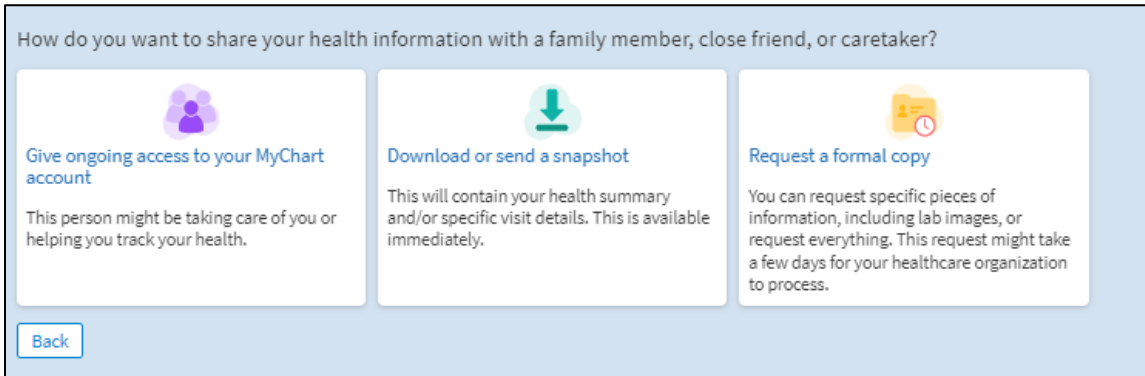


WHO:

From the Sharing Hub screen, review the sharing options and click the box that represents who you would like to share your information with.

HOW:

From the next Sharing Hub screen, select how you would like that information shared.



School Health Report

You can download a streamlined printable School Health Report from MyChart that includes key details for school forms such as basic demographic information, allergies, current medications, current immunizations, health issues, and a current care team list.



CentraCare Health - POC
 St. Cloud MN 56303
 United States of America

Patient Health Summary

This document contains information that was shared with Rory Amb Epicpoc on April 08, 2024. It might not contain the entire record from CentraCare Health - POC.

Demographics

Name: **Rory Amb Epicpoc**
 Address: 121 WEST 12TH AVE ST JOSEPH MN 56374
 Date of birth: 03/27/1986 Legal sex: Female Language: English
 Email: sarah.krantz@centracare.com
 Home phone: 320-558-1878
 Mobile: 612-655-5555

Vital Signs

Most recent update: 4/5/2024 10:16 AM
 Ht: 1.651 m (5' 5") Wt: 65.8 kg (145 lb)

Allergies

Allergen	Severity	Reaction(s)
Fish Derived	Medium	Diarrhea
Fish Oil	Low	Diarrhea

Current Medications

Medication	Dosage	Start date
pnv with Ca.No.72-Iron-FA (PRENATAL) 27 mg iron- 1 mg oral Tablet	Take 1 Tablet by mouth in the morning.	—
warfarin (COUMADIN) 1 mg oral Tablet	Take 1 Tablet (1 mg) by mouth in the evening.	—
ibuprofen 100 mg oral Tablet, Chewable	Chew and Swallow 1 Tablet (100 mg) by mouth if needed in the morning, at noon, and before bedtime for moderate pain.	—
enoxaparin (LOVENOX) 30 mg/0.3 mL subcutaneous solution for injection syringe	0.3 mL (30 mg) by subcutaneous route every 12 hours.	—
ibuprofen 200 mg oral Tablet	Take 2 Tablets (400 mg) by mouth every 6 hours if needed for mild pain.	10/12/2023
sulfamethoxazole-trimethoprim (BACTRIM) 400-80 mg oral Tablet	Take 1 Tablet by mouth every 12 hours.	—
levothyroxine (SYNTHROID) 100 mcg oral Tablet	Take 1 Tablet (100 mcg) by mouth daily before breakfast.	—
aspirin (CHILDREN'S ASPIRIN) 81 mg oral Tablet, Chewable	Chew and Swallow 1 Tablet (81 mg) by mouth in the morning.	—

Current Immunizations

Immunization	Date administered	Lot number	Route
Pneumococcal Conj Vac, 13-valent (Pevnar)	1/12/2024	TESTING	Intramuscular

Problem List

Problem	Date noted
Other specified hypothyroidism	9/8/2023
Acute non intractable tension-type headache	9/21/2023
Hyperthyroidism	9/21/2023
Acute embolism and thrombosis of deep vein of left lower extremity (HCC)	10/9/2023
Psoriatic arthritis (HCC)	2/23/2024

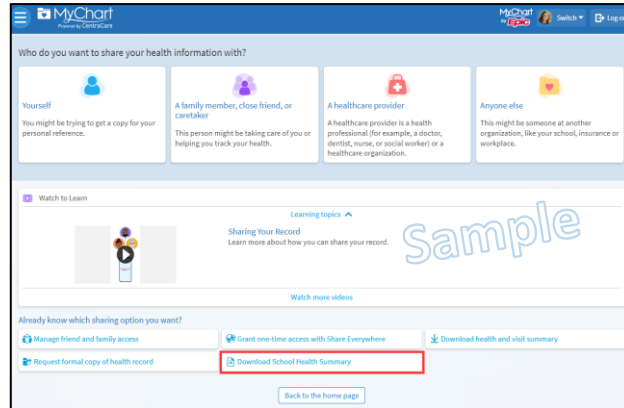
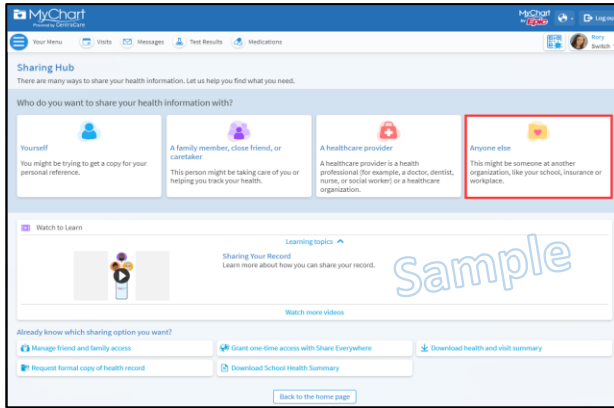
Care Team

Active

Name	Relationship	Specialty	Phone	Duration
Greene, Eric Michael, APRN,CNP	PCP - General	Nurse Practitioner Family	320-251-2600	7/25/2023 - Present
(Elink), Park View Senior Living	Nursing Home	Skilled Nursing Facility	507-938-4151	9/21/2023 - Present

This report provides a simple and comprehensive health summary that most schools, day cares, and similar organizations require annually. Instead of needing to pool information from multiple separate activities, you can now use a printer-friendly option that is simple to utilize.

Find the new School Health Summary on the Sharing Hub > Anyone Else card of the Sharing Hub>Download School Health Report button.

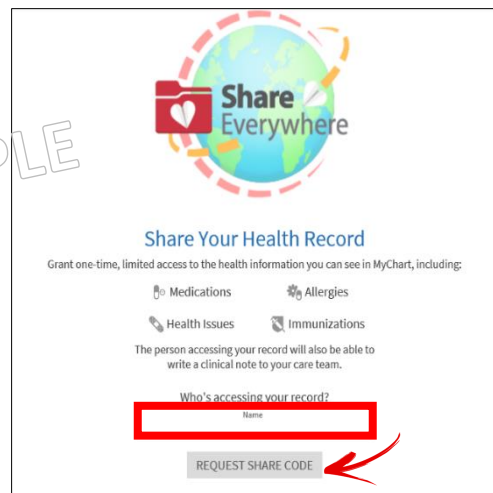
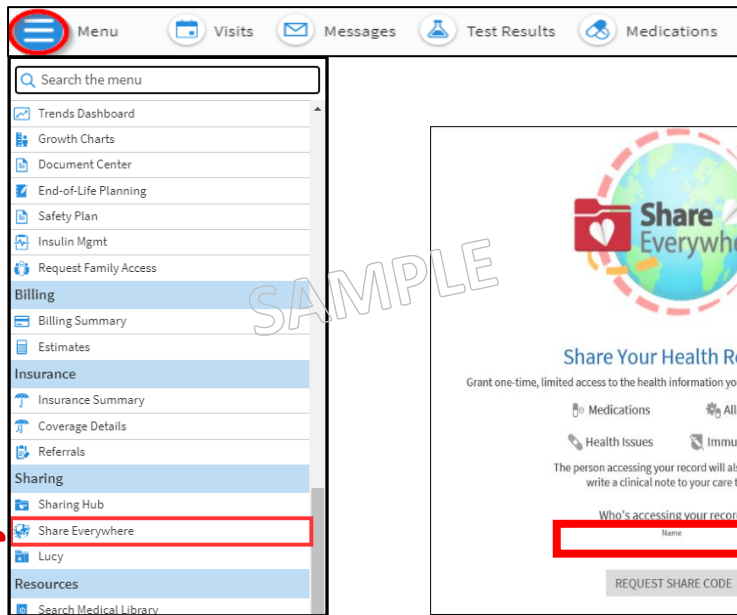


Share Everywhere

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. 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 provide.

Because Internet access is all that is needed, even a provider across the world could view your patient chart to provide care.

You can generate a share code from the new Share Everywhere activity, which is accessible under the MyChart Menu > Sharing > Share My Record option.



You will provide the **Name** of person you want to share your records with and click the **REQUEST SHARE CODE** button.

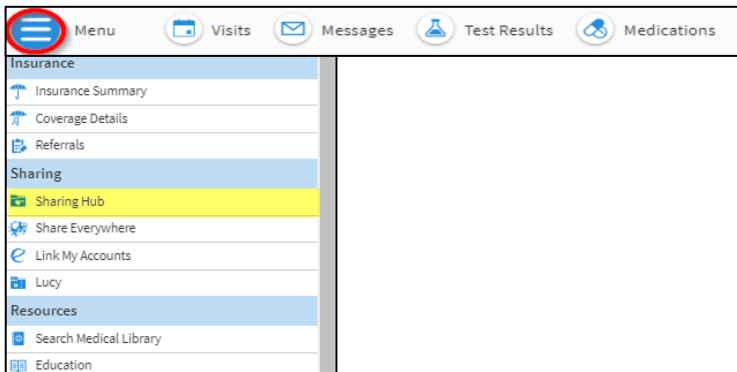
You can then share this code with the provider and the provider can enter the code on a publicly accessible Epic-hosted website (**ShareEverywhere.com**) to review your information, including allergies, medications, health issues, immunizations, test results, past visit summaries, and code status.

The provider will be able to see the same information you can see in your MyChart account.

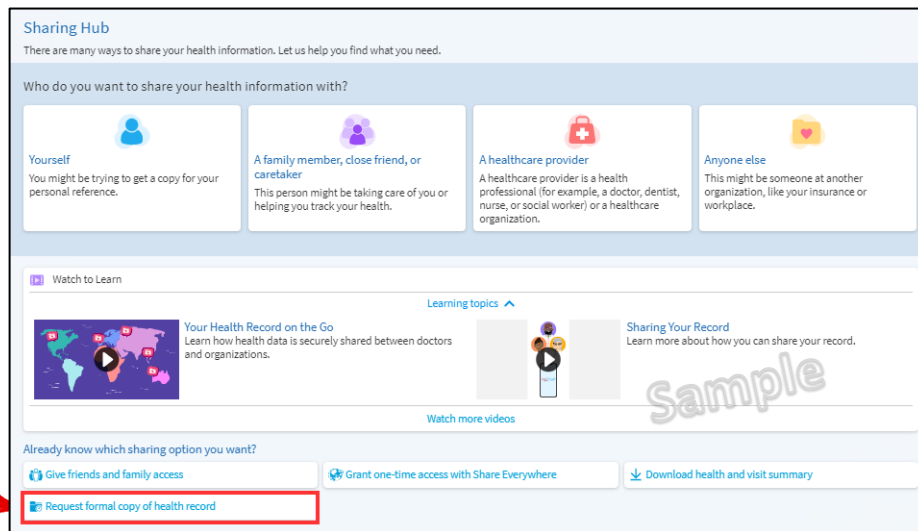
Request Release of Information Records

MyChart has a dedicated activity for you to make release of information requests.

To locate this request form, click the **Menu** button and select the **Sharing Hub**.



With the Sharing Hub displayed, locate, and click the option to **Request formal copy of health record**.



Complete the questions displayed and from the locations listed, select the location or locations to be included in the request.

Request Formal Copy of Health Record
 Request your medical record from your healthcare provider by answering a few questions. This request requires processing by your healthcare organization and might take a few days.

[Submit a new request for a formal copy of your health record](#)

*Indicates a required field

*Who should we send this record to?
 Me Someone else

*What dates do you want information from?
 Date range: All dates

Which location(s) do you want to request records from?
 Alexandria Clinic | Allergy, Asthma and Pulmonary Associates | **Alliance Imaging Center** | Alomere Health | CCM Health | **CentraCare Health**
 CentraCare Willmar/Redwood (FKA Carris) | CHI St. Gabriels Health | Johnson Memorial Health Services | Madison Healthcare Services | Meeker Memorial | **Simplicity Health**
 Stevens Community Medical Center | Swift County Benson Hospital | Tri-County Health Care | Williams Integracare Clinic

*What information do you want included in the record?

Providers Notes **Include**
What is this?

Diagnostic Tests/Procedures **Include**
What is this?

Rehab Notes **Include**
What is this?

List of Current Medications **Include**

Immunization Record **Include**

Itemized Billing Include

Other **Include**

Please include the specific hospital, clinic or provider you would like records from in the box that follows.
 Use the option(s) below to say which types of sensitive information you agree (authorize) to be included in this record.
 Addiction Services (Recovery Plus) CCH Suboxone Treatment Midsota Records

Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."

If you have any specific instructions regarding the information request, please use this section to describe.

When complete, click the **Continue** button.

A summary window will display allowing you an opportunity to review your request information. Please review the information on this page and confirm your consent by clicking on the **agree** checkbox.

Request Formal Copy of Health Record
 Request your medical record from your healthcare provider by answering a few questions. This request requires processing by your healthcare organization and might take a few days.

[Submit a new request for a formal copy of your health record](#)

Please review your responses. If everything looks correct, click or tap Send request.

Question	Answer
Who should we send this record to?	Me
What dates do you want information from?	All dates
Which location(s) do you want to request records from?	Alliance Imaging Center, CentraCare Health, Simplicity Health
What information do you want included in the record?	Providers Notes, Diagnostic Tests/Procedures, Rehab Notes, List of Current Medications, Immunization Record
Do you have any specific instructions for the information you're requesting? For example, "Only include images related to my broken leg."	No answer given

Consent for release of information
 I understand (acknowledge) that this record might include sensitive information. If I am sharing this record with someone else, they will be able to see all of this information.
 I authorize the release of my records consistent with this request and understand that information disclosed according to this request may no longer be protected by federal privacy law.
 I acknowledge that I have the authority to request/authorize release of this patient's records.

Agree

Click the **Submit** request button.

Link My Accounts

This is a feature that allows your information (not any proxy information), from all Epic Organizations, to be merged into one MyChart Account. This allows you to log in to MyChart once to access multiple MyChart accounts for different Epic locations.

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Allergies and health issues from all organizations appear together to give you a fuller picture of your healthcare. Medications from all organizations are also available but in separate lists to prevent potential safety issues. Care team members are also included. If you have an active MyChart account at other organizations, you can also see test results, messages, and appointments in a combined view and take follow-up actions, such as sending a message, without having to log in to a different account.



Before you can see information from other healthcare organizations when logging in to a MyChart account, you must connect those accounts and give consent for your organization to access the data. You are prompted to link any other accounts after you log in to MyChart. Only organizations that have implemented Happy Together and have shared or received your information through Care Everywhere appear in the list of organizations to connect.

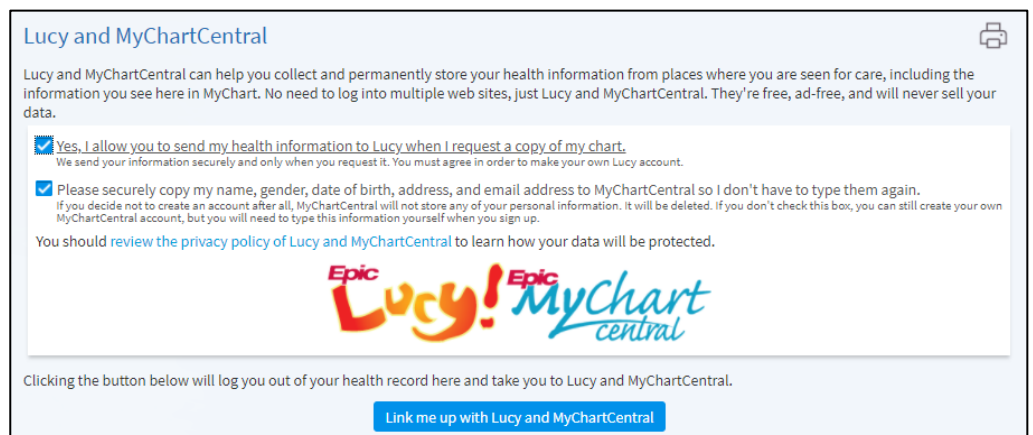
You can choose yes or no and make changes at any time if you change your mind. You can do this by using the Manage my Account feature located under Profile.

Lucy

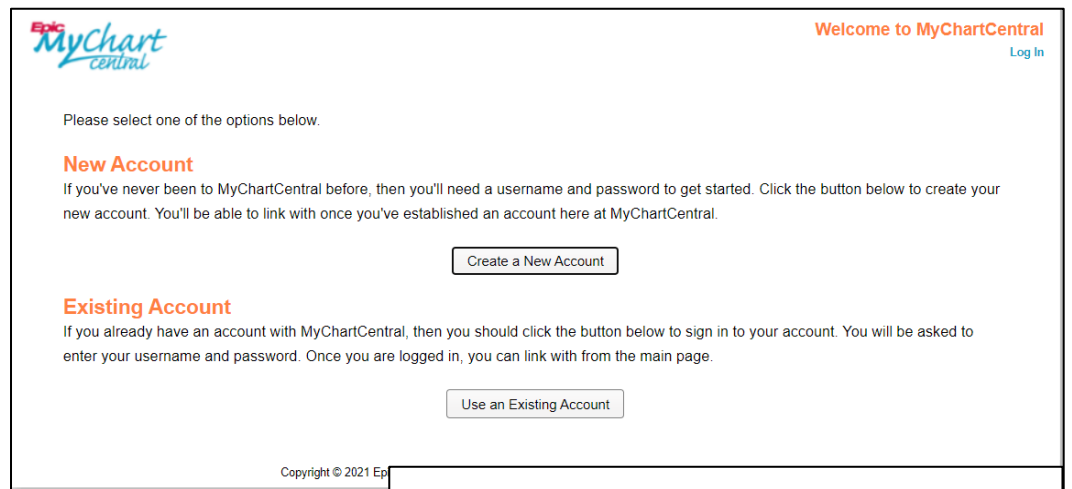
When you receive care from organizations other than ours, it can be difficult to keep track of all your medical information. MyChartCentral provides you with a central access point for all your MyChart accounts where you can access all accounts using a single username and password. MyChartCentral also provides you with Lucy which is a personal health record that gives you a permanent home to organize all your medical information, regardless of where it came from. If you change insurance or move away and need to leave your current healthcare organization, Lucy will follow you.

In short, MyChartCentral is the hub from which you can access all of your MyChart accounts. Lucy is your personal health record stored within the hub, and it contains your medical records.

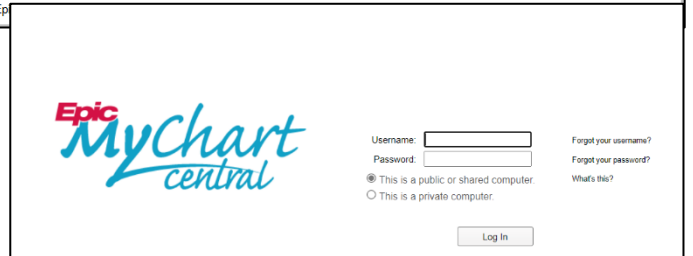
1. If you would like to use this optional MyChart feature, from the Menu search for and select **Sharing > Lucy**. On the sign-up screen, check the features you agree to and click the **Link me with Lucy and MyChartCentral** button.



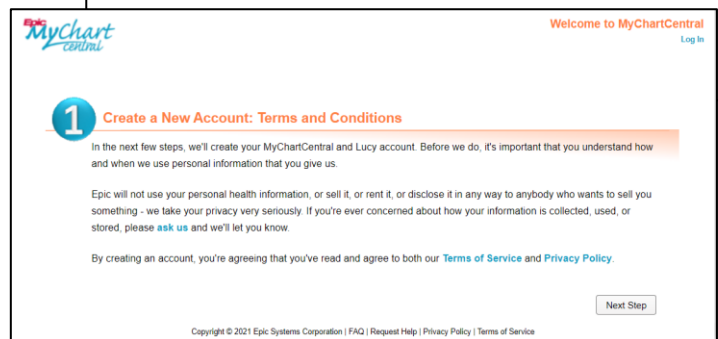
- Next, select the choice to either **Create a New Account** or **Use an Existing Account**.



- If you chose the option to **Use an Existing Account**, you will be prompted to provide your username and password.



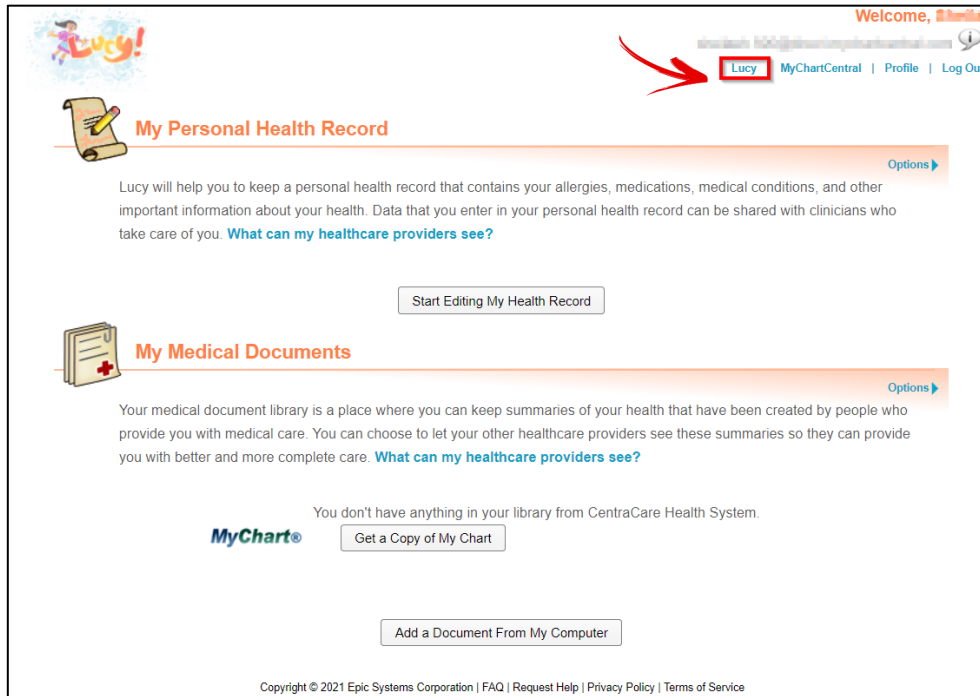
- If you choose the option to **Create a New Account**, you will be prompted to complete a series of new account information steps.



- When logged in to your MyChartCentral account, you can add other healthcare organizations.



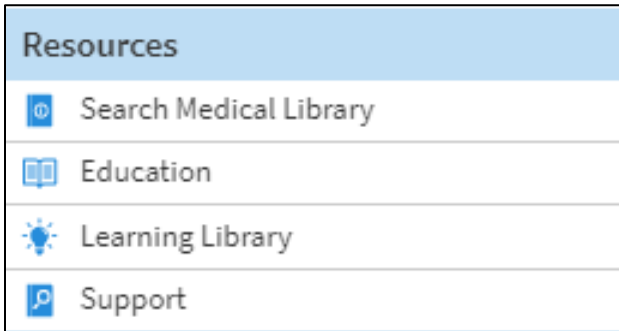
- From the menu, click **Lucy** to locate, view and edit your personal health record, request medical documents, and upload your own documents.



The screenshot displays the MyChart user interface. At the top right, a navigation menu includes the name 'Lucy' (highlighted with a red box and a red arrow), 'MyChartCentral', 'Profile', and 'Log Out'. Below the navigation, the 'My Personal Health Record' section is visible, featuring a pencil icon and a description of the health record. A button labeled 'Start Editing My Health Record' is present. The 'My Medical Documents' section follows, with a document icon and a description of the medical document library. A 'MyChart' logo is shown with the text 'You don't have anything in your library from CentraCare Health System.' and a button 'Get a Copy of My Chart'. At the bottom, there is a button 'Add a Document From My Computer' and a copyright notice: 'Copyright © 2021 Epic Systems Corporation | FAQ | Request Help | Privacy Policy | Terms of Service'.

Resources

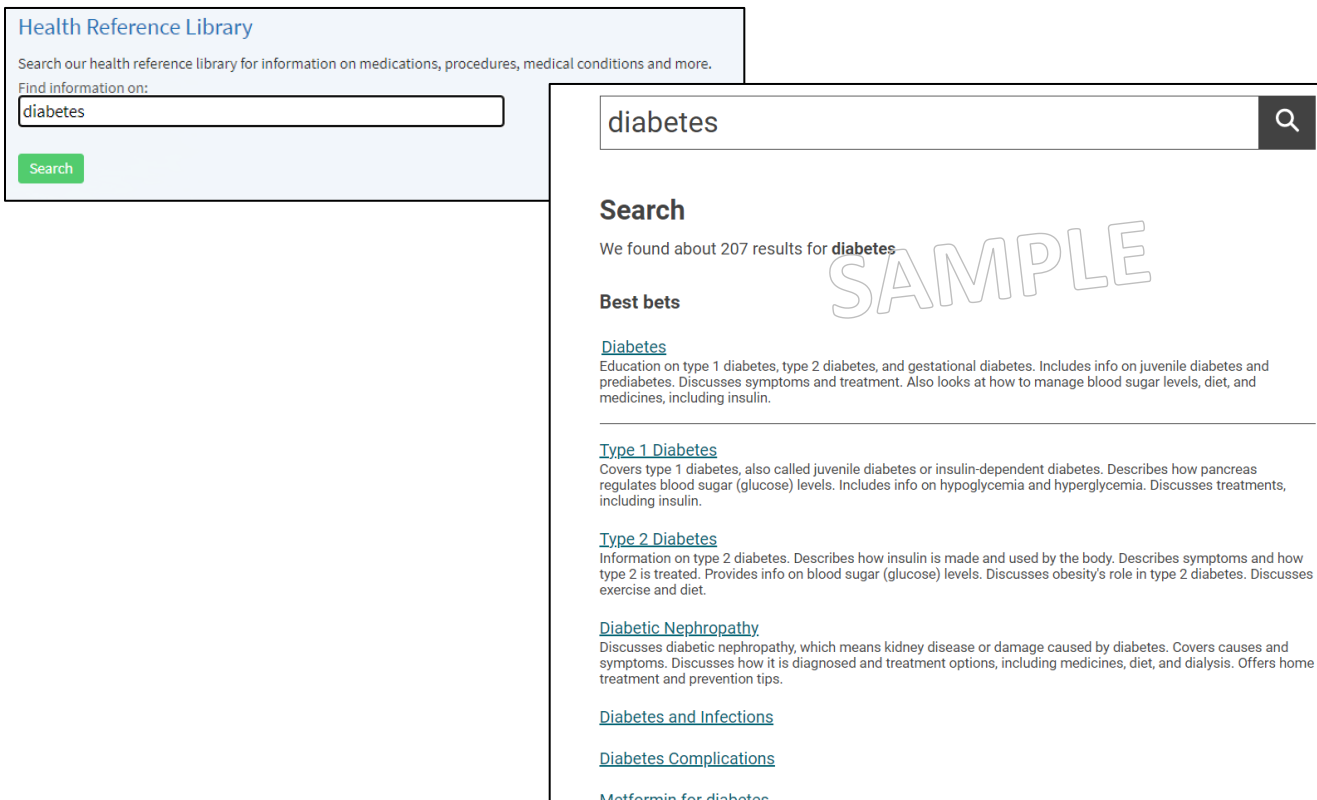
In the Resources section, we have provided you with tools to help you manage your health and your MyChart account. You will find the following **Resources** options located under the MyChart Menu.



Search Medical Library

Here, search our health reference library for information on medications, procedures, medical conditions and more.

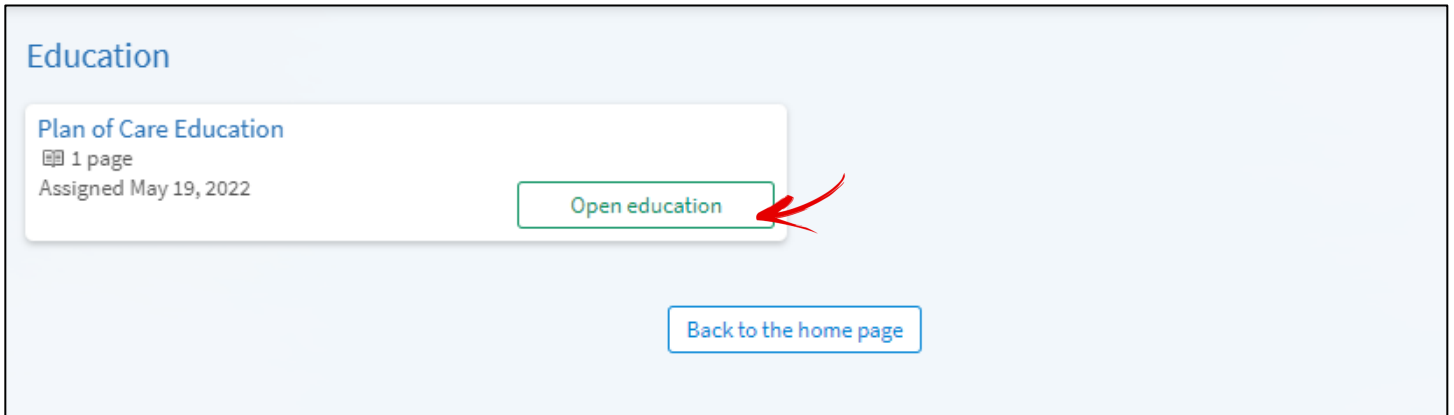
In the **Find Information on:** box, type in a word or phrase to describe what you are looking for and click the **Search** button.



A list of search results will display where you can click to view the individual articles.

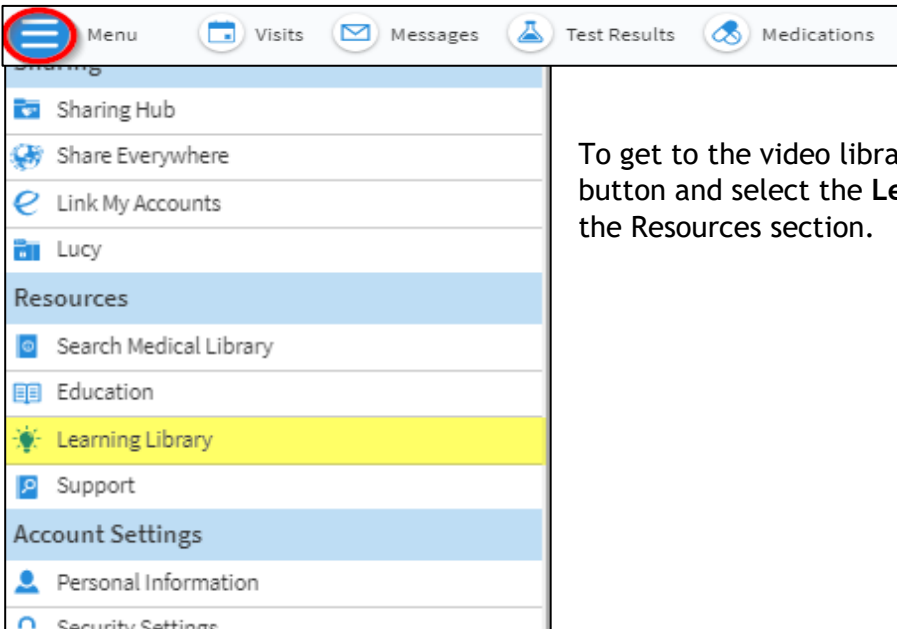
Education

Education tasks assigned to you by your care team can be found under the **Education** option. Each education task will contain an Open Education button that can be used to open, review, and complete the task.



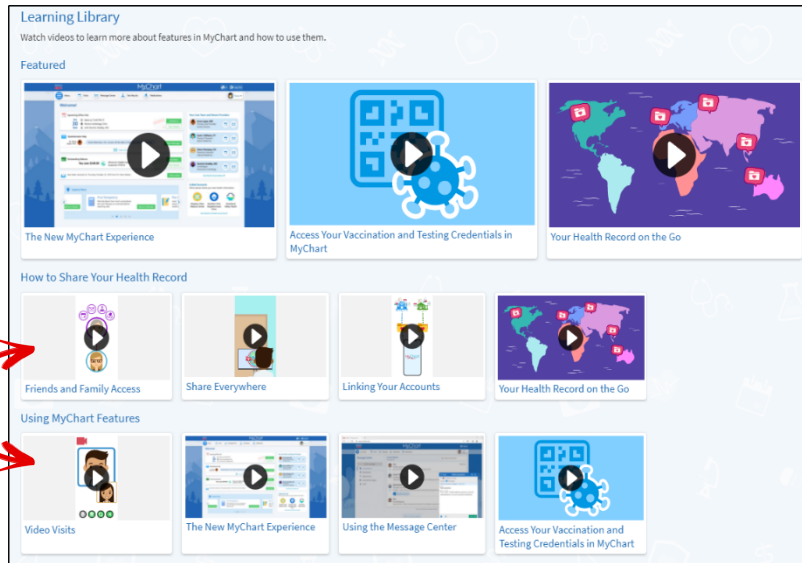
Video Library

Discover more MyChart features through a centralized video library on the MyChart site and the mobile app. Here you can watch a number of short, easy to follow videos that will help walk you through a number of popular MyChart features.



To get to the video library, simply click on the **MENU** button and select the **Learning Library** option found under the Resources section.

Inside the new **Learning Library**, the short videos are organized into categories like **Using MyChart Features** and **How to Share Your Health Record**.

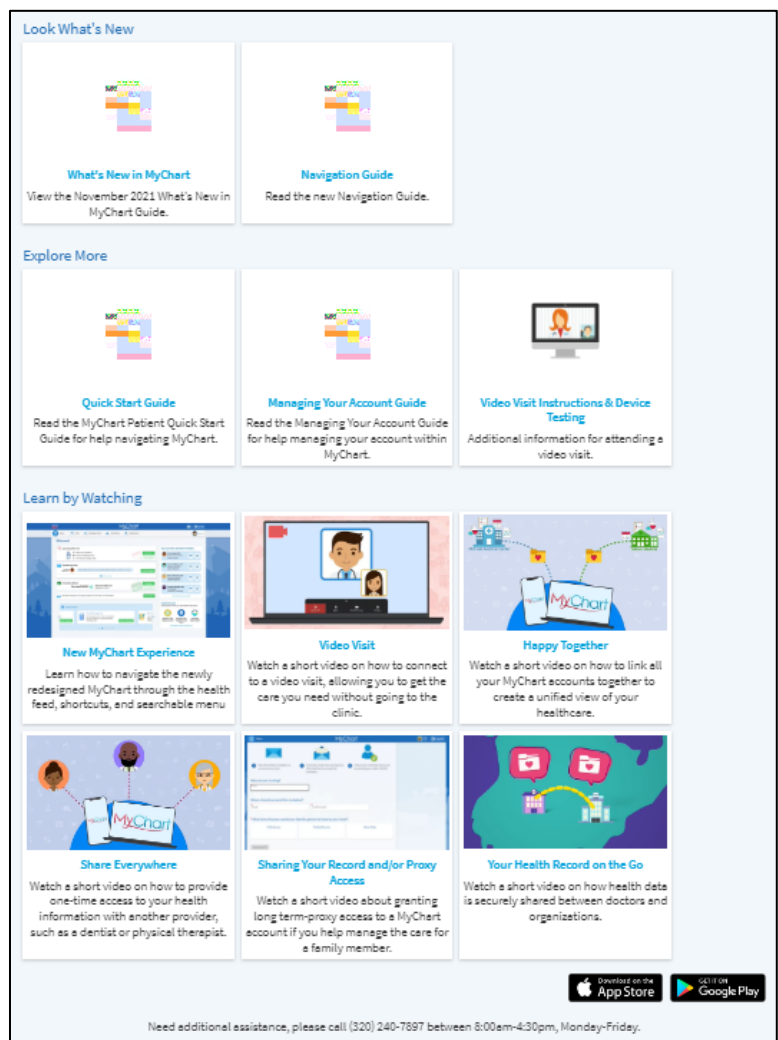


Support

In addition to the information presented in this document, we have prepared a number of learning tools that can be found by going to the **Menu** and selecting **Support**.









Be sure to explore these documents and videos to learn more about the MyChart features.

If you get stuck and need our assistance, please call the **MyChart Help Desk** at **(320) 240-7897** between 8:00 am - 4:30 pm, Monday-Friday.



Account Settings

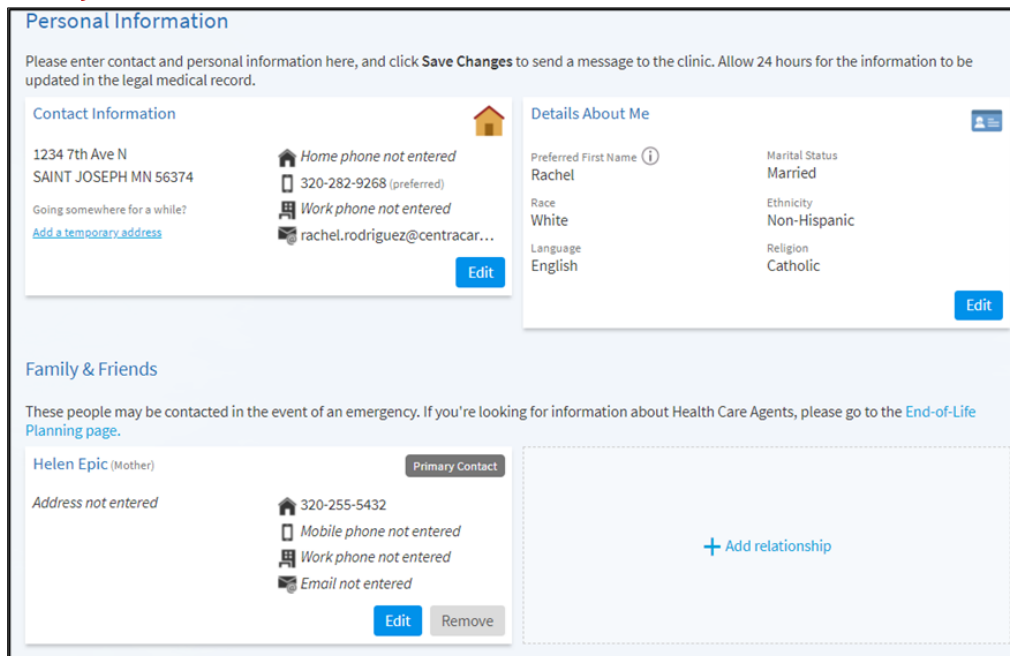
The Account Settings section offers you opportunities to change and personalize many of your MyChart settings, including the following:

Account Settings	
	Personal Information
	Security Settings
	Personalize
	Change Your Shortcuts
	Linked Apps and Devices
	Communication Preferences
	Other Preferences
	Back to the Home Page

Personal Information

You can update your address, phone number, or email address at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Account Settings > Personal Information**.
2. Click the **EDIT** button to view and make changes to the **Contact Information**, **Details About Me** or **Family & Friends** sections.



Personal Information

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

Contact Information

1234 7th Ave N
SAINT JOSEPH MN 56374

Home phone not entered
320-282-9268 (preferred)
Work phone not entered
rachel.rodriquez@centracar...

Going somewhere for a while?
[Add a temporary address](#)

Details About Me

Preferred First Name Rachel
Race White
Language English
Marital Status Married
Ethnicity Non-Hispanic
Religion Catholic

Family & Friends

These people may be contacted in the event of an emergency. If you're looking for information about Health Care Agents, please go to the [End-of-Life Planning page](#).

Helen Epic (Mother) **Primary Contact**

Address not entered
320-255-5432
Mobile phone not entered
Work phone not entered
Email not entered

+ Add relationship

3. Enter the new information and click the **SAVE CHANGES** button.

Security Settings

Use the Security Setting section to **Change Your Password** or sign-up to add our optional **Two-Step Verification Setting**.

1. Go to **Account Settings > Security Settings**
2. To Change Password, provide the Current Password and then create and confirm a New Password.
3. Click the **Save password** button to save the new password.

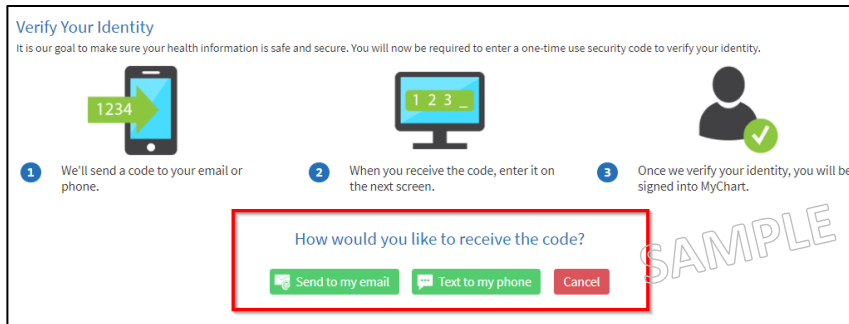
The screenshot shows the 'Security Settings' page with a 'Change Password' section. It includes three input fields for 'Current Password', 'New Password', and 'Confirm New', followed by a green 'Save password' button. Below this is a 'Two-Step Verification Settings' section with a green 'Turn on two-step verification' button.

4. **Optionally**, if you would like to sign up for our Two-Step Verification Setting, click the option to **Turn on two-step verification**.
 - a. Because the two-step verification sign-in process uses your email or phone number to communicate a code to you, you will be asked now to verify that information. For security purposes, you will also be asked to provide your password.

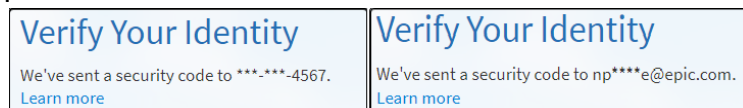
The screenshot shows the 'Verify Your Identity' page. It contains four input fields: 'Your email' (youremailaddress@gmail.com), 'Verify email' (youremailaddress@gmail.com), 'Your phone' (320-888-1212), and 'Verify phone' (3208881212). At the bottom, there is a password field with a red 'x' icon and a 'Password' label, followed by a 'Continue' button and a 'Cancel' button.

- b. Click **Continue**.

- c. Next you will be asked how you would like to receive the code. Click the **Send to my email** or the **Text to my phone** button to make your choice.



- d. Based on your response, you will receive a message that a code has been sent to your email or phone.



- e. Look at your email or phone for the code.
f. Type in the code and you should now be logged in to your MyChart account.

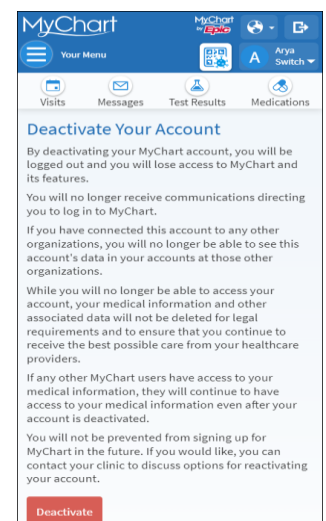
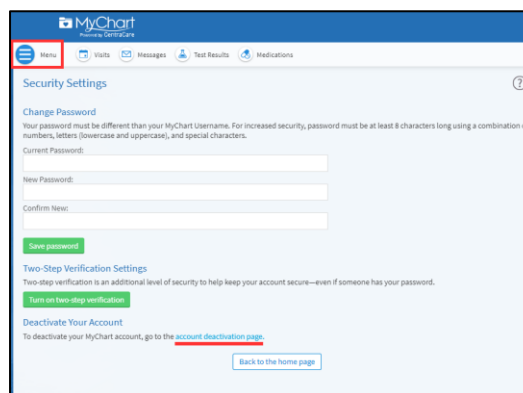
Please note that going forward, each time you log in to your MyChart account you will be prompted to provide the code. The code again will be found either in your email or as a text message.

If at any point, you decide you do not want to use the two-factor verification method to log in, you will want to come back to this same page (Account Settings > Security Settings) and turn this feature off.

The option to **deactivate** your account can also be found under the **Menu / Security Settings**.

When you deactivate your account, you will automatically be logged out and cannot log back in. Canceling your MyChart account does not delete any of your medical information and associated data. If you have allowed others proxy access to your account, they will still have access to your account.

If you deactivate your account, you can sign up for a MyChart account in the future by contacting your clinic or help desk to reactivate your account.



Personalize

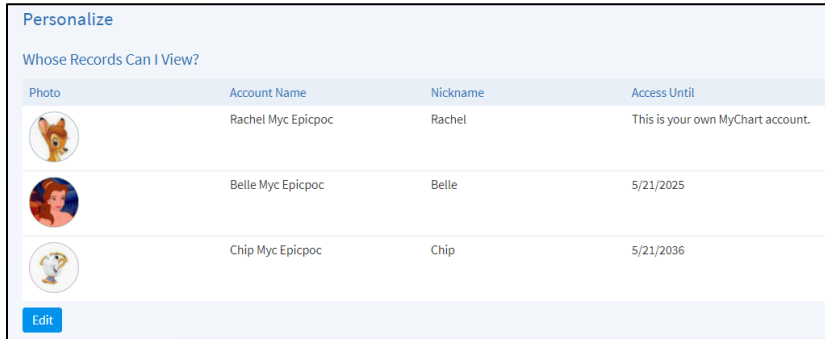
Use the Personalize section to personalize how MyChart appears for you and each of your family members. For each account you can:

- Specify the color scheme.
- Change the name that appears on that person's tab.

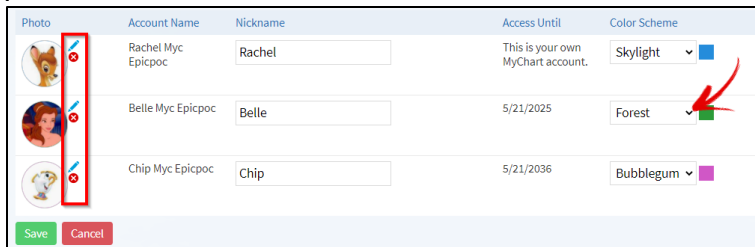
- Add or change the photo. *Note that photos you upload to MyChart are visible to medical staff and should only show a person's face.*

To personalize a MyChart account, complete the following.

1. Go to **Account Settings > Personalize.**



2. Click the **Edit** button.
3. On the next screen, change the nickname for yourself or a family member, use the drop-down arrow list to change the color scheme and in the photo column, click on the edit PENCIL to add or change a photo.



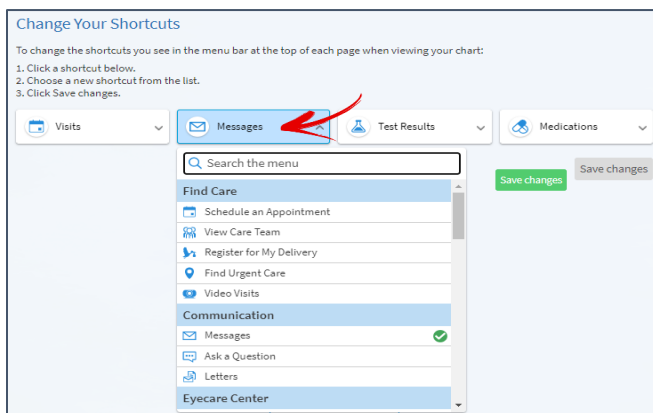
4. When finished, click the **Save** button to save your changes.

Change Your Shortcuts

At the top of the home page, MyChart provides you with four **Shortcut buttons** that can be used to quickly access the four activities you use most. These four buttons can be set to your favorite MyChart features.

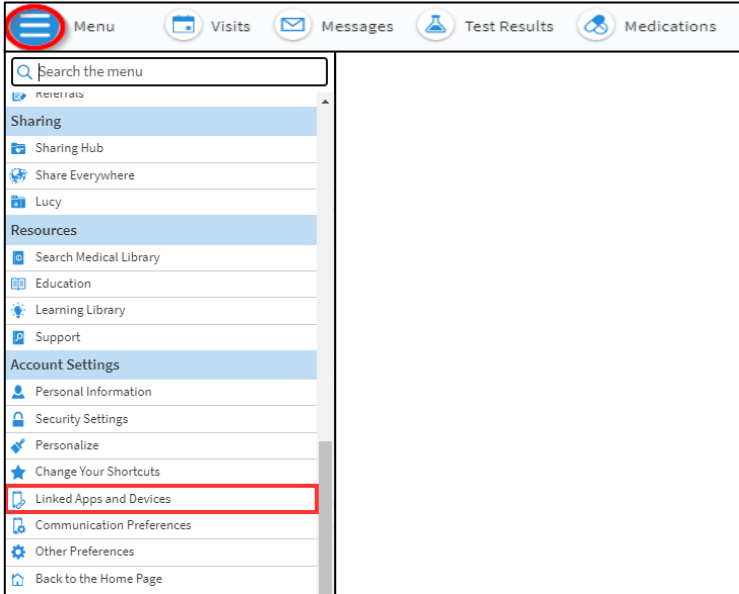
To change your shortcuts, complete the following.

1. Go to **Account Settings > Change Your Shortcuts.**
2. From the **Change Your Shortcuts** window, click on the arrow key of the button you want to change. Select the activity of choice for each button and click on the **Save Changes** button.

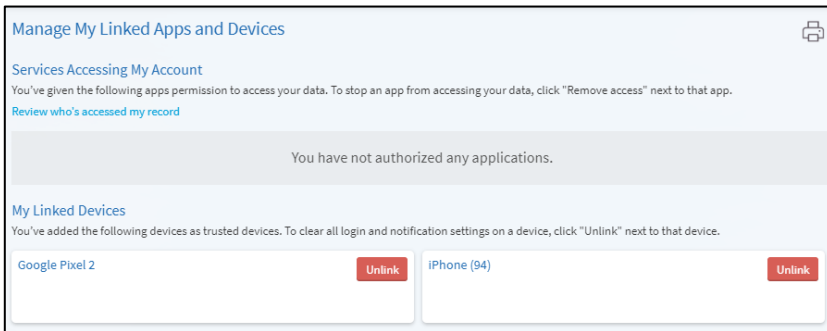


View Device Connections

At any time, you can view a list of devices or apps currently linked to your MyChart account. This feature can be found under the MyChart Menu > Account Settings > Linked Apps and Devices.



You can use the options on this page to remove an app access or device.

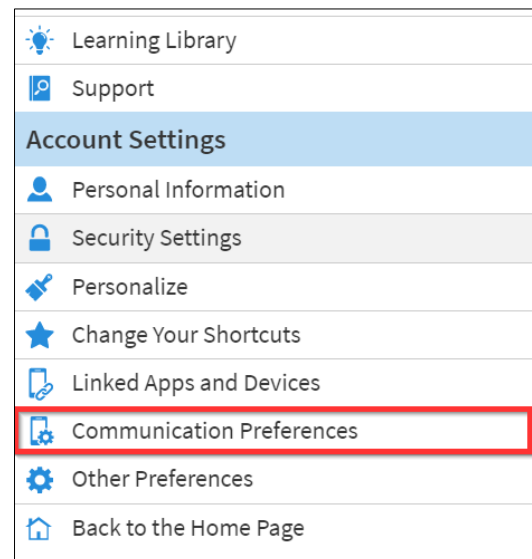


Communication Preferences

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

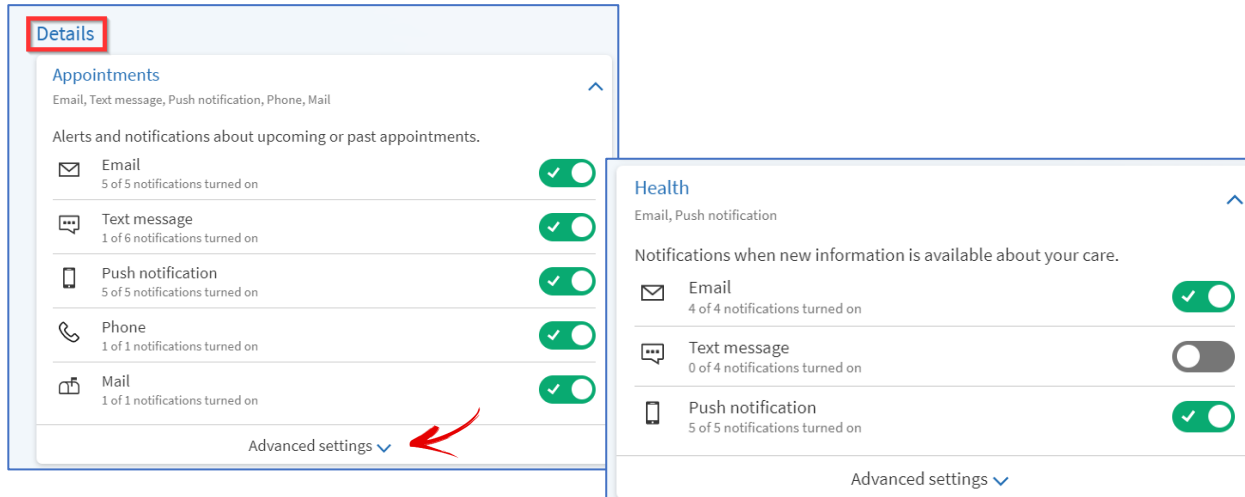
To access notifications settings, complete the following.

1. Go to **Account Settings > Communication Preferences.**



The communication **General** section will be displayed on the left side and the **Details** section will be displayed on the right.

Each category of the Details section display a drop-down arrow key that can be used to expand the details, change your settings and includes an additional **Advanced Settings** section.



Example: Click **Advanced settings** to see the messages about your **Health** options.

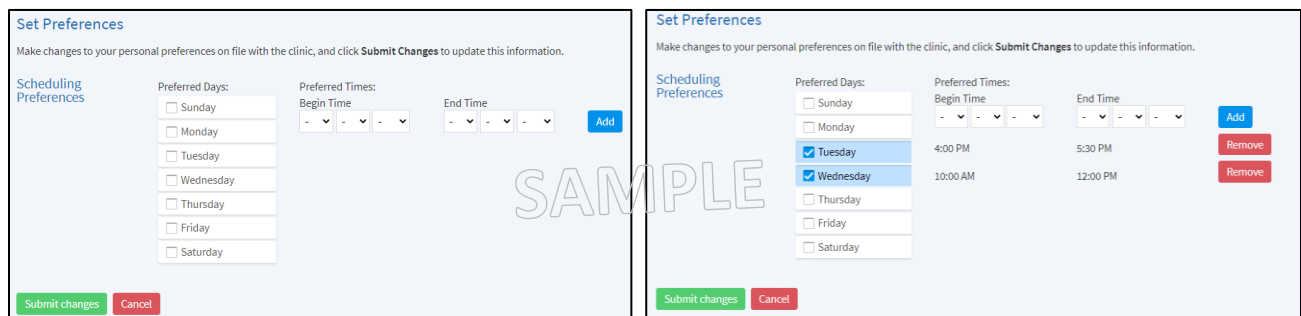
2. Make any changes and when finished, click the **Save Changes** button.

Other Preferences

Other Preferences offers you an opportunity to let your scheduling team know your scheduling preferences. This is an optional feature, but once completed will be submitted to your care team and considered by our staff when setting up your appointments.

To let us know your scheduling preferences, complete the following steps.

1. Go to **Account Settings > Other Preferences**.
2. The Set Preferences window will display. On this screen, choose the scheduling days of the week and time periods that work best for you. Use the **Add** button to more than one scheduling preference.

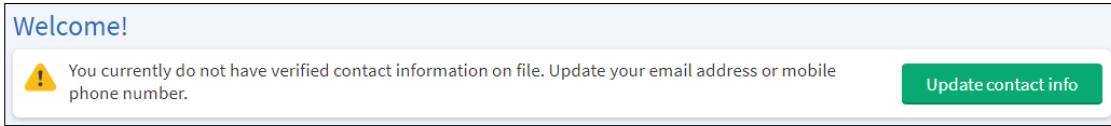


3. When finished, click the **Submit changes** button.

Update Your Secure Contact Information

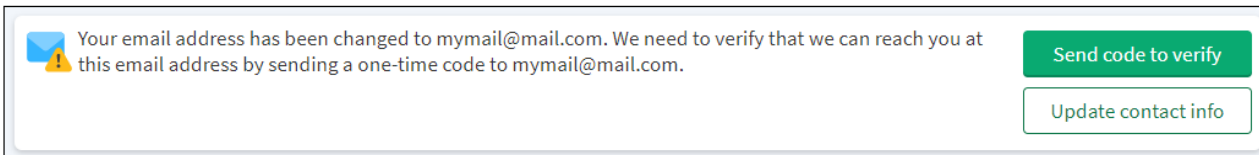
Have you ever forgotten your password or needed our help getting into your MyChart account? To assist you with log in issues, it is important that we have your up-to-date contact information on file.

After logging in to your MyChart account, you may notice a message asking you to verify your secure contact information.

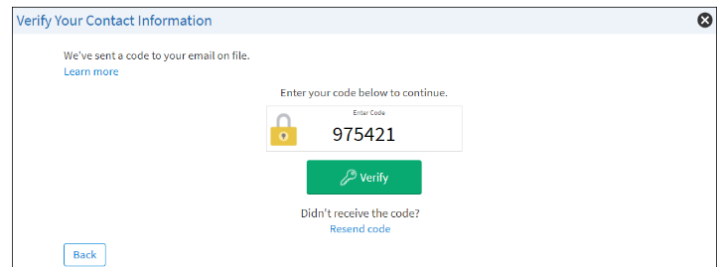
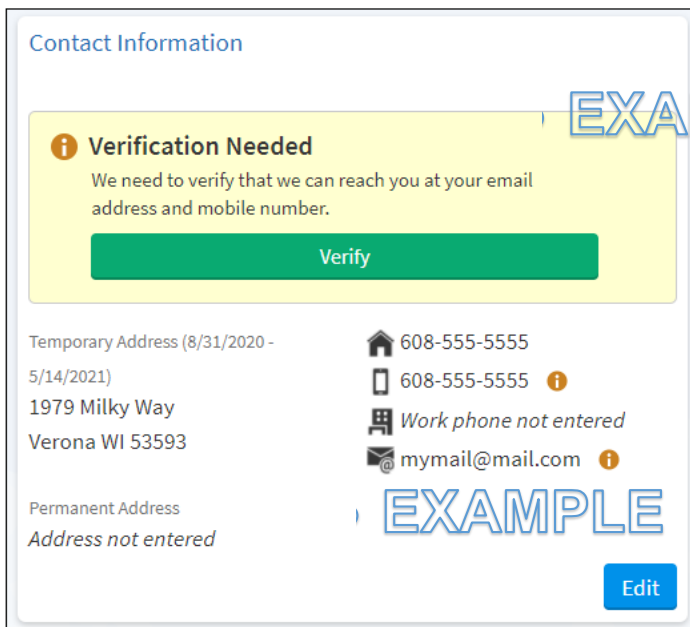


Simply click or tap the **Update contact info** button and complete the contact information.

After updating your email address, you will receive an additional message asking you to confirm your email.



Please review any additional Contact Information screens and select **Verify** to complete. (see examples below)



Other

MyChart Spanish

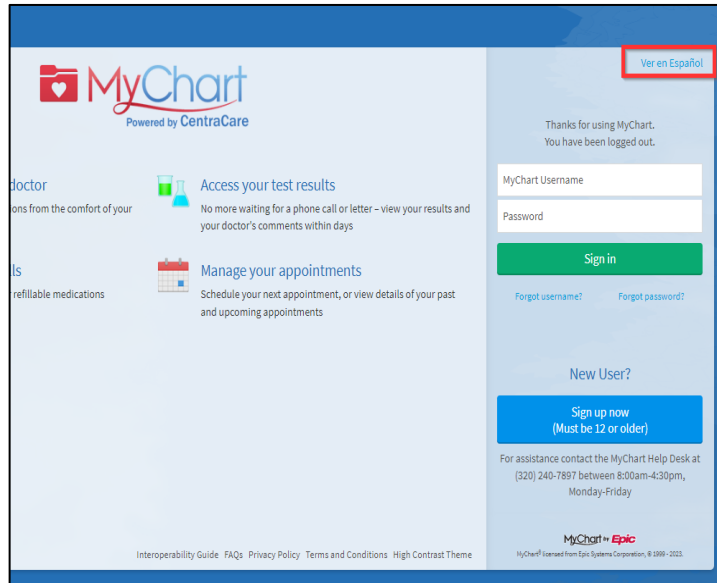
MyChart is now available in Spanish. Using the new MyChart Spanish feature, you can access your health information and self-service options like messaging, appointment scheduling, bill pay and more, in your preferred language.

Switch to Spanish

There are two ways in to switch from English to Spanish, as follows.

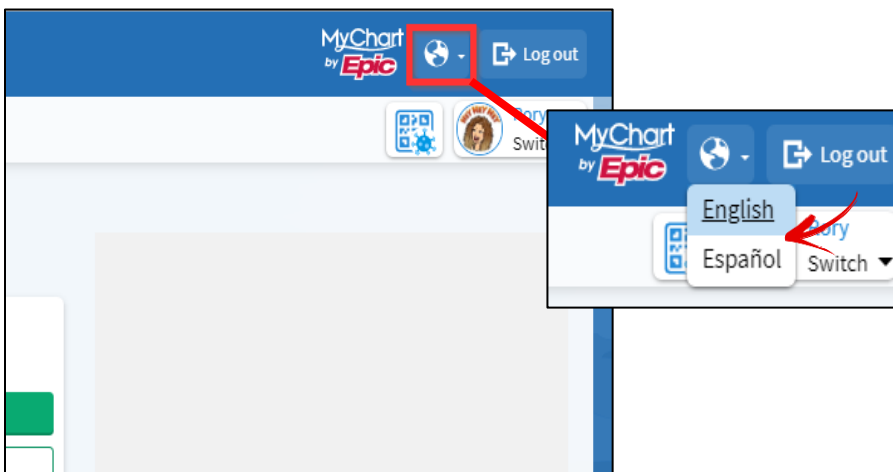
Before MyChart Login

At the MyChart login page, there is a button labeled **Ver en Español** displayed in the upper-right hand corner of the window. To switch to Spanish, click this button and then proceed with your secure login.



After MyChart Login

Logged into their MyChart accounts, you can also easily switch from English to Spanish or vice versa. In the upper right-hand corner of the MyChart Home page, you will see a world icon with a drop-down arrow key that can be used to display and make your preferred languages choices.



MyChart Mobile

MyChart Spanish is also available on MyChart Mobile. On the mobile device, MyChart follows the designed language set on the device, so to use the Spanish version of MyChart Mobile, the user just needs to have **Español** set as their preferred language.

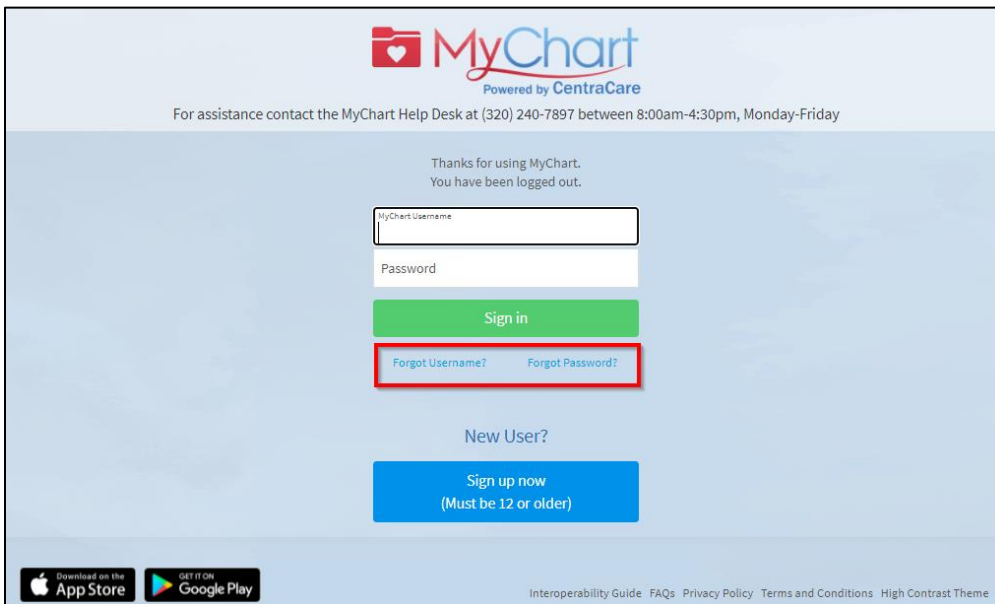
View MyChart Records

Inside of MyChart Spanish, you will see many sections, reports and features displayed in Spanish. Some parts of your legal medical record are documented in English and cannot be translated. This includes clinician notes, pathology/radiology reports, test results, diagnosis, and medication names.



Forgot MyChart Username or Password

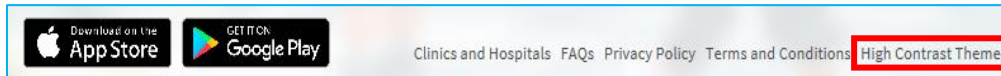
If cannot remember your login name or password, on the MyChart sign-in page locate and click the link below the login or password field for assistance.



You will be prompted to answer some security questions to verify your identity. If you still have trouble logging in, contact the MyChart help desk at (320) 240-7897 between 8 a.m. and 4:30 p.m., Monday-Friday to help you regain access to your MyChart account.

High Contrast Theme

MyChart Homepage has a high contrast option. To enable High Contrast, click on the High Contrast Theme link on the bottom of the login screen.



MyChart Mobile App

MyChart is also available to use on your mobile device and can be downloaded to both Apple iOS and Android devices. The MyChart Mobile app is a great tool to use to manage your health information on the go.

Download the MyChart App

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."

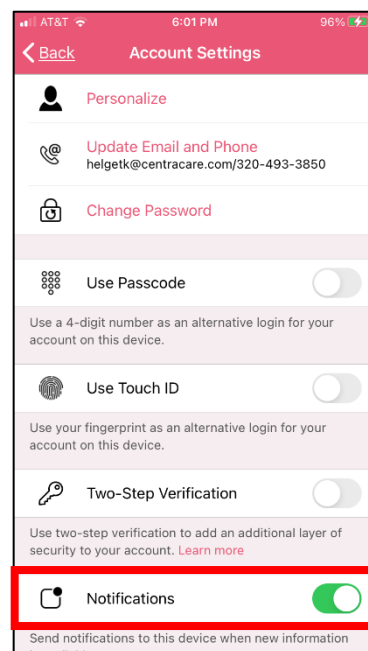
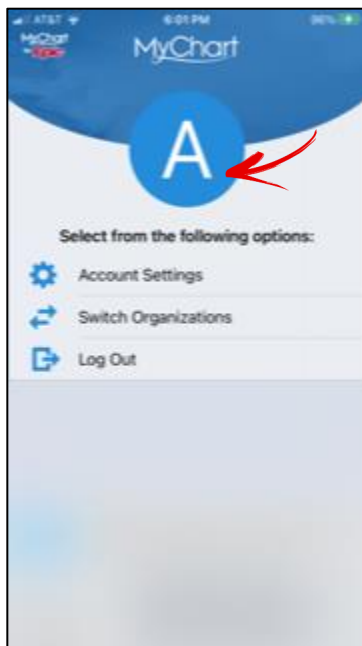
MyChart Mobile is a free app and there is no cost associated with using it.

Set Push Notifications

The mobile apps version contains the same features as the MyChart website, including messages from your care team or a new test result. If you opt to allow push notifications for this app on your mobile device, you can also receive notifications of new account activity without even being logged into the app. Once the notification arrives, a simple tap on the message will launch you directly in the MyChart Mobile App.

To allow Push Notifications complete the following steps.

1. Log in to your MyChart Mobile account.
2. Tap the name bubble that represents you. (Example: A for Amanda's account).



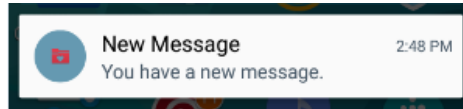
3. Tap to select **Account Settings**.
4. On the Accounts Settings page, click the button to turn on Push Notifications. (NOTE: If you do not have notifications for MyChart Mobile set to Allow

Notifications in your device settings, you will be prompted to go to your device **Settings** and enable MyChart notifications.)

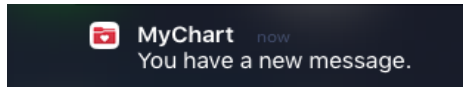
5. Tap the < **Back** button return to the home page.

With the push notifications turned on, you can now expect to see messages pushed directly to your mobile device. To act upon the notification, simply tap to launch directly into the MyChart Mobile app.

Sample Android Push Notification Message



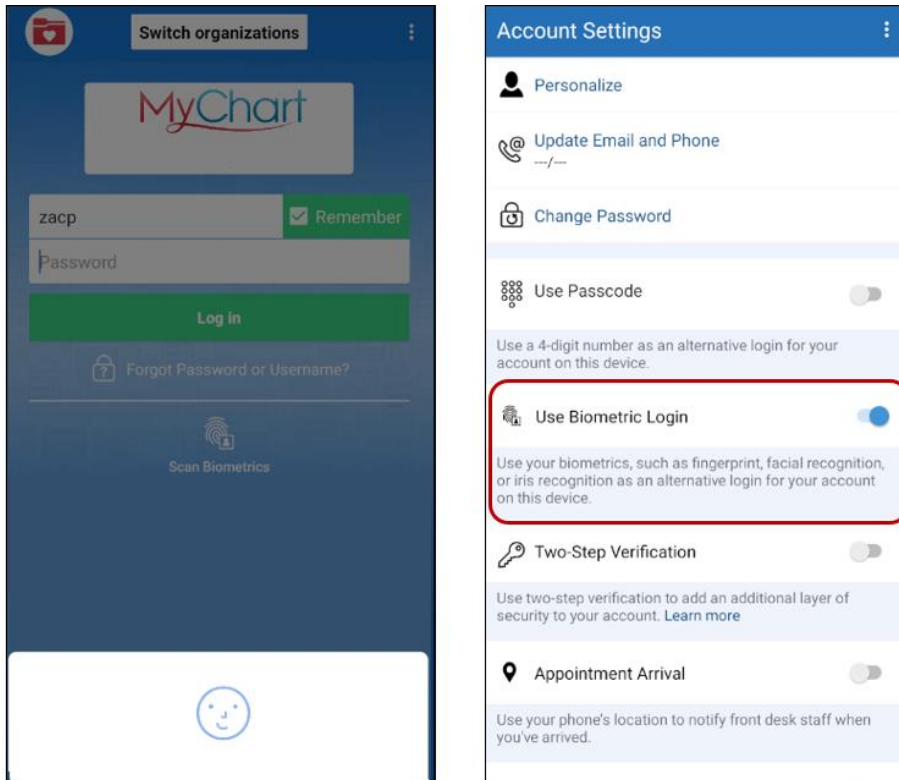
Sample Apple IOS Push Notification



Use Biometric Login Options (for Android devices only)

If you have MyChart Mobile app installed on an Android device, you can quickly log in to MyChart with the biometric login methods, including facial recognition, iris recognition and fingerprint login. These biometric login methods available are dependent on what is supported by your device, as not all devices support all methods.

If your device does suppose these login options, you can enable or disable them from the **Account Settings** screen.

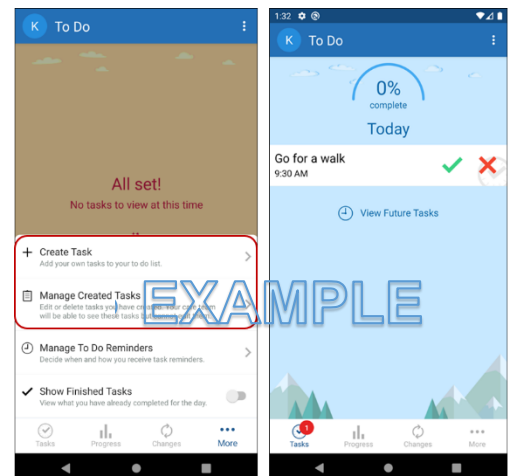


Create Your Own Reminder Tasks in MyChart Mobile

You can improve your own accountability by signing up to have MyChart Mobile remind you when it's time to complete a health-related task. For example, you might create a reminder to do physical therapy exercises every other day or take an over-the-counter allergy medication that's not part of your medication list.

To create a reminder task, click or tap the **More** tab at the bottom of the **To Do** activity in the MyChart mobile app and then select **Create Task**. In the task editor, you can enter a name and description for the task, along with when it should be completed and how often. After a task is created, it appears in the **To Do** activity and you will receive notifications for it.

You can also use the **More** tab to adjust your notification settings.



MyChart Advance Care Planning

Within MyChart, you can now communicate your medical wishes to your care team and loved ones. Simply answer a series of questionnaires to express your wishes, identify any preferred health care agents and share planning documents.

Introduction and Resources

Preparing

1. Log in to your MyChart account.
2. From the Menu, search for or scroll to locate and select the End-of-Life Planning option.



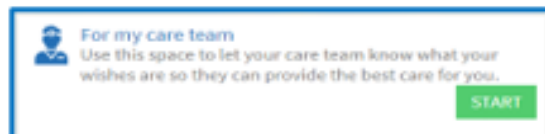
3. The Advance Care Plan window will open. We recommend you begin your Advance Care Planning by watching a short introductory video. Click the **WATCH VIDEO** button.
4. On the right hand side of the window you will also see links to several Advance Care Planning resources and we encourage to use these resources to help you make care decisions and prepare for conversations with your family, friends, and doctors.

Care Team

End-of-Life Planning to Share With Your Care Team

Having a plan for end-of-life care is important for everyone regardless of age or current life situation. Answer these questions in this section when you are ready. You can always choose to finish any part of the questionnaire later by clicking the Finish Later button. Your responses will not be shared with your care team until you click Submit. You can also change any of your responses in the future by returning to this questionnaire.

1. In the **For my care team** box, locate and click on the **START** button. (NOTE: If you have already complete this portion, the Start button will convert to an Update button and can be used to make changes.



- When ready, select the option to Continue, Finish Later or Cancel.

CONTINUE

FINISH LATER

CANCEL


- If finished and ready to submit, click the **CONTINUE** button to display a summary of your answers.

End-of-Life Planning to Share With Your Care Team

Please review your responses. To finish, click **Submit**. Or, click any question to modify an answer.

Question	Answer
What experiences have you had with serious illness or death and how has that influenced your own wishes and values?	None
What fears or worries do you have regarding end of life (for example, being in pain, being a burden on others, cost, not getting the care you need)?	Fear of not getting care I need
What do you want to do with the time you have left and are there important events or milestones that you're looking forward to?	Enjoy life
If you were to become less able to care for yourself physically, what plans do you and your loved ones have for providing care?	Family will review all that time
What plans do you and your loved ones have for financially supporting the care you may need?	None
If you were to become physically or mentally unable to speak or communicate, what would you want your care team to know about the type of care you'd want to receive, if any?	None
During the last days of your life, what's most important to you (for example, spending time with loved ones, dying at home, spiritual observances, listening to music)?	Spending time with family

Remember you can always choose to finish any part of the questionnaire later by clicking the Finish Later button. You can also change any of your responses in the future by returning to this questionnaire.

- If you want to change any of your answers, click the **Edit**  pencil.
- When complete, click the **SUBMIT** button.

Your Care: What's Important to Me

Your Care: What's Important to You?
Take the time to write down what's most important to you and keep it up to date.

START

In this section, we recommend you take the time to write down what is most important to you and keep it up to date. We encourage you to think about Advance Care Planning. If you were unable to speak for yourself in a medical emergency, or were at end of life, what would be

important to you? What would you want your loved ones and care team to know? In addition to giving you peace of mind, answering these questions can assist your loved ones in making stressful decisions if you become ill or upon your death. Your answers will be stored for future reference but are not automatically sent to your care team. We suggest you have these important conversations with your family and your doctor, too. You do not need to answer every question and can come back to edit or answer them at any time.

- Locate and click on the **START** button.
- The **Important Activities** window will open. In the spaces provided, answer the questions.

Important Activities

Take some time to consider what people, activities, and responsibilities matter most to you. These questions will serve as a guide for you to document the information and share it with your loved ones.

What hobbies or activities are most important to you?

Are there certain people whom you consider important in your life? (For example, spouse, family, friends, neighbors)

Family, kids, husband


What responsibilities do you have that you don't want to be forgotten if you're away from home or unable to communicate (for example, pets, bills, daily tasks)?

Take out the trash on Thursdays

Remember you can always choose to finish any part of the questionnaire later by clicking the Finish Later button. You can also change any of your responses in the future by returning to this questionnaire.

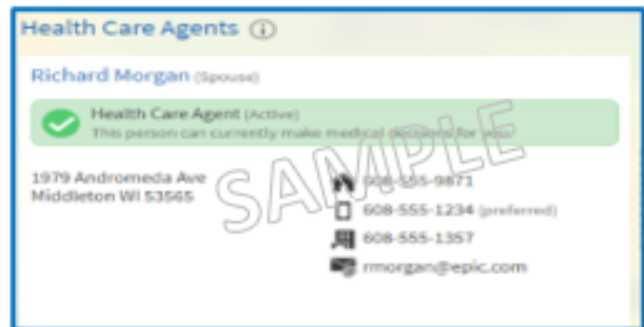
- When finished, choose the option to Continue, Finish Later or Cancel.



- Complete the **Financial Information** section.
- Complete the **Final Wishes** section.
- Complete the **Memorial or Celebration of Life** sections.
- When you have completed all sections, a summary will display your responses. Again, use the Edit  pencil if you want to change any of your answers.
- When complete, click the **SUBMIT** button.

Health Care Agents

Health Care Agents may make medical decisions for you in the event you are unable to do so. They are also listed as an emergency contact. Your relationship with a Health Care Agent may be formalized with a legal document, such as a Power of Attorney.

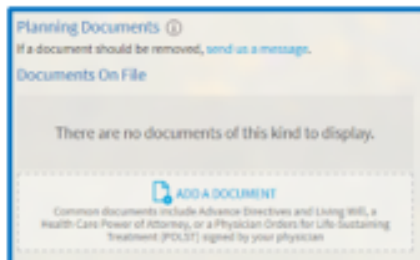


Planning Documents

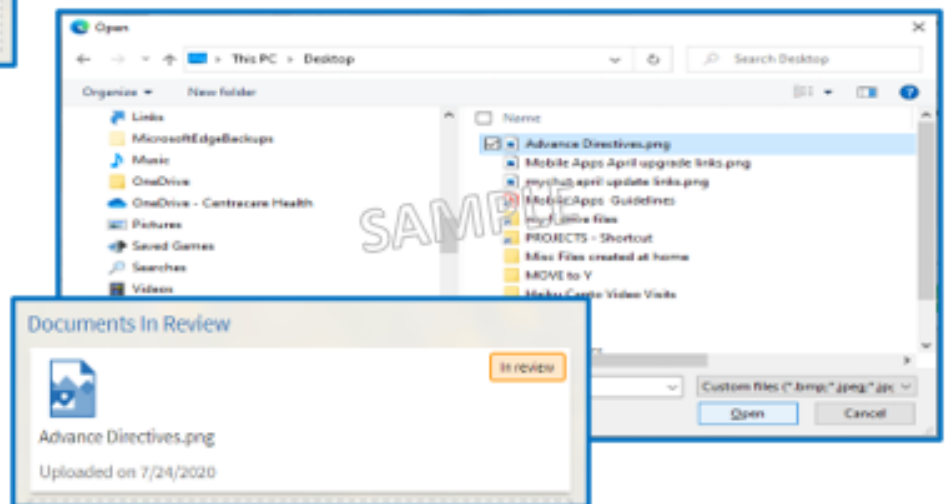
Here you can view the documents we have on file related to your End-of-Life Planning. Typical documents that may be a part of your plans include an Advance Directive and Living Will, a Physician Orders for Life-Sustaining Treatment (POLST), and a Power of Attorney for Health Care.

Adding documents

- The add a document, click on the **ADD A DOCUMENT** button.



- The Open window will display. In this window, locate the file you want to upload and click to select it. With the document selected, click the **OPEN** button. The document will now display in the **Documents In Review** section.



3. All documents will appear in the Documents on File section and each will be marked as Accepted, In Review or Not Accepted. To open or review documents on file, simply click on the file name.



Removing documents

If a document needs to be removed from your Advance Care Plan, locate and click the option to **SEND US A MESSAGE**. In your message, please identify the document name and reason for removing.

Planning Documents ⓘ

If a document should be removed, [send us a message](#).

Documents On File

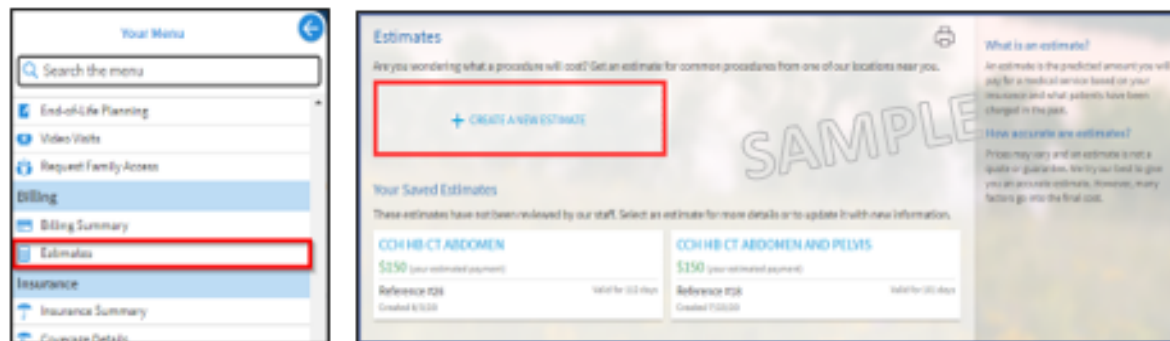
To comply with Hospital Price Transparency Requirements (CMS-1717-F2) issued by the Centers for Medicare & Medicaid Services (CMS), hospitals will make public their standard charges for a number of “shoppable services.” A shoppable service is a service that can be scheduled by a health care consumer in advance.

These estimates can be generated through your existing MyChart account or from the CentraCare.com website.

Create An Estimate

To create an estimate in MyChart, complete the following steps.

1. Log in to your MyChart account.
2. From the **Menu**, search for or scroll to locate and select the **Estimates** option. The Estimates page will display, including a link to any saved estimates. To create a new estimate, click the **+ CREATE A NEW ESTIMATE** button.



3. The next screen prompts you to identify a location for the procedure.

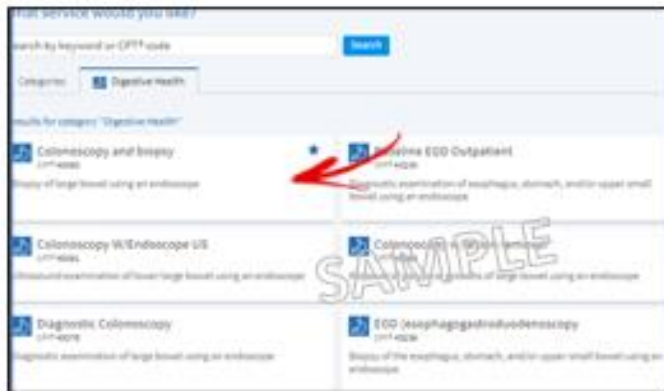


(NOTE: If the desired site is not listed, it means that site is not yet set up to provide patient estimates in MyChart. Instead, we invite you to directly contact that site for assistance with creating an estimate.)

- A Categories window will display. Here, locate and click to browse a category or use the search box to search by keyboard or CPT® code.



- The results will display a list of procedures. To select, locate and click on the desired procedure.



- The insurance information on file will display and you will have the option to **USE MY INSURANCE** or **DON'T USE INSURANCE** to create the estimate. *NOTE: Optionally, on this same screen, you will find an option to update your insurance coverage.*



7. If using insurance, the system will now pause to verify your insurance coverage.

8. If unable to verify the insurance, you will be prompted to provide your benefit details.

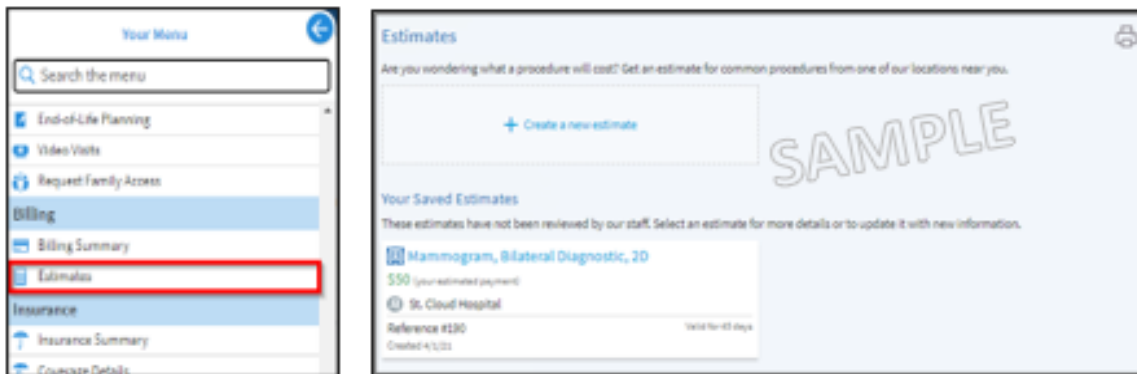
9. With or without insurance, the final estimate will display for your review.

10. To save the estimate, first click to check the Yes, I accept box and then the SAVE button.

Update Saved Estimates

1. From the Menu, search for or scroll to locate and select the Estimates option.

2. The Estimates page will display a link to any saved estimates.

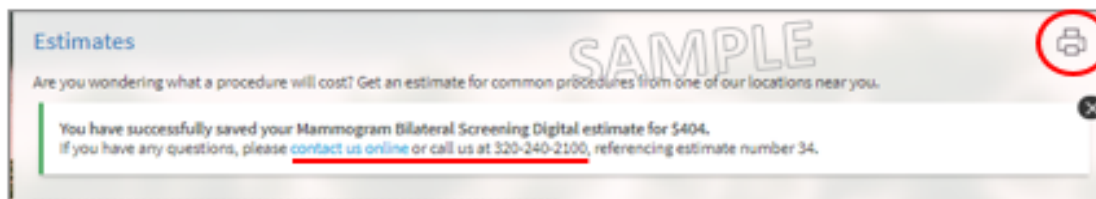


3. To review, locate and click on the saved estimate.



4. After review, click on the **UPDATE** button to save or the **DELETE** button to remove the estimate.

Please note that there is a Reference Number assigned to each saved estimated and an online link and support number. In addition, you can use the print icon at any time to print the estimate.



Patient Estimate through Centracare.com website

Creating an estimate does not require a MyChart account. Alternately, any health care consumer is free to go to our public website and use the estimate feature there.

Health care consumers can access our estimator at:

<https://mychart.centracare.com/MyChart/guestestimates>

MyChart Care Companion

Your care team has just enrolled you in a care plan to help you manage your condition. You can follow this care plan using MyChart Care Companion, an interactive, personalized plan of care delivered through the MyChart mobile app or on our MyChart website. You'll receive real-time notifications for things such as:

- Medication reminders
- Health-tracking tasks
- Educational content
- Periodic check-ins

If you would like to use MyChart Care Companion on your mobile phone and don't already have the MyChart Mobile app, you will need to download it before you can use MyChart Care Companion features. To download this free app, go to the Apple App store or Google Play Store and search for MyChart.

Using MyChart Care Companion

Complete Your Tasks for the Day

1. Log in to MyChart and tap the To Do icon on the home screen. The To Do activity shows you a list of tasks that are due today.
2. Complete your assigned tasks. How you do this depends on the type of task:

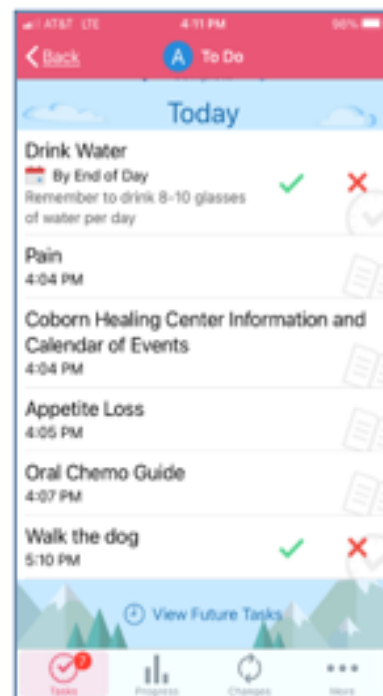
Medication tasks. Tap the green checkmark ✓ or the red ✗ to mark whether you've taken individual medications. If you've taken all of your medications for the day, you can tap Mark (#) Taken at the bottom of the screen to save time.

Education tasks. Tap the task to review the educational materials, which might include a text handout or a video to watch. Use the I Understand or I Have Questions buttons to express your understanding of the material. Tap I Have Questions to send any questions you have to a member of your care team.

Questionnaire tasks. Tap the task to open the questionnaire. Answer all of the questions and click Submit when you're done.

Health-tracking tasks. Tap the task to go to the Track My Health activity and tap Add Reading to enter health-tracking information, such as your weight or blood pressure reading. If you connect your MyChart account to another app such as Withings, Fitbit, or Apple Health, these readings might be recorded for you automatically.

General tasks. After you finish a general task, such as exercising for 30 minutes, mark it complete by tapping the green checkmark ✓. If you did not complete a task, tap the red ✗.




Review Changes to Your Care Plan

In some cases, your care plan might need to be adjusted based on things such as readings you record through a health-tracking task or responses to a symptom check-in questionnaire. When this happens, you'll be notified of the changes and you can view them by tapping the Changes tab at the bottom of the To Do activity.

Choose How and When to Receive Notifications

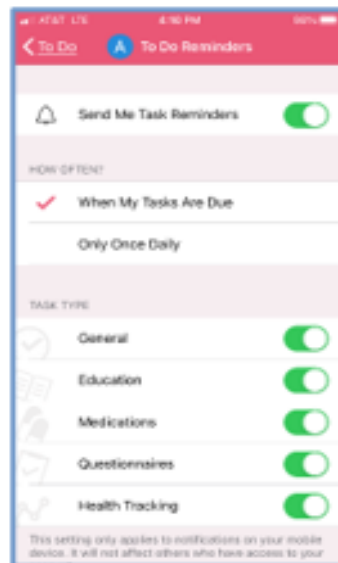
To make sure your care plan works with your schedule, you can choose when you receive notifications for tasks assigned to you and whether notifications are sent for each task or all tasks at once.

1. Open the To Do activity. At the bottom of the screen locate and tap the **MORE**  button.

2. If you want to shut off all reminders, simply slide the Send Me Task Reminders button to the left. To turn it back on, simply slide it to the right.

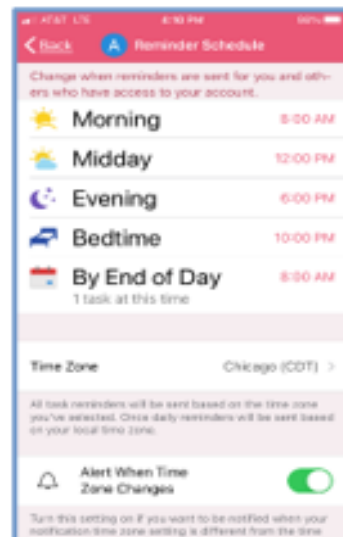
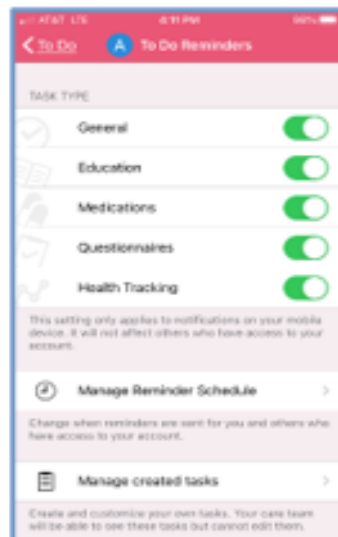
3. If you want to change how you receive notifications for tasks that are due, set your choice in the **How Often?** section:

- Select **When My Tasks Are Due** to receive an individual notification when each task is due.
- Select **Only Once Daily** to receive one combined notification for all of the tasks that are due each day.



4. If you want to change what time you receive notifications, tap **Manage Reminder Schedule**. You can set times to receive reminders for tasks that are due:

- Morning
- Midday
- Evening
- Bedtime
- By End of Day





Mobile Bedside

MyChart Mobile Bedside is an extension of MyChart that offers you and your family an opportunity to stay connected and involved in your hospital stay. The MyChart app is available to you at no cost and can be used on either Apple iOS or Android devices. If you do not have the MyChart app on your phone, please follow the download instructions as found below or on the reverse side.

Your Hospital Stay

At the top of the MyChart Mobile home screen, you will see a **Your Hospital Stay** message. This message contains an admit date and list of conditions being treated for. Tap the **LEARN MORE** button to view all health issues.

Happening Soon

Near the center of the screen you will find a section labeled **Happening Soon**. Here you can view your daily schedule as well as past and upcoming events including medications, imaging, surgeries and scheduled therapies. To move through the Happening Soon activities, simply slide to the right or left and then tap on an item to open. (Examples: Medications, Walk)

Treatment Team

Members of your inpatient treatment team will appear in this section. Tap on a team member name to learn more about this individual.

During Your Stay

Medications - Tap to display a list of medications, dosage amounts and schedule.

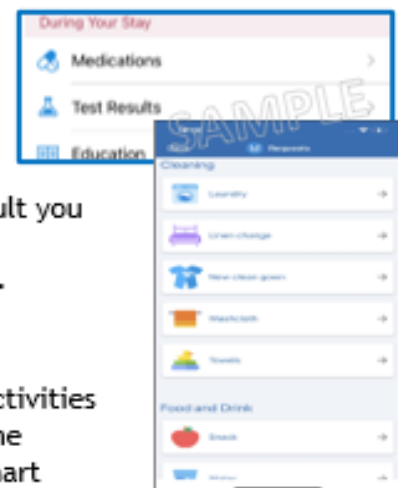
Test Results - This section provides the results of tests taking during your hospital stay. Tap to display and note that with each result you also have an opportunity **Ask a Question**.

Education - Tap here to view and complete assigned education tasks.

Requests - Send non-urgent requests to your care team.

Outside the Hospital


The section provides you an opportunity to view and participate in activities outside of your hospital stay. From this home page, you can tap on the shortcut buttons available or tap the **Menu** button to display all MyChart




features including, view test results, send and receive messages, schedule and confirm appointments, 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 and pay balances due.

Download MyChart to your mobile device

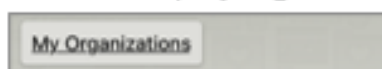
To use MyChart Mobile Bedside, you will need to have the MyChart Mobile app downloaded to your device. To download, complete the following steps:

1. Turn on mobile device.
2. If the device is an iPhone, locate and tap open the App Store. 

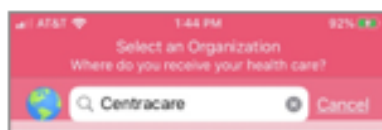
If the device is an Android, locate and tap to open the Google Play. 
3. Search for MyChart Mobile App.



4. Download and open the app.
5. When the app opens for the first time, you will need to search for your healthcare organization's MyChart as follows:
 - a) Locate and tap My Organizations.



- b) Tap the + Add Organization button.
- c) In the search box, type the name of your healthcare organization (Example: CentraCare) and tap SEARCH.



- d) Locate and tap the healthcare organization's icon to select it. (Example: CentraCare)



6. Log in to your MyChart account.

Change Notification Settings

When new information is available, notifications will automatically be sent to your mobile device. If you do not want to receive these notifications, tap the **Settings** button, tap the **Account Settings** and turn off the **Notifications** option.

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MyChart Proxy Access

As a patient, you can give family members or other caregivers who are also patients, proxy access to your MyChart account.

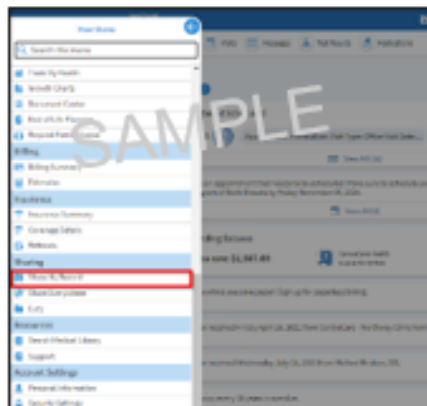
Here is an example of how it works:

Alfred is an elderly patient who recently moved in with his daughter, Ellie, who is helping him manage his healthcare. To make it easier for Ellie to help him schedule his appointments and review his medical information, Alfred wants to invite Ellie to have proxy access to his account.

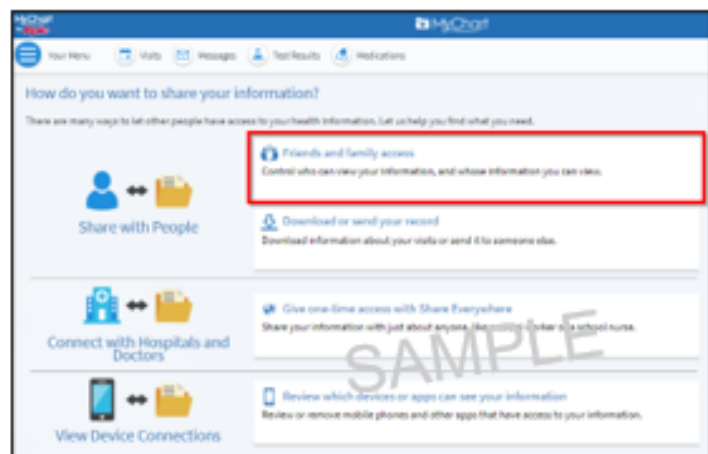
1. On the MyChart website, Alfred goes to **Share My Record > Friends and family access**. (Optionally, find the same feature by going to **Messaging > Request Family Access > Share My Records**.)
2. On the Friends and Family Access page, he clicks **Invite Someone** under the **Who Can See My Record?** section. He enters Ellie's name and email address, confirms her level of access, and clicks **Send Invite**. Ellie's proxy invite then appears as **Pending** at the top of the page.
3. Ellie receives an email to notify her that Alfred has invited her to have access to his account. From this email, Ellie clicks a link that takes her to a page where she enters Alfred's date of birth to confirm that she knows him and then accepts Alfred's proxy invitation. If Ellie did not already have her own MyChart account, she could click the **Sign up now** link in the proxy invite email to create one.
4. After Ellie accepts the invitation:
 - Alfred receives a tickler message letting him know that Ellie now has access to his account. In Alfred's account, the **Pending** label is removed from Ellie's card on the Friends and Family Access page. Alfred can return to this page at any time to edit or revoke Ellie's access.
 - In Ellie's account, Alfred appears under the **Whose Records Can I See?** section on the Friends and Family Access page. Ellie can switch to Alfred's account to view his information in proxy context.

Granting Proxy Access

1. Log in to your MyChart account.
2. From the **Menu**, search for or scroll to locate and select the option to **Share My Record**.



3. Select the **Family and Friends access** option.



4. Click the option Invite Someone button.



5. Complete the Invite Someone to Have Access to Your Record screen.

6. After reading the disclaimer, check the I agree box and click SEND INVITE.

7. The proxy invitee will receive a message. *NOTE: If the proxy invitee does not have a MyChart account, they will be provided a Sign-Up link in the invitation email.*

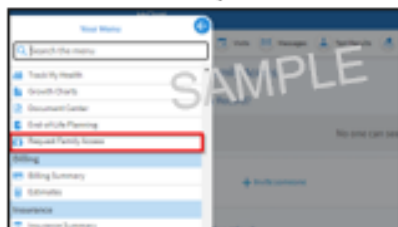
Reviewing and Updating Proxy Access

1. Log in to your MyChart account.
2. From the Menu, search for or scroll to locate and select the option to Share My Record.
3. Select Friends and Family Access and here you will see all pending and established proxy access accounts. *Optionally*, use the REVOKE button to remove proxy access permission(s).



Requesting Proxy Access to Family Member's Account

1. Log in to your MyChart account.
2. From the Menu, search for or scroll to locate and select the option to Request Family Access.



3. Next, choose the appropriate request type.

MyChart On My Way

On My Way is a MyChart feature that lets you compare nearby urgent care locations and set up a same-day visit. Using **On My Way** feature, you can arrange for same-day visits by viewing our nearest urgent care clinics, walk-in clinics and emergency departments where you can be seen as soon as possible. On a map, you will see locations, anticipated wait times at each and with just a few clicks, you can schedule an appointment for the next available time slot or add yourself to the list of expected patients.

Here are examples of how it works:

Accessing On My Way through a MyChart Account

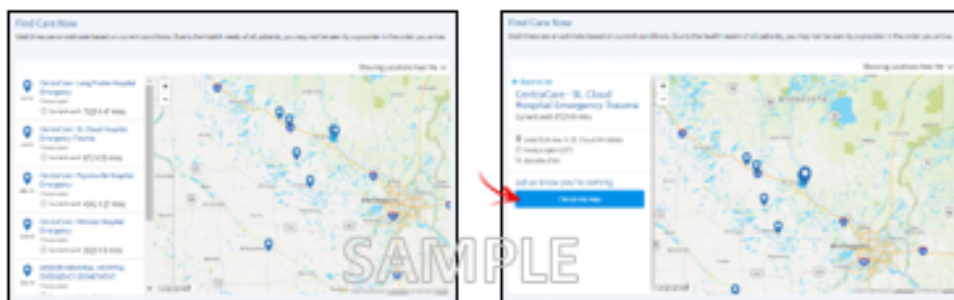
Alice has been experiencing abdominal pain for several hours and finally decides that she should go to urgent care to be seen. Alice is logged in to the MyChart website. She opens the **On My Way** activity from the sidebar link on the scheduling page and chooses urgent visit as the reason for visit. Based on that selection, Alice is presented with a map that shows nearby urgent care departments and emergency departments with the estimated wait time at each department. Alice chooses the closest one. Because Alice is already logged in to MyChart, she needs to provide only the time she expects to arrive at the urgent care department and a brief explanation of why she is coming in. After providing the information, Alice is presented with a confirmation screen that includes the department address and phone number, along with any department instructions that are available. Alice will also get driving directions to quickly guide her to the urgent care department.

Accessing On My Way from organization website (example: [CentraCare.com](#))

In another example, Henry has been having issues with his allergies and wants to be seen at a clinic for quick access to care. Henry does not have a MyChart account, but he sees an option to get care through an embedded link to **On My Way** on the [CentraCare.com](#) website. Henry chooses a nearby clinic and schedules an appointment for the next available time slot that day. Because Henry does not have a MyChart account, he needs to provide additional information, including his name, sex, date of birth, and phone number in addition to his expected arrival time and reason for visit. After providing the information, Henry is presented with a confirmation screen that includes the department address and phone number, along with any department instructions that are available. Henry will also get driving directions to quickly guide him to the clinic.

“On My Way” to Emergency Visit

1. On your computer or mobile device, log into your MyChart account.
2. From the Menu, select the option to Find Urgent Care.
3. Tap the Emergency Visit button.
4. A map will display Emergency Care locations, including the next available time slots. Select a location and click the **I'm on my way** button to let us know you are coming.

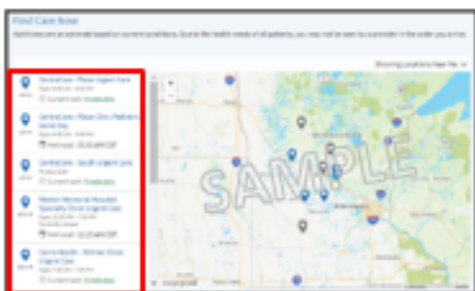


- Complete the visit information by providing an estimated arrival time and reason for visit. Click the **SUBMIT** button.

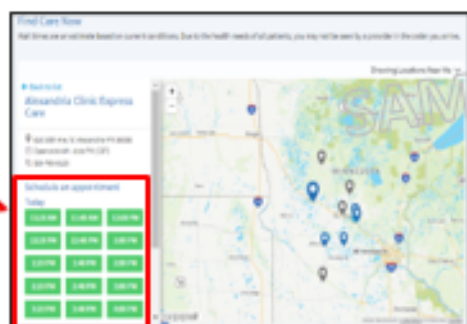


“On My Way” to Urgent Care

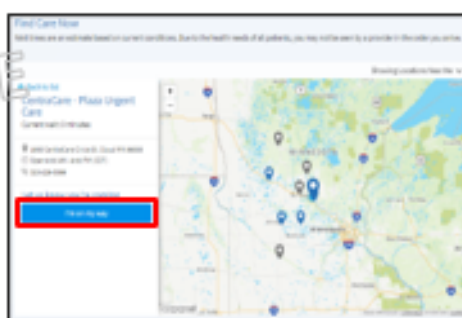
- On your computer or mobile device, log into your MyChart account.
- From the Menu, select the option to Find Urgent Care.
- Tap the Urgent Care button.
- A map will display Urgent Care locations. Click to select a location.



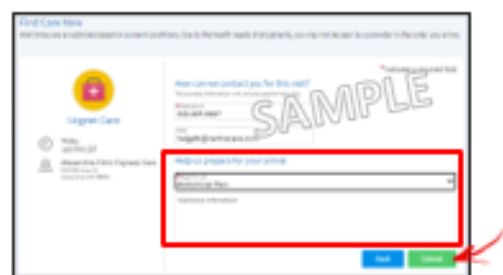
- If available timeslots display, click to select one. If timeslots do not display, instead click the **I'm on my way** button to let us know you are coming. |



or



- Complete the appointment information, including the reason for visit and click the **SUBMIT** button.





Managing your account



MyChart is an online tool that offers you personalized and secure access to portions of your medical records. It enables you to securely use the Internet to help manage and receive information about your health. MyChart is available on the internet using our website version and also available on mobile devices by downloading the MyChart Mobile app. Both versions are free and available to all of our patients.

Your MyChart account is secure which means your health information is safe and protected. Authorization of your account is verified as a part of our activation process and all MyChart users log in to their account using a unique username and password.

When setting up a MyChart account, all users chose both their own username and password. These credentials are then used to gain access each time you log in to your account.

How do I choose a MyChart username and password?

Your username must:

- be between five and 24 characters
- contain only letters and numbers (no symbols)

Once selected, your username cannot be changed.

Your password must:

- be at least 8 characters
- contain one uppercase letter
- one lowercase letter
- one number
- one special character (examples: *@#!)
- be different than your username

To maintain a secure account, please do not share your username and password.

What if I forgot or want to reset my MyChart username?

A screenshot of the MyChart login page. It shows a text input field for 'MyChart username', a 'Password' label, and a green 'Sign in' button. Below the sign in button, there are two links: 'Forgot username?' (highlighted with a red box) and 'Forgot password?'.

If you do not remember your username, locate and click on the **Forgot Username?** link.

Complete the information and click the submit button. If you

have a valid email address on file with us, you will receive your username information in your email.

A screenshot of the 'Recover Your MyChart Username' page. The page title is 'Recover Your MyChart Username' and it says 'Powered by CentralCare'. Below the title, it says 'Please verify your personal information.' There are input fields for 'First name', 'Last name', 'Date of birth' (with dropdowns for month, day, and year), and 'ZIP code'. A green 'Submit' button is at the bottom left. On the right side, there is a yellow box with text: 'If you do not remember any of this information, or you do not have a valid email address on file, you will have to contact your MyChart help desk at 800.941.1237 between 9am and 4:30pm Monday-Friday to help you reset access to your MyChart account.' Below this is a blue 'Sign up online' button. At the bottom, there are logos for the App Store and Google Play, and a footer with 'MyChart - Epic' and '© 2014 Epic Systems Corporation. All rights reserved. Terms of Use | Privacy Policy | Contact Us'.

What if I forgot my MyChart password?

If you do not remember your password, locate and click on the **Forgot password?** link.

myChart username
Password
Sign in
Forgot username? **Forgot password?**

Complete the information and click the submit button. If you have a valid email address

on file with us, you will receive your username information in your email.

If you do not have an email address on file with us, you will need to call our Help Desk at 320-240-7897 for assistance in locating your username.

MyChart
Powered by CentraCare

Password Reset

If you do not have a mobile phone number or email address on file, please call our MyChart help desk at (320) 240-7897.

Please verify your personal information.

MyChart username

ZIP code

Date of birth

Next

If you do not remember any of this information, you will have to contact your MyChart help desk at (320) 240-7897 between 9:00 and 4:00PM Monday-Friday to help you regain access to your MyChart account.

New to MyChart?

MyChart + Epic

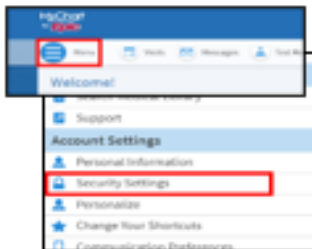
How do I reset my username?

It is not possible to reset your username.

Can I reset my own password?

Yes, to change your password first log into your MyChart account using your current password.

- Click the **Menu** button and scroll down to locate and select the **Security Settings** option.



- Type in your **Current Password**, the **New Password** and confirm the new password by retyping it into the **Confirm New** box. Click the **Save password** button.

Security Settings

Change Password

Your password must be different than your MyChart username. For increased security, password must be at least 8 characters long using a combination of numbers, letters (lowercase and uppercase), and special characters.

Current Password

New Password

Confirm New

Save password

Two-Step Verification Settings

Two-step verification is an additional level of security to help keep your account secure—even if someone has your password.

Turn on two-step verification

Deactivate Your Account

To deactivate your MyChart account, go to the [account deactivation page](#).

What is two-step verification and should I be using it?

Two-step verification is a security process that would require you to provide **two** different forms of identification to get into your MyChart account. If two-step verification is turned on, you will first log into your account using your regular Username and password and would then also be prompted for a **code**. This code changes with each log in and will be sent to you as an email or a text message to your phone.

Using two-step verification in MyChart is completely optional and can be set up in the **Security Settings** page. Simply click the **Turn on two-step verification** button and complete the required steps to verify your identify and select your preferences. If at any point you want to shut this feature off, return to this same page.

The image shows two screenshots of the MyChart 'Verify Your Identity' process. The left screenshot is the initial verification form, titled 'Verify Your Identity'. It asks for 'Your email' (youremailaddress@gmail.com), 'Verify email' (youremailaddress@gmail.com), 'Your phone' (320-888-1212), 'Verify phone' (3208881212), and a 'Password'. There are 'Continue' and 'Cancel' buttons. The right screenshot is the 'How would you like to receive the code?' screen. It shows three steps: 1. 'We'll send a code to your email or phone.' (with a phone icon), 2. 'When you receive the code, enter it on the next screen.' (with a computer icon), and 3. 'Once we verify your identity, you will be signed into MyChart.' (with a person icon). Below the steps, there are three buttons: 'Send to my email', 'Text to my phone', and 'Cancel'. The 'Send to my email' and 'Text to my phone' buttons are highlighted with a red box.


How do I change my notification settings?

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

To access notifications settings, complete the following.

1. Go to **Account Settings > Communication Preferences**.
2. On the Communication Preferences page you can choose how you receive MyChart notifications. White colored icons indicate unselected choices and blue icons represent your preferred method. Click the appropriate icons to set your preferences.

The image shows a screenshot of the MyChart 'Communication Preferences' page. The page title is 'Communication Preferences'. Below the title, it says 'Choose how you would like to receive MyChart notifications.' There is a table with columns for 'Email', 'Text', and 'Voice'. The table has several rows for different notification categories: Appointments, Messages, Health, Billing, Account Management, Campaigns, and To Do. Each row has icons for the three notification methods. A red box highlights the notification method icons for each category. A large 'SAMPLE' watermark is visible across the bottom of the screenshot.

NOTE: to see what type of communications are included in each topic area, click on the down-arrow key to expand the details. With the details expanded, you can also pause your mouse pointer over any of the informational  tip icons to display more.



3. Make any changes and when finished, click the **Save Changes** button.
4. At the bottom of the Communication Preferences page, you will also find a section where you can update your Contact Information or even add a temporary address. To do so, click on the **EDIT** button.



5. Make any changes and when finished, click the **Save Changes** button.

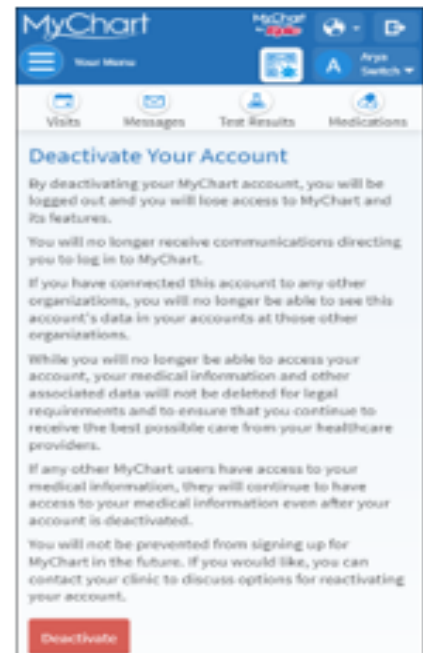
Can I cancel my MyChart account?

Yes, you can cancel your own MyChart account. The option to deactivate your account can be found under the **Menu / Security Settings**.

When you deactivate your account, you will automatically be logged out and cannot log back in. Canceling your MyChart account does not delete any of your medical information and associated data. If you have allowed others proxy access to your account, they will still have access to your account.



If you deactivate your account, you can sign up for a MyChart account in the future by contacting your clinic or help desk to reactivate your account.



Need Financial Assistance?

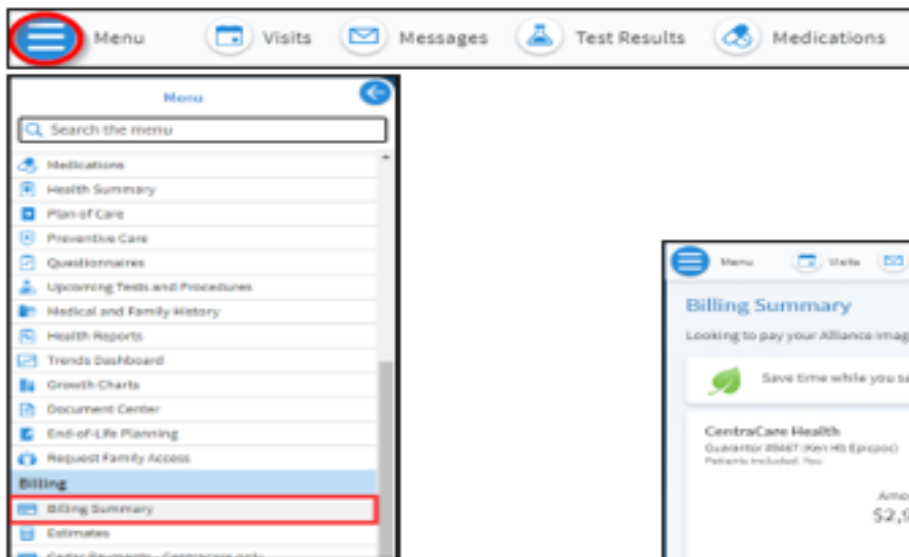
Instead of meeting directly with a financial counselor, you can now use your MyChart account to submit a financial assistance request.

EXAMPLE: Alex is looking at his bills for this month and realizes he might not be able to afford his upcoming knee surgery. He logs in to MyChart, goes to the Billing menu and selects Financial Assistance. On the Financial Assistance page, he clicks through the screens, filling out information about his current finances. When he's done entering information, he submits the application for a financial counselor to review and process. Later, he wants to check on the status of his application, so he goes back to the Financial Assistance page to see a summary of his application and a status indicator for whether it's approved, pending approval, or not eligible.

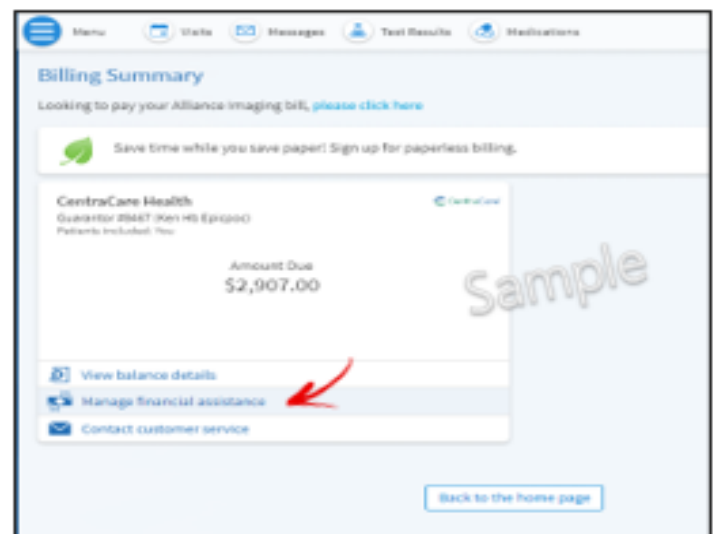
How do I apply for Financial Assistance?

If you would like to apply for financial assistance, complete the following steps.

1. Begin by signing into your MyChart account.
2. Tap the **Menu** button. Locate and select the **Billing Summary** option.



3. On the Account Summary page, a tile with an amount due will be displayed for each service billing area. Locate and click on the **Manage financial assistance** option.



4. The Financial Assistance window will open. Near the top of the screen you will see a timeline that lists out the steps involved in the application process, beginning with **Personal Info**.

The screenshot shows the 'Financial Assistance' application window. At the top, there is a timeline with five steps: Personal Info, Income, Expenses, Assets, and Documents. The 'Personal Info' step is highlighted with a red box. Below the timeline, there is a section titled 'Whose bills do you need assistance paying?' with a 'Next' button.

5. Confirm the patient name and click the button labeled **NEXT**.
6. Respond to each of the income questions and when complete, click the button labeled **NEXT**.

The screenshot shows the 'Income' section of the Financial Assistance application. It includes a question 'How large is your household?' and a section for 'Your household's income'. There is a dropdown for 'Type of income' (set to 'Employment (Full Time)') and a dropdown for 'How often do you get paid?' (set to 'Monthly'). A text field shows 'Income amount (in USD)' as '\$2000.00'. There is an 'Add income' button.

7. In the household expenses section, you will create line items to report your expenses. Begin the first item by clicking on the drop-down arrow next to **Type of Expense** and select an expense type. Identify how often you pay this expense and fill in the expense amount.

The screenshot shows the 'Your household's expenses' section. A dropdown menu is open for 'Type of expense', showing options like 'Mortgage', 'Rent', 'Child Support', etc. A red arrow points to the dropdown arrow.

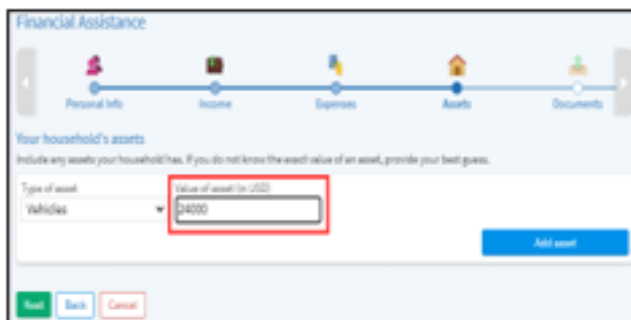
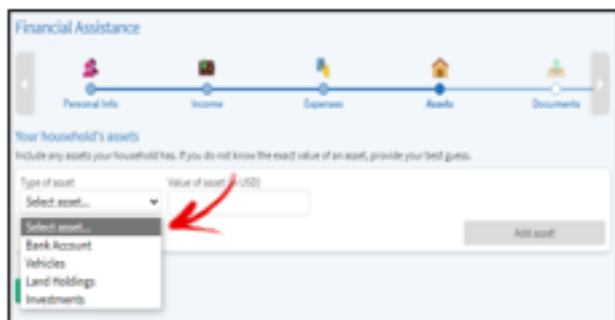
The screenshot shows the 'Your household's expenses' section with 'Mortgage' selected in the 'Type of expense' dropdown. The 'How often do you pay?' dropdown is set to 'Monthly'. The 'Expense amount (in USD)' text field contains '1150.00'. There is an 'Add expense' button.

8. Click the **Add expense** button.
9. The expense item you just created will now display. Click the **+ Add Expense** option and continue to add all other household expenses and when complete, click the button labeled **NEXT**.

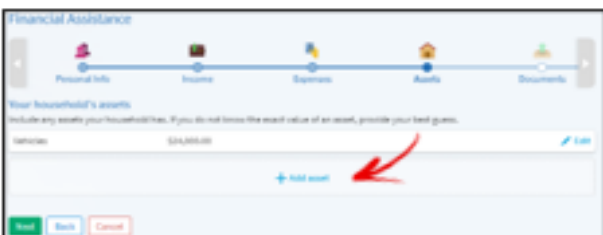
The screenshot shows the 'Your household's expenses' section. The 'Mortgage' expense is now listed with an amount of '\$1,150.00' and frequency of 'Monthly'. A red arrow points to the '+ Add expense' button.

The screenshot shows the 'Your household's expenses' section with a list of expenses. The 'Mortgage' expense is listed with an amount of '\$1,150.00' and frequency of 'Monthly'. There is an '+ Add expense' button at the bottom.

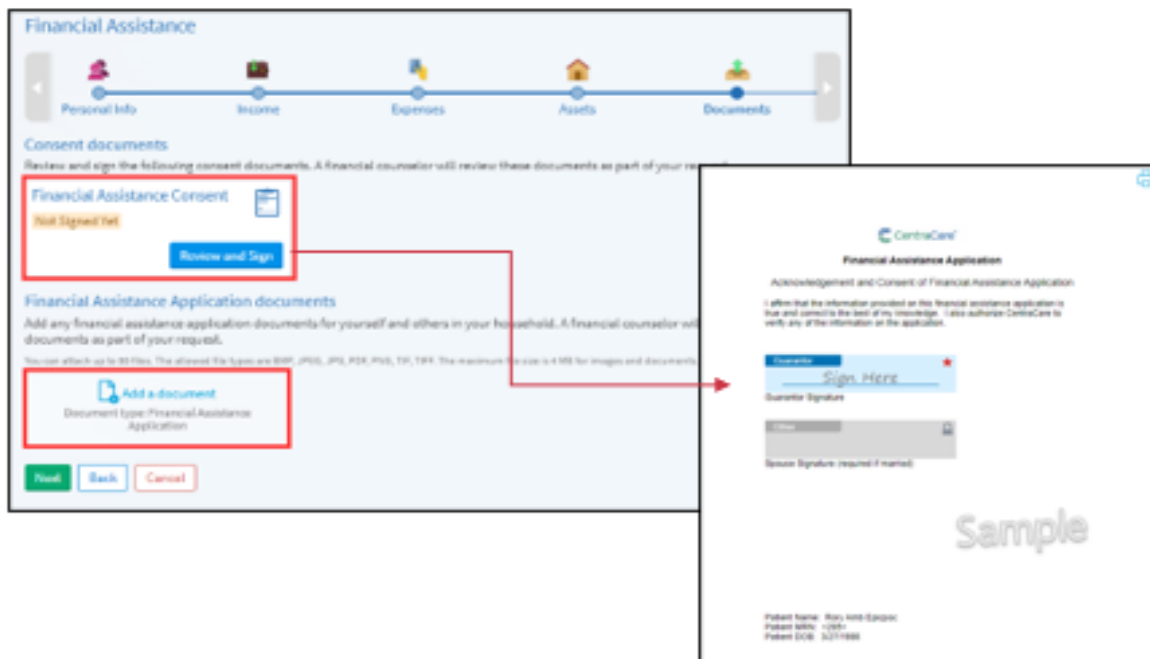
10. In the Assets section, create line items to report your assets. Begin the first asset item by clicking on the drop-down arrow next to Type of asset and select an asset type. Fill in the Value of the Asset.



11. Click the **Add asset** button.
 12. The asset item you just created will now be displayed. Click the **+ Add asset** option and continue to add all other assets and when complete, click the button labeled **NEXT**.



13. The Consent Documents section provides an option to Review and Sign and add any other supporting documents. Please note the special instructions for adding documents.



14. When complete, click the button labeled **NEXT**.

15. A Review page will now be displayed. Please review this page for accuracy and completeness. If you find something that need to be changed or added, simply use the **BACK** button to return to the desired page. Optionally, if there is any additional information you would like to share with our financial counselors, please do so in the box provided.

Financial Assistance

Income Expenses Assets Documents Review

Does this look right?

Financial Request Summary
Requested on 8/25/2022 on behalf of

Rory Amb Epicpoc

Sample

Request Details
People in household: 1

Income	Expenses	Assets
Income: \$50,000.00 Employment (FullTime): \$50,000.00	Expenses: \$92,804.12 Mortgage: \$13,000.00 Groceries: \$20,875.00 Vehicle Payment: \$8,000.00 General Bills: \$28,125.12 General Bills: \$8,000.00 General Bills: \$4,000.00	Assets: \$235,800.00 Vehicles: \$24,000.00 Bank Account: \$1,800.00 Land Holdings: \$210,000.00

Anything else we should know?
You may use this space to tell us about any other details relevant to your application.

Submit Back Cancel

16. When complete, click the button labeled **SUBMIT**.
17. Your application has been submitted. If you would like to print this page, click the printer icon.

Financial Assistance

✓ Your application has been submitted. One of our financial counselors will contact you if we need any additional information. You may print this page for your records.

Financial Request Summary
Requested on 8/25/2022 on behalf of

Rory Amb Epicpoc
Case #120290

Request Details
People in household: 1

Income	Expenses	Assets
Income: \$50,000.00 Employment (FullTime): \$50,000.00	Expenses: \$92,804.12 Mortgage: \$13,000.00 Groceries: \$20,875.00 Vehicle Payment: \$8,000.00 General Bills: \$28,125.12 General Bills: \$8,000.00 General Bills: \$4,000.00	Assets: \$235,800.00 Vehicles: \$24,000.00 Bank Account: \$1,800.00 Land Holdings: \$210,000.00

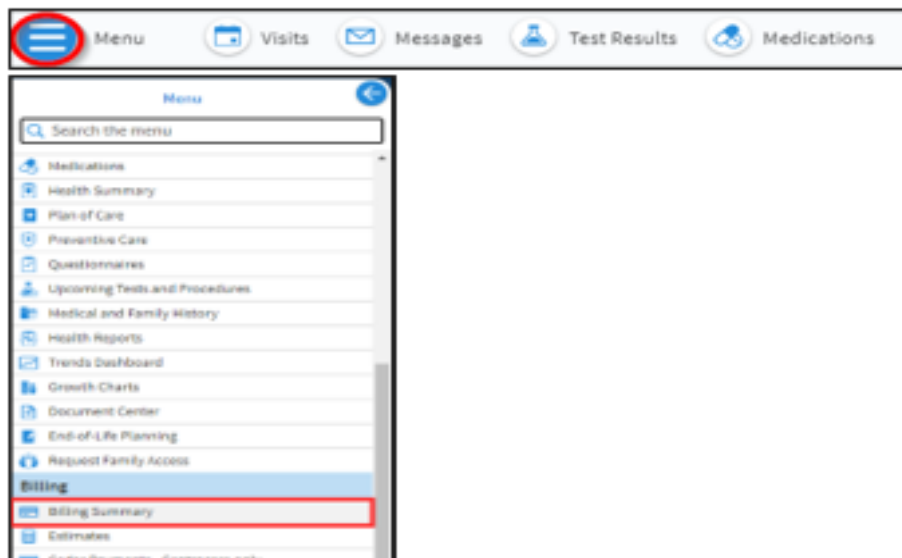
Print

How do I check the status of my Application?

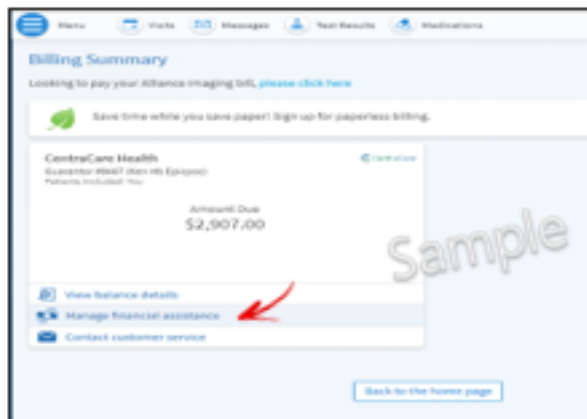
If you would like to check the status of your Financial Assistance application, complete the following.

1. Begin by signing into your MyChart account.

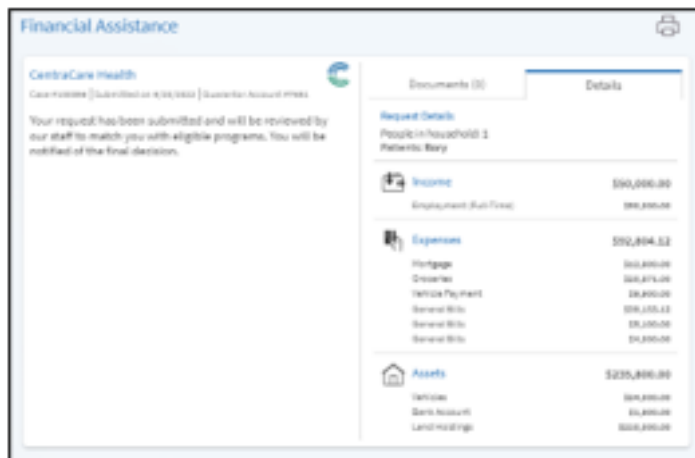
2. Tap the Menu button. Locate and select the Billing Summary option.



3. On the Account Summary page, a tile with an amount due will be displayed for each service billing area. Locate and click on the Manage financial assistance option.



4. The Financial Assistance page will provide you with up-to-date information about the status of your request.



Special Notes

- ✓ Each MyChart account can have only one active financial assistance request at a time.
- ✓ A patient can't open the Financial Assistance page while in proxy mode. Instead, a patient must log in to their own MyChart account and request financial assistance for themselves or any patients for which they are the guarantor.

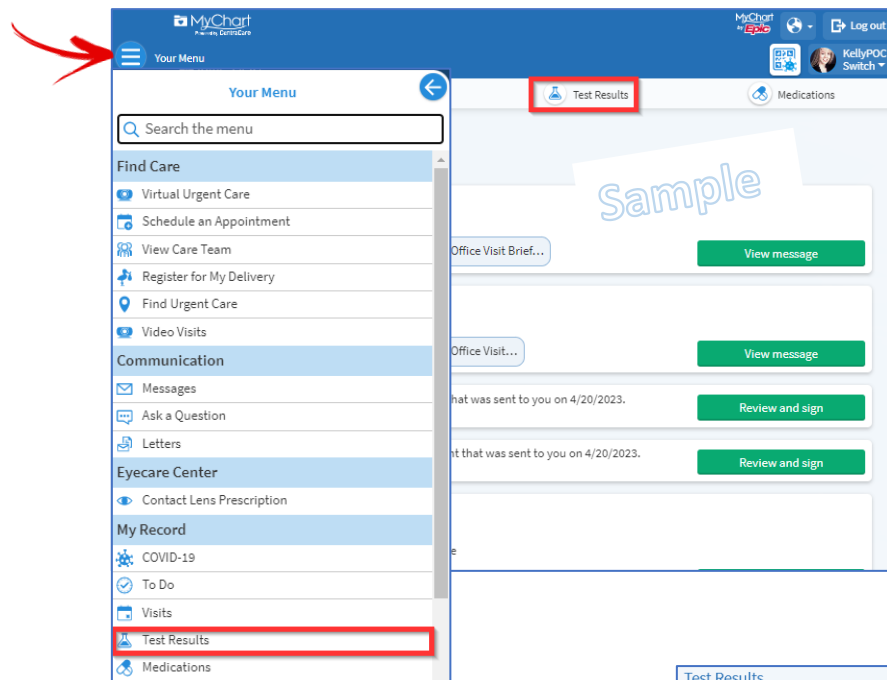
For more information or help with your Financial Assistance application, please our contact MyChart Support line at 320-240-7897, Monday-Friday between 8 am - 4:30 pm.



In compliance with the Federal 21st Century Cures Act, patients have access to test results in MyChart at the same time as your physician or advanced practice provider (APP). In some instances, you may even see your results before your physician or APP. Real time access to your electronic medical records provides you with an opportunity to manage your health care while also supporting the conversations you have with your care team.

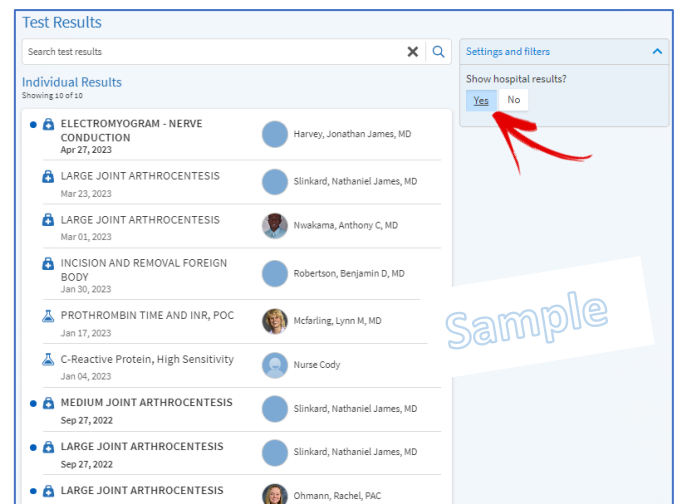
Locate and View Test Results

After test results are released to your MyChart, you can view them in the **Menu > My Record > Test Results** feature. (Optionally, you may also have a Test Results short-cut button that can be used to find and review your results.)



The Test Results screen will display a list of recent tests. The list is displayed in chronological order from newest to oldest and contains the name of each test and the provider who ordered it.

NOTE: To display labs taken while hospitalized, tap the **Yes** option.



To view the details of lab, locate the lab and click to open the Lab Details.

Of course, your labs are unique to you and your health, but for the purpose of learning, below are two sample labs. The first example displays the details of a Prothrombin Time and INR lab. Reviewing the details, the patient can see their current INR score and compare that to the normal range. Tapping the Additional Information option can be used to display the ordering provider, date/time, lab status and more.

The second example displays a sample of an Electromyogram - Nerve Conduction test.

Note in this example, that a banner is displayed across the top indicating that the care team has not yet received the details of this lab.

As already mentioned, there may be times where the work in the lab is completed, and the results are pushed out to your MyChart account before your provider or care team member have a chance to see it.

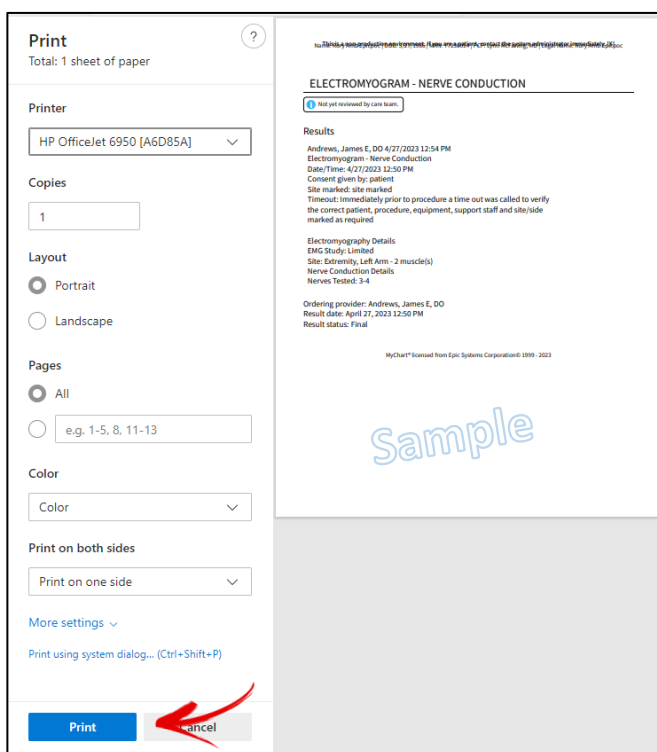
Print Lab Test

If you are logged into your MyChart account from a computer or laptop, you have the option to print your lab reports to your printer. To do so, complete the following steps.

1. **Log in** to MyChart on your computer or laptop.
2. Locate and select the **Test Results** option.
3. Locate and click on the lab title to open it.
4. With the lab details displayed, locate, and click the **printer icon**.



5. The Print window will display your default printer and printer settings. If necessary, make any changes to this screen and when ready to print, click the **PRINT** button.



Trend Test Results

MyChart also offers an option to view lab result Trends. Trended lab results simply show a visual representation of your test results over time, usually in a chart format.

Trended views provide a great way to observe trends and help you stay on top of your health. To view lab result trends, complete the following steps.

1. **Log in** to MyChart on your computer or laptop.
2. Locate and select the **Test Results** option.
3. Locate and click on the lab title to open it.
4. With the lab details displayed, locate, and click the **View trends** option.

The screenshot shows the MyChart interface for a lab result titled "Prothrombin Time and INR". The lab result details show "INR, EXTERNAL" with a value of 1.5. A red box highlights the "View trends" button, which is pointed to by a red arrow. Below this, the "Result Trends" section is displayed, featuring a line chart and a data table. The chart shows a decrease in INR from 4 on Feb 8, 2022, to 1.5 on Mar 16, 2022, and Aug 29, 2022. The data table below the chart lists the following results:

Date	Value	Normal Range
Aug 29, 2022	1.5	
Mar 16, 2022	1.5	
Feb 8, 2022	4	

The interface also includes filter options for "Most Recent", "All Data", "Month", "Year", and "Custom", and a "Download results" button to save the table as a PDF document.

5. Optionally, use the filter options to adjust the time periods.

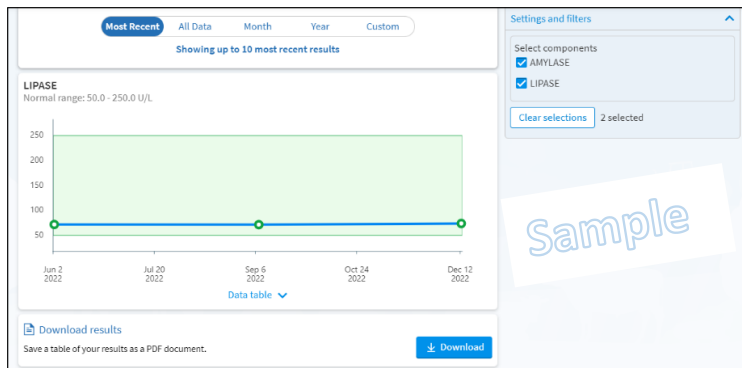
Most Recent All Data Month Year Custom

Download Test Results

If you would like a copy of your test results over time, you can now also download a PDF so you can print, store, and send it electronically as needed. To download test results, complete the following steps.

1. Log in to MyChart on your computer or laptop.
2. Locate and select the **Test Results** option.
3. Locate and click on the lab title to open it.

4. With the lab details displayed, locate, and click the **Download** button.



5. After the document has been downloaded as a PDF, it will open in a format similar to the example below.

NOTE: To see and use this feature on the MyChart mobile app, you must update the app to version 10.4 or higher.

Result Trends
 Jun 2, 2022 - Dec 12, 2022
 Date of Birth: Jul 7, 1977

Jun 2, 2022 - Dec 12, 2022 (Table 1 of 1)

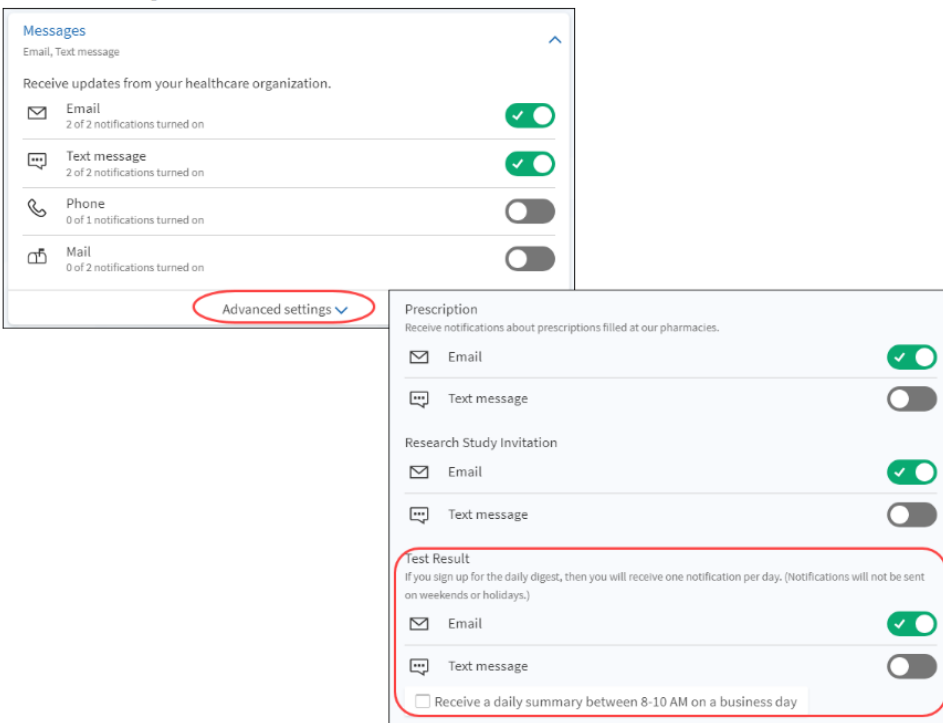
Component	Jun 2, 2022	Sep 7, 2022	Dec 12, 2022
AMYLASE Normal Range: 20.0 - 100.0 U/L	33.2 U/L	37.4 U/L	35.2 U/L
LIPASE Normal Range: 50.0 - 250.0 U/L	71.9 U/L	71.6 U/L	73.9 U/L

A large blue 'Sample' watermark is overlaid on the right side of the table.

Receive email or text messages when new results are available

If you would like to receive notifications when test results are available, complete the following steps.

1. **Log in** to your MyChart account.
2. Go to the **Menu** and select **Account Settings > Communication Preferences**.
3. Under **Details**, expand the **Health** section.
4. Select **Advanced settings**.
5. Under **Test Result**, toggle the slider next to the communication option you prefer. When it is green with a check mark, the communication type is enabled.
6. Click **Save Changes**.



For assistance contact the MyChart Help Desk at (320) 240-7897 between 8:00 am - 4:30 pm, Monday-Friday.