



## MyChart Patient Quick Start Guide

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.


### With MyChart, You Can:

- View all of your health information in one secure, easy-to-use portal
- Send messages to your doctor and their office staff
- Schedule and check-in for appointments and complete pre-visit tasks
- View your medications
- View lab results
- View and pay medical bills and get price estimates
- Take care of your children and other family members — all from one account!

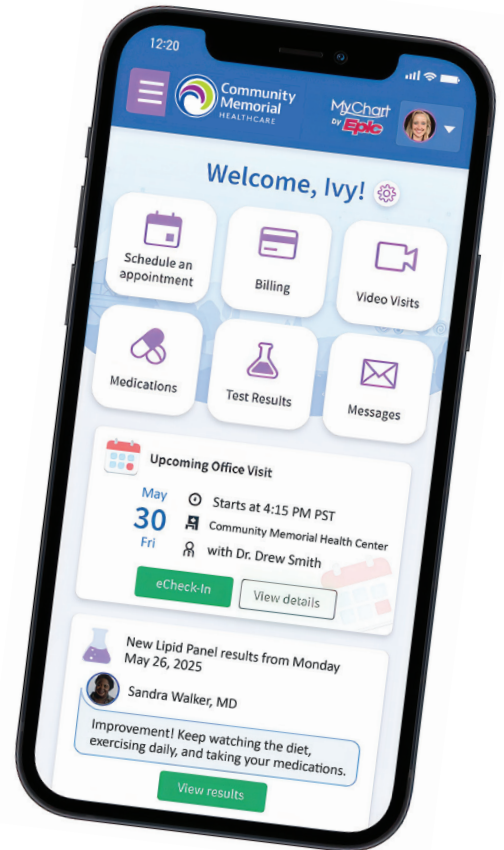
### Getting Started with MyChart

- On your mobile device, download the **MyChart** app.
- On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:



- Search for **MyChart**. Look for the following logo  to make sure you have the right app.

- Tap **Install**.
- After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
- Select Community Memorial Healthcare from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.
- To access MyChart on your computer, go to [mycmh.org/mychart](https://mycmh.org/mychart) and find Computer Access Instructions. Click the **Access MyChart** link, then click Access MyChart under Sign Up/Sign In. Enter your username and password if you have an account, or **Sign Up Now** to create an account.



Scan with your  
smart phone or visit  
[mycmh.org/mychart](https://mycmh.org/mychart)  
for more information!





## Create a MyChart Account

There are several different ways to create a MyChart account:

1. A member of the Community Memorial team may help you sign up during your visit to one of our Hospitals or Health Centers.
2. You may receive an activation code during your visit or stay.
3. You may receive an activation code following your visit or stay.
4. You may be able to create a MyChart account by matching your information against what is on file in your medical record.

### Request an activation code if you don't already have one

If you don't have an activation code, you can request one online. To request an activation code online:

1. On the MyChart login screen on the MyChart mobile app, click **Sign Up Now**.
2. Click **Sign Up Online**.
3. Click **Match Yourself with Our Records** or **Verify with a Third Party** to supply personal verification items, such as the last four digits of your Social Security number and your date of birth, and have an activation code sent to your email address or mobile phone.

## Use your activation code to create an account

1. From the MyChart login screen on the MyChart mobile app, select **Sign Up Now**.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Select **Next**.
3. On the next page, choose the following:
  - **MyChart username.** Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
  - **Password.** Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username. Choose a password that you don't use for other websites.
  - **2-step verification.** In order to keep your health information secure, you will also be asked to set up 2-step verification (2FA) during registration.
4. On the next screen, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

## Log in to MyChart

1. In your web browser, enter [mycmh.org/mychart](https://mycmh.org/mychart) and follow the **Access MyChart** link to access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

### Recover a lost username or password

If you're having trouble logging in, click the **Forgot MyChart Username?** or **Forgot Password?** link below the login fields for assistance. If you forgot your username, you will need to enter your identifying information. If you forgot your password, you will need to enter your username, and a verification code will be sent to your email to reset your password. If you're still having trouble, contact the MyChart Patient Support Line at **1-833-395-2035** to request a new, secure password.

### Learn how to use MyChart

In the MyChart Learning Library, you can watch videos about MyChart's features and how to use them. To view these videos, go to **Resources > Learning Library**, or visit [mychart.com/help](https://mychart.com/help).



## 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 that you view your own. Some things that might be particularly useful include:

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

If you're a parent, you can have full access to your child's record through a designated age. Please check with your Health Center for specific age and medical record access details. This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

## Manage Your Child's Healthcare

MyChart allows you to safely and securely add your child's MyChart account to your own. Once access is granted, you can view their information in the MyChart app. Appointment times and locations, current medication lists, lab results, and billing information are all accessible.

MyChart calls this **Proxy Access**.

## How to Add Your Child to Your MyChart

- Parents or legal guardians are given access to their child's MyChart account at the Community Memorial Health Center at the time of their appointment.
- At the Health Center, before or after your child's appointment, the parent/legal guardian **needs to ask the front office staff** to grant them access to their child's MyChart.
- The parent/legal guardian must be listed on the child's MyChart under Demographics & Relationships in order to provide access.

Please be aware that the access changes depending on the age of your child.

### For children under 12

- Proxy access is initiated from the parent's chart by the front office staff.
- The front office staff navigates to the MyChart activity, selects Proxy Access, and adds the child by searching for their name.

- Parents are granted full access to the child's MyChart.
- The child does not have their own MyChart login — all access is through the parent's account.

### For children 12 – 17

- Proxy access is initiated from the child's chart by the front office staff.
- The child must have a unique phone number or email address listed in order to activate their own MyChart account.
- The front office sends the activation code to the teen (via text, email, or printed).
- Once the teen activates their MyChart account, the front office can add the parent as a proxy with limited access.

### Once the child turns 12, the parent's access will be limited to:

- Immunizations
- Appointments
- Messages

Sensitive information (e.g., mental health, sexual health, reproductive care, substance use) is automatically restricted. Proxy access can be revoked by the teen at any time. Proxy access ends automatically at age 18.

### Please note, you must have your own MyChart account to connect to your child's account.

If you don't have an account yet, go the front office staff in a Community Memorial Health Center and ask them to create a New Patient Record for you (the parent/guardian). They will need your full name, date of birth, address, phone number, and email to create this account. You can then connect to your child's account.

If you have any questions or issues connecting your child's MyChart to your own, please call the Community Memorial Health Center where your child is seen.



## Access a family member's record

After you've received permission, new or timely information for your family member appears alongside your info in your health feed on the MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.

## Invite someone else to access your record

1. Go to **Sharing > Sharing Hub** and select **Give friends and family access**.
2. On the Friends and Family Access page, click **Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, confirm the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.
  - ~ After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.
4. After the person you've invited accepts the invitation, you'll receive a message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.

## Medical Record Access & Sharing

MyChart also allows you to share your medical records with other people for a specific purpose rather than on an ongoing basis.

### View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Sharing > Sharing Hub** and select **Download health and visit summary**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:
  - ~ Click **View** to view a copy of the visit summary.
  - ~ Click **Download** to save a copy of the visit summary for your records.
  - ~ Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

If you need to provide healthcare information to another organization, like your insurance or workplace, you can download a formal copy of your health record that will have your organization's letterhead on it.

3. Go to **Sharing > Sharing Hub** and select **Request formal copy of health record**.
4. Select where you want the record sent and enter the contact information of the person or organization who will receive the record.
5. Select the purpose of the record request.
6. Use the **Date Range** tab or **All Visits** options to select how much information you want to share.
7. If your organization has multiple clinics, select how many of them you want information from.
8. Choose what types of information you want included in the record.



## Download medical records you've requested

If you've requested a copy of your medical record from your healthcare organization, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail.

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

## Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using 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 provided.

1. Go to **Sharing > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to [www.shareeverywhere.com](http://www.shareeverywhere.com) to enter the code along with your date of birth.

## Authorize sharing medical information between organizations

Some healthcare organizations might require authorization from you so they can request your medical information from your previous visits at other clinics. Instead of providing authorization at check-in, you can do it before your visit so your provider has access to your complete medical information:

1. Go to **Sharing > Link My Accounts**.
2. Go to the **Linked Accounts** tab.
3. Click **Authorize sharing** next to the organization where you'll have your next visit.


## See your medical information from other healthcare organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in MyChart. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- COVID-19 vaccine doses
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account:

1. Click **Link account** from your health feed or go to **Sharing > Link My Accounts** to get started.
2. Select your account from the list or search for it and click **Link Account**.
3. If you have accounts with more than two organizations and want to link them all together, click **Link all accounts**.

After you've linked your accounts, information from the other organization appears in MyChart with a  icon.