Patient GUIDE

PARKVIEW HEALTH

Welcome to Parkview MyChart!

mychart.parkview.com

WELCOME TO YOUR ONE STORY OF CARE.

As a patient of Parkview, you have access to your health information from the convenience of your home, or even from the palm of your hand.

Get Started.

Username:_____

Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. Usernames cannot contain any spaces and may consist of lower and upper case letters, numbers and these special characters (example: @,*,&,$,?).

Password: _____

Your password must be different than your username and must contain 8-20 characters, including each of the following: upper and lower case letters, at least one number and at least one symbol. (example: @,*,&,$,?).

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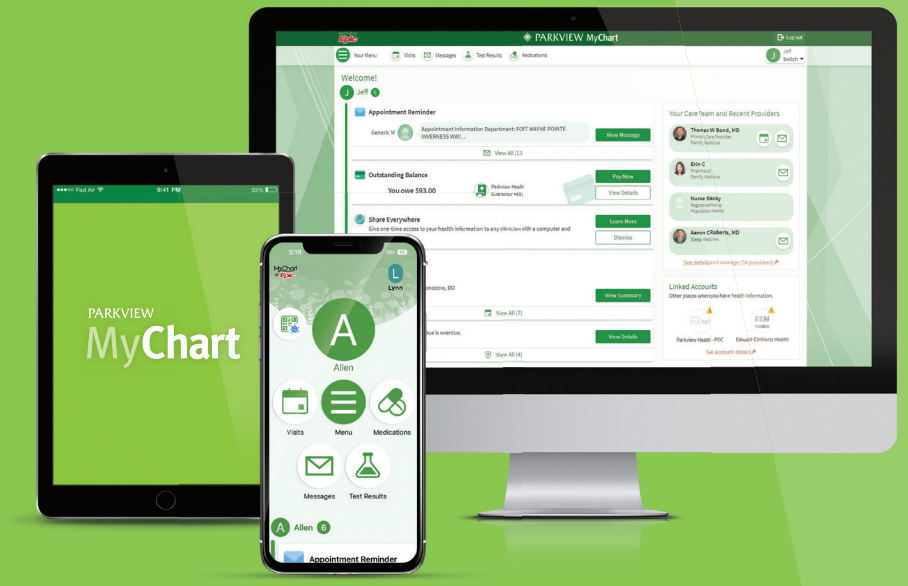


How to Activate Your Parkview MyChart Account

For convenience, there are several ways to activate a MyChart account. All methods described below require a social security number be on file as part of your Parkview patient record.

Activation code

1. You may receive an activation code in the After-Visit Summary® following an office visit with your Parkview provider or in a letter from your physician's office.
   a) With your activation code, you may sign up online or from the MyChart app on your iPhone®, iPad®, iPod touch® or AndroidTM devices.
   b. To sign up online, go to mychart.parkview.com, click on the orange SIGN UP NOW box.
   c. You may also sign up using the MyChart app on your mobile device. Go to the App Store application, install the free MyChart app and select Parkview Health from the list of providers.
   d. Enter your MyChart activation code. You will not need to use this code after you have completed the sign-up process.
   e. Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated and click NEXT.
   f. Create username and password.
   g. Accept Terms and Conditions.

Activation link

1. You may automatically receive an Instant Activation link when you check in for your appointment. You can also be sent an Instant Activation link upon request. The link can be sent either:
   a. By text, or
   b. By email.

2. To activate an account, click or tap the link in the email/text.

3. Enter the following:
   a. Username
   b. Password
   c. Date of birth
   d. Last 4 digital of social security number. Then click Submit.
   e. Accept Terms and Conditions.

Without an activation code or link

1. You may sign up online without an activation code or link. Go to mychart.parkview.com and click on the orange SIGN UP NOW button.
2. Click on the orange SIGN UP WITHOUT CODE button.
3. Fill in your personal information and answer several questions. A third party vendor, Precise ID, will confirm your identity and direct you to the MyChart Username/Password page. If your identity can not be verified, email **mychart@parkview.com** or call **260-266-8700** or toll free at **855-853-0001** for additional sign-up options.

Username and password

4. Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. Usernames cannot contain any spaces and may consist of lower and upper case letters, numbers, and these special characters (example: @,*,&,$,?).

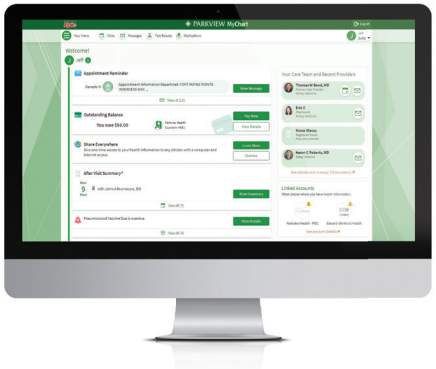
5. Your password must be different than your username. Your password must contain 8-20 characters and include each of the following: upper and lowercase letters, at least one number, and at least one symbol (example: @,*,&,$,?).

6. Select your communication preference. Your email address is required, and you may also add your mobile phone number.

ADDITIONAL INFORMATION

If you have questions, you may email **mychart@parkview.com,** or at **260-266-8700** or call **855-853-0001** toll free to talk to MyChart staff. Remember, MyChart is not to be used for urgent healthcare needs. For medical emergencies, dial 911.

What Can You Do in MyChart?



- View notes that your provider has recorded and shared with you.
- View your health summary, including current medications, allergies and immunizations.
- Schedule and cancel appointments.
- Complete eCheck-In
- Have virtual video visits with Parkview providers.
- Send and receive secure messages with our staff.
- Request prescription refills.
- View and print test results.
- Request medical records.
- Use Symptom Checker.
- Pay your current Parkview bill and view past payments.

How Will You Benefit from MyChart?

- Access your health information anytime, anyplace.
- Save time spent organizing your health files and paying your Parkview bill.
- Cut down on “phone tag” by sending a message to your provider.
- With proxy access, stay informed about loved ones’ health information.
- Know and understand more about your own health.
- Use Symptom Checker to help determine appropriate treatment.
- View trending history of your vitals and other health information.

App Features

With the MyChart app for iPhone® or Android®, you have immediate and secure access to your health records.

- **TEST RESULTS*** – View your results that have been released to your MyChart account.
- **MESSAGES** – View and reply to messages from your provider’s office.
- **APPOINTMENTS*** – View past appointments, future appointments and schedule new appointments.
- **VIRTUAL WALK-IN CLINIC** – Get non-emergency medical care from a Parkview walk-in clinic physician from the convenience and comfort of home.
- **SCHEDULE VIDEO VISITS** - Meet with your Parkview providers virtually by scheduling a video appointment.
- **E-VISITS** – Receive a personalized treatment plan through this symptom-based questionnaire.
- **ECHECK-IN** - Complete eCheck-In from home to save time when you arrive in the clinic. Pay visit copays, verify your medical and insurance information, respond to questionnaires, and electronically sign documents.
- **MEDICATIONS*** – View medication list and request refills (except those age 14-17 and family members with proxy access to that age group).
- **HEALTH REMINDERS** – View your health maintenance reminders.
- **HEALTH SUMMARY** – View your health summary such as allergies, immunizations and health issues*.
- **BILLING** – View past bills, payment history and pay current Parkview bills.
- **QUESTIONNAIRES** – Fill out questionnaires sent by your provider.
- **TRACK MY HEALTH** – Fill out flowsheets sent by your provider to track blood pressure, weight or a variety of other health information.
- **PROXY ACCESS** – View other accounts to which you have access in MyChart. (14 - 17 cannot request anyone as a proxy.)

*Family members with proxy access to those age 14-17 have limited access to this information as a result of various legal requirements and technical limitations.

Proxy Access: Accessing MyChart for Minor Children

0-13 years of age:

Parents/permanent legal guardians can request proxy access to their child's account, and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group. Parents/permanent legal guardians can log into their personal MyChart account and search the proxy form to request access.

14-17 years of age:

Teenagers in this age group can have limited access to their own MyChart account, with parental consent. It is recommended that parents still request proxy access to their teen's account. Parents/permanent legal guardians with proxy access to this age group will also have limited access to certain medical information. Parents/permanent legal guardians can log into their personal MyChart account to search for the proxy form to request access.

Proxy Access: Sharing Access for Adults

Patients may have their own MyChart account and can request that someone have proxy access to their chart.

- When adults wish to invite other adults to access the patient's MyChart account, the adult patient should log in to MyChart and search Share My Record.
- For incapacitated adult patients who do not have MyChart, if another adult wants access to the adult patient's record, this individual must be healthcare power of attorney (POA) of the adult patient. Documentation must be scanned to the patient's medical record before the proxy can be granted.
- The family member requesting access to the incapacitated adult's MyChart account must complete the proxy form in the family member's MyChart. Log in to MyChart account and search proxy form to request access.

Submissions will receive a MyChart message upon approval and completion.

If you have any questions, please email **mychart@parkview.com,** or call **260-266-8700** or toll free at **855-853-0001**.

MyChart Frequently Asked Questions

Can I use MyChart for medical emergencies?
No. MyChart should NEVER be used for medical emergencies or urgent healthcare matters. If you have an urgent medical need or require emergency attention, please go to the nearest emergency room or dial 911.

How do I update my personal information?
Sign into your MyChart account. Tap or click MENU and search "Personal Information." Tap or click to update.

What can I NOT use MyChart for?

- Same-day prescription refill requests.

Is there a fee to use MyChart?
No. MyChart is a free service offered to Parkview Health patients and their designees.

Is MyChart secure?
MyChart is located on a secure server and will notify you by email and/or phone when you have new activity in your MyChart account. Two-step verification is now available in MyChart as a security feature you may implement to protect your account.

When will I see test results in MyChart?
Lab, imaging and pathology results are released to a patient's MyChart immediately upon completion. Results from hospital visits are released 24 hours after discharge. You will receive an email message and/or phone notification advising you to check your MyChart account when test results are available.

If I send a message, when can I expect a reply?
You will generally receive a response within two business days. MyChart messaging should not be used for urgent situations or emergencies.

Can I ask any type of question when using the "Ask a Medical Question" message?
No. As per the terms and conditions with Parkview Health, all messages sent through MyChart must be regarding your healthcare and conditions or the healthcare and conditions of a person for whom you have proxy access.

Frequently Asked Questions about the MyChart App

Why use the MyChart App?
MyChart offers true mobility, instant access and optimized convenience. Users are not required to be in front of a traditional desktop or laptop computer to access the benefits of the MyChart system. Typical users would be patients who travel frequently, salespeople who spend a lot of time on the road, students, and those who have come to rely on an Apple or Android mobile device for internet access and messaging.

How do I use the app?
If you do not already have a MyChart account, please ask for your access code at your next Parkview Health appointment, email **mychart@parkview.com** or call **260-266-8700** or toll free at **855-853-0001**. The app is free and available on iPhone, iPad, iPod touch or Android devices through the iPhone app store or Google Play.

Can I change my password from the app?
Yes. Sign into your MyChart account from the app and select your name. Select ACCOUNT SETTINGS. Choose CHANGE PASSWORD towards the top and follow the steps.

Is it secure?
Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses two-step verification, the standard for other sensitive data transferred via the internet.

Can I create my account from the MyChart App?
Yes. However, you do need an activation code. If you do not have an activation code, you may go to any Parkview facility, email **mychart@parkview.com,** or call **260-266-8700** or toll free **855-853-0001** for assistance.

Troubleshooting

If you are having difficulty accessing the MyChart website, double check to make sure you have entered **mychart.parkview.com.** There are similar websites. If you notice your screen is purple, you have entered the web address incorrectly.

Who should you contact for assistance?

- Connect with Help Center: **www.parkview.com/mycharthelp**
- Email **mychart@parkview.com** and please include patient's full name and date of birth.
- Phone: **260-266-8700** or toll free **855-853-0001.**

Who should a patient contact if they forgot their password?

- Online: Click on the "FORGOT PASSWORD" link.
- Phone: **260-266-8700** or toll free **855-853-0001.**

Can I receive a new activation code if I lose my code, let it expire or did not receive it?
Yes. You may

- Email: **mychart@parkview.com**
- Phone: **260-266-8700** or toll free **855-853-0001**

to request a new activation code.

What should I do if my activation code doesn't work?

- Email: **mychart@parkview.com.**
- Phone: **260-266-8700** or toll free **855-853-0001.**

Notes

Questions about MyChart?

Parkview.com/mycharthelp
mychart@parkview.com
260-266-8700 or 855-853-0001

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MKTG-38201 (09/2023)