

PARKVIEW

# MyChart

PATIENT GUIDE



PARKVIEW  
HEALTH

## Welcome to Parkview MyChart!

[mychart.parkview.com](http://mychart.parkview.com)

### Welcome to your one story of care.

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

### Username:

Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. Username cannot contain any spaces and may consist of lower and upper case letters, numbers, and these special characters: . \_ @

### Password:

Your password MUST be different than your username. Your password MUST contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @, \*, &, \$, ?

### Security Questions:

- What is the name of your first pet?
- Who is your favorite person from history?
- Who was your closest childhood friend?
- What street did you grow up on?
- What was the name of your elementary school?
- What was your high school mascot?
- What is the year of your first child's birth?
- What is your mother's middle name?

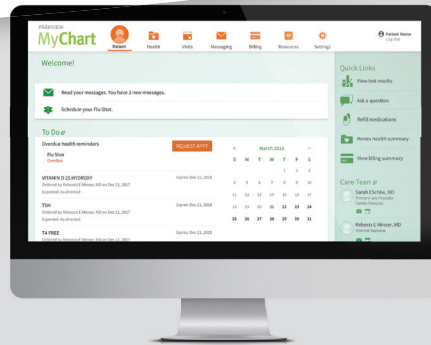
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## What Can You Do in MyChart?

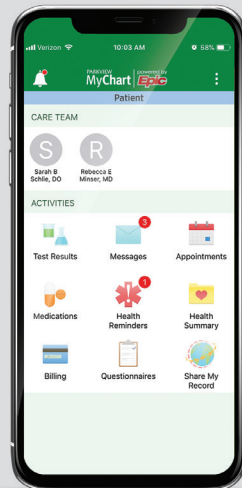
### In MyChart, you can:

- Pay your current Parkview bill and view past payments.
- View your health summary, including current medications, allergies and immunizations.
- Schedule and cancel appointments.
- Send and receive secure messages with our staff.
- Request prescription refills.
- View and print test results.
- Request medical records for yourself or your proxy.



## 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 physician .
- With proxy access, stay informed about loved ones’ health information .
- Know and understand more about your own health.



## How to Activate Your Parkview MyChart Account?

You may request your personal activation code at any Parkview facility. You may also call **(855) 853-0001** or request online access at **mychart.parkview.com**.

1. In your internet browser, go to **mychart.parkview.com**.
2. If you already have your activation code, click on the orange SIGN UP NOW box.
  - a. Enter your MyChart activation code. You will not need to use this code after you have completed the sign up process.
  - b. Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated and click NEXT. You will be taken to the next sign up page. Skip to Item #4.
3. If you do not have an activation code, click on the orange SIGN UP NOW box.
  - a. Click on the orange CREATE ACCOUNT box on the right side of the page.
  - b. Fill in your personal information and answer several questions. A third party vendor, Precise ID, will confirm your identity and forward you to the MyChart Username/Password page. If your identity is not verified, you must either go to any Parkview facility, email **mychart@parkview.com** or call **(855) 853-0001** to request your personal activation code.
4. Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. Username cannot contain any spaces and may consist of lower and upper case letters, numbers, and these special characters: . \_@
5. Your password MUST be different than your username. Your password MUST contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,\*,&,\$,?

6. Enter your security question and answer and click NEXT. This can be used at a later time if you forget your password.
7. Select your communication preference, and if applicable enter your email address and/or mobile phone number. You will receive a notification when new information is available to retrieve in your MyChart account. MyChart will NEVER send your health information to you over the internet.
8. Click SIGN IN.
9. Review the terms and conditions page. Click the box next to "PLEASE DO NOT SHOW THIS PAGE NEXT TIME" and click ACCEPT.
10. You now have access to your MyChart account. It is recommended that you change your password frequently.

#### ADDITIONAL INFORMATION

If you have questions, you may email [mychart@parkview.com](mailto:mychart@parkview.com) or call (855) 853-0001 to talk to our MyChart staff. Remember, MyChart is NOT to be used for urgent needs. For medical emergencies, dial 911.

## Activating MyChart for Children Under 18 and Proxy Access for Adults.

To activate a MyChart account on behalf of either a child under the age of 18 or an adult, you will first need to request proxy access.

#### What is proxy access?

Access to a child's or adult's MyChart account may be granted to individuals who have authority to view their medical information.

#### When can my child request access to their own MyChart account?

##### 0-13 years of age:

Parent(s) can request proxy access to their child(ren), and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group.

##### 14-17 years of age:

Teenagers in this age group can now have access to their own MyChart account. This requires parental consent and parents can still request proxy access to their teen's account (suggested). Parents with proxy access to this age group will have limited access to certain medical information.

##### 18 years of age and older:

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

#### How do I request access?

A MyChart Proxy Form needs to be completed in order to request proxy access to a child's or adult's MyChart account. The form can be obtained from your Parkview physician's office or by visiting [mychart.parkview.com](http://mychart.parkview.com) or call (855) 853-0001.

#### What do I do once the form has been completed?

Once you have completed the form, you may submit it for approval through one of the following methods:

- Return to your physician's office
- Email to [mychart@parkview.com](mailto:mychart@parkview.com)
- Fax to Health Information Management, (260) 373-3781, Attention: Release of Information
- Mail to Health Information Management at:  
2200 Randallia Drive, Fort Wayne, IN 46805

Upon receipt, the form will be reviewed, and if approved, a confirmation letter, and if applicable, an activation letter will be sent to your mailing address with the activation code and instructions on how to complete your sign up.

If you have any questions, please email [mychart@parkview.com](mailto:mychart@parkview.com) or call (855) 853-0001.

## MyChart Can Now Be Accessed Securely from Your iPhone® or Android® Phone!

### Getting started with iPhone.

1. After you have activated your MyChart account (page 5), download and install the MyChart App from the App Store on your iPhone®, iPod® Touch, or iPad®.
2. Select Parkview Health from the list of healthcare providers.
3. Login with your Parkview Health MyChart username and password.

### Getting started with Android.

1. After you have activated your MyChart account (page 5) download and install the MyChart App from the Google Play Store on your Android Phone.
2. Select Parkview Health from the list of healthcare providers.
3. Login with your Parkview Health MyChart username and password.

## App Features

- **TEST RESULTS** - You are able to view your results that have been released to your MyChart account .
- **MESSAGES** - View and reply to messages from your provider's office.
- **APPOINTMENTS** - View future appointments, past appointments and schedule new appointments.
- **MEDICATIONS** - View medication list and request refills.
- **HEALTH REMINDERS** - View your health maintenance reminders.
- **HEALTH SUMMARY** - View your health summary such as allergies, immunizations and health issues.
- **BILLING** - View past 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 information.
- **PROXY ACCESS** - View other accounts to which you have access in MyChart.

## 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?

To use the mobile MyChart App, you must first have a MyChart account. 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](mailto:mychart@parkview.com) or call **(855) 853-0001**. The app is free and available on iPhone, iPad, iPod Touch or Android devices. From one of those devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

### Can I change my password from the app?

No. You must use the Parkview website ([mychart.parkview.com](http://mychart.parkview.com)) to change your password.

### How do I sign up?

Patients who wish to participate may request their personal activation code at any Parkview facility, call **(855) 853-0001** or request online access through our third party vendor, Precise ID, at [mychart.parkview.com](http://mychart.parkview.com). This code/access will enable you to login and create your own username and password.

### Is it secure?

Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses the same bank-level security that is used for other sensitive data transferred via the internet.

### Can I create my account from the MyChart App?

No. Before accessing your MyChart from the mobile app, you must first activate the account via your internet browser.

### Can I enroll in MyChart without an access code?

Yes. If all of your personal information in your medical record is up-to-date, you may request online access through our third party vendor, Precise ID, at [mychart.parkview.com](http://mychart.parkview.com). If Precise ID cannot confirm your identity, you will need go to any Parkview facility, email [mychart@parkview.com](mailto:mychart@parkview.com) or call **(855) 853-0001** to request your personal activation code.

## MyChart Frequently Asked Questions

### What is MyChart?

MyChart offers patients and their designees personalized and secure online access to portions of their medical records. It enables them to securely use the internet to help manage and receive information about their health.

With MyChart you can use the internet to:

- Pay your current Parkview bill and view past payments.
- View your health summary, including current medications, allergies and immunizations.
- Schedule or cancel medical appointments with 24 hours advance notice.
- Send and receive secure messages with your provider that are related to your current medical condition(s).
- Request prescription refills.
- View and print test results – sensitive information will not be available.
- Update email address, mailing address and phone numbers.
- Access trusted health information resources.
- Request medical records for yourself or your proxy.

### 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.

### What can I NOT use MyChart for?

- Same-day prescription refill requests.
- Online clinical consultations and treatments; or
- Any purpose at all if your last office visit with your Parkview Health provider was more than three years ago.

### Is there a fee to use MyChart?

No. MyChart is a free service offered to Parkview Health patients and their designees.

### Who is eligible to use MyChart?

MyChart is available to all patients treated at a Parkview location, and to those who have been given proxy access.

### Is MyChart secure?

MyChart is located on a secure server and will notify you by email and/or phone notification when you have new activity in your MyChart account.

### When will I see test results in MyChart?

Lab results are released to a patient's MyChart immediately upon completion. Imaging and pathology results are released typically within four business days. Results from hospital admissions are released 24 hours after discharge. To view a complete list of results, click the box next to "**SHOW HOSPITAL RESULTS**" near the top of the Test Results page. You will receive an email message and/or phone notification advising you to check your MyChart account when test results are available. Results of a sensitive nature, such as pregnancy or STD testing, will not be released to MyChart.

## Patient Advice, Prescription Refills, and Patient Appointment Requests

### 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.

## 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?

- Email **mychart@parkview.com** and please include patient’s full name and date of birth.
- Phone: **(855) 853-0001**.

### Who should a patient contact if they forgot their password?

- Online: Click on the “FORGOT PASSWORD” link.
- Phone: **(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 request an activation code at any Parkview facility, call **(855) 853-0001** or request online access through our third party vendor, Precise ID, at **mychart.parkview.com**. After the patient’s information is verified a new code will either be sent via U.S. Postal Service or access will be made available through Precise ID. Privacy issues prevent Parkview from emailing a new activation code.

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

For security reasons, an activation code expires after one year and is no longer valid after the first time it is used. If you have problems, you may contact:

- Email: **mychart@parkview.com**.
- Phone: **(855) 853-0001**.





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