

Licking Memorial Health Systems



Quick Start Guide



MyChart.LMHealth.org



Table of Contents

Welcome to MyChart	4-5
Access MyChart	4
Sign Up	4
Log In to MyChart	5
Retrieve Username or Password	5
Health	6-8
View Test Results	6
Manage Medications	6
View Health Information Summary	7
Respond to Questionnaires	7
Track Daily Health Readings	8
Messaging	8-10
View Messages	8
Receive Medical Advice from a Physician	9
Request a Referral to Visit Another Provider	9-10
Visits	10-11
View Past or Upcoming Appointments	10
Schedule or Request an Appointment	10
Cancel an Appointment	11
Find the Nearest Urgent Care or Emergency Department	11
Family Access	12-13
Access a Family Member's Record	12
Minor Child Proxy Access Request Instructions	12
View and Print Your Child's Immunization Record	13
View Your Child's Growth Charts	13



Medical Record Access and Sharing	13-15
View, Download, or Send Visit Records	13
Request Computer-readable Medical Records	14
Share Medical Information	14
View Medical Information from Other Healthcare Organizations	14-15
Billing and Insurance	15-16
View Outstanding Balance	15
Make a Payment	15
Paperless Billing Opt-out	15
Get a Price Estimate for Medical Care	16
Request Assistance with Medical Bills	16
View Claims for Services Covered by Insurance	16
Review and Update Insurance Information	16
Preferences and Administrative Features	17-18
Personalize MyChart	17
Update Personal Information	17
Customize Notification Preferences	17
Change Password or Update Security Question and Answer	17
Protect Account with Two-step Verification	18
Mobile Apps	18-19
Download the MyChart App	19



Welcome to MyChart

MyChart offers secure online access to your health information in one place. It can help you participate in your healthcare and communicate with your providers.

With MyChart, you can:

- View all of your medications, test results, appointments, medical bills, cost estimates and more, even if you have received care at multiple healthcare organizations
- Quickly schedule appointments, find care, and complete pre-visit tasks
- Connect with a physician from anywhere depending on the level of care needed
 - Send a secure message
 - Get online diagnosis and treatment
 - Meet over video
 - Schedule in-person follow-up care
- Manage appointments for children and other family members who may need assistance

The Quick Start Guide provides an overview and information on the use of MyChart's features.

Access MyChart

- Using a computer – go to MyChart.LMHealth.org
- Using a mobile device – download the MyChart app

Sign Up for a MyChart Account

To sign up for MyChart, you must be at least 13 years old. An email address, mobile phone number, social security number, and zip code must be on file with your provider in order to enroll. Several methods are available:

- Staff may sign you up during a visit
- You may receive a MyChart activation code on an After Visit Summary
- You may receive a text or email with an activation code after a visit

Use the activation code to sign up:

1. Select **Sign Up Now** from the MyChart login screen on the website or mobile app.
2. Enter the activation code and other personal verification items, such as your date of birth, email address, and phone number.
3. Select **Next**.
4. Choose the following:
 - MyChart username:
Create a name that is difficult to guess but easy for you to remember. It cannot be changed at any time.

- Password:

Create a unique combination of numbers, special characters, and letters using both upper and lowercase letters. The password must be different from the MyChart username. Do not use a password already used for other websites.

- o Minimum of 8 characters
- o Must include at least one number
- o Must include at least one symbol
- o Must include at least one uppercase letter and one lowercase letter

- Security question:

Choose a question to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.

5. You will be required to enroll in two-factor authentication to ensure your security. You can choose to have a code sent to either the mobile phone number or email address on file. Update your information at your next LMHS visit, physician's office, or at the Hospital Registration Department person, to the clerk at the Registration desk. Your information be updated on file.



Log in to MyChart

1. In your web browser, enter **MyChart.LMHealth.org** and access the login page.
2. Enter your MyChart username and password, then click **Sign In**.

Retrieve Username or Password

To retrieve your username or password, click the **Forgot Login Information?** link below the login fields for assistance. You will be prompted to answer security questions to verify your identity so you can recover your username or password. If you fail to recover your password after five unsuccessful attempts, you will be directed to reset your password. If you have five unsuccessful attempts at resetting your password, your account will be deactivated and you will need to contact MyChart Customer Service at (220) 564-4750.

Health



View Test Results

With MyChart, you can view test results when available, rather than waiting for a phone call or letter from your physician. To view test results, go to **My Record > Test Results**.

Select a test to see more information about it, such as:

- The standard range for the result
- Any additional comments your provider entered about the result

If you are looking for a specific result, enter key words in the search field on the **Test Results** page.

Receive email or text messages when new results are available:

1. Go to **Account Settings > Communication Preferences**.
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.



Manage Medications

Go to **My Record > Medications** to see all current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician 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** link.

- To remove medications no longer used, click **Remove** and add comments regarding why the medication is no longer taken
- To add a new medication, click **Add a Medication** and add comments regarding why the new medication is being taken

Your chart will be updated after your healthcare provider reviews the change at your next visit.

Request a medication refill:

1. From the medication list, click **Request Refills**.
2. Select the check box next to the medication that needs to be refilled and enter any comments. Click **Next**.
3. Select a delivery method, pharmacy, pickup date and time that is convenient for you, if applicable. Click **Next**.
4. Review the details of your refill request and click **Submit**.

A message will be sent to the MyChart Inbox when the prescription refill is processed.

Before placing a request, be sure to call the pharmacy to check if there is an order for a refill on file.



View Health Information Summary

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

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

Respond to Questionnaires

A physician or other healthcare provider may place a questionnaire or form on MyChart for completion online before arriving for an appointment. There are three locations available for responding to questionnaires:

1. Open generally available questionnaires from **My Record > Questionnaires**.
2. If a physician requests completion of a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking the name in the **Questionnaires** section of the appointment details.

3. If a physician 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 it is completed, click **Finish Later** to save your progress.

Track Daily Health Readings

A physician or other healthcare provider may request a daily record of information, such as glucose levels or blood pressure readings. You may enter the information in the **Track My Health** feature. The physician automatically receives the readings and can monitor your progress between visits.

Record a new reading in Track My Health:

1. Go to **Communication > Messages**. Open the message from your physician regarding a new flowsheet, which is what you use to enter your readings in the Track My Health feature.
2. Open **Track My Health** by clicking the link in the message.
 - After the initial reading is recorded, you can enter subsequent readings by going directly to **My Record > Track My Health**.
3. Click the name of the flowsheet to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time, then click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.
6. If you need to change or remove a reading after it has been submitted, click **edit** or **delete**.

Track your readings over time in a table or graph:

On the **Track My Health** page, click the name of the flowsheet to view previous readings in a table.

From this page, you can:

- Change the orientation of the table by clicking the **More Options** link and choosing whether dates appear as rows or columns.
- View the readings in a graph by clicking **Graph** to change the display.
- Customize the date range or the number of readings that appear by changing the **From** and **To** fields or the latest values field. Click **Apply** to update the display.

Messaging

View Messages

Read any messages sent by a physician or other healthcare provider in the

Inbox – Communication > Messages.



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

1. Go to **Account Settings > Communication Preferences**.
2. Expand the **Messages** section and select a notification option.
3. Update your email address and mobile phone number, if needed, at the bottom of the page.

If you are looking for a specific message, enter key words in the search field on the **Inbox** page.

Receive Medical Advice from a Physician

If you have a non-urgent medical question, you can send a message to a physician's staff members. The message is secure, meaning your information stays private as it is sent over the Internet.

Some common reasons to ask advice from a physician include assistance with a decision to make an appointment, clarification on the dosage of a medication or information that was discussed in a recent visit, or advice about a common illness.

1. Go to **Communication > Ask a Question**.
 2. Click **New Medical Question**.
 3. Select a recipient from the list that might include your primary care provider, another physician with whom you have recently had an office visit, or the general nursing staff at the physician's office.
 4. Select a subject for your message and enter your question.
 5. When the message is completed, click **Send**.
- A staff member should respond within two business days. If you have opted to receive notification for new messages in your MyChart account, you will receive a message or push notification alerting you that a response to your request is available.

To view a message after it has been sent, go to **Communication > Messages** and click **Sent Messages**. Messages that have an eye icon have not yet been read by the staff.

Request a Referral to Visit Another Provider

1. Go to **Communication > Request a Referral**.
2. Enter the provider you wish to visit, a reason for the referral and a brief message explaining the request.
3. When the message is complete, click **Send**.

A staff member at your physician's office should respond within two business days. If you have opted to receive email or text notification for new messages in your MyChart account, you will receive a message acknowledging a response to your request.

Visits



View Past or Upcoming Appointments

View past or upcoming appointments by going to **My Record > Visits**. Select a scheduled appointment or click **Details** to view information such as:

- The date, time, and location of the visit
- Any pre-visit instructions
- Directions to the office

If an upcoming appointment is eligible, you can use eCheck-in to complete the following tasks before arrival:

- Pay visit co-pays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

For past appointments, click **View After Visit Summary** to see a summary of the care you received during your visit. You also can view any of the physician's visit notes by clicking **View Notes**.

Schedule or Request an Appointment

To schedule or request an appointment, go to **Find Care > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment, you will be directed to the **Schedule an Appointment** or **Request an Appointment** page.

When you schedule an appointment, you make the appointment yourself and do not require a response from the physician's office. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Schedule the appointment by choosing from the list of available time slots.

When you send an appointment request, enter the provider who you wish to visit, the reason for the visit, preferred dates and times, and any comments regarding the reason for the requested appointment. After submitting the request, a staff member from the office will contact you to verify an appointment date and time.

If the desired date or time is unavailable when scheduling an appointment, place your name on the wait list to receive notification if earlier appointment times become available. Wait list options are available during and after scheduling by clicking **Details** for an upcoming appointment from the **Visits** list.

You also can create a favorite appointment that will make it easy to schedule the same type of visit again later with the same provider and department.

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 24 hours or less to the appointment date or time, you will need to call the physician's office to cancel.

1. Go to **My Record > Visits** and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

Find the Nearest Licking Memorial Urgent Care or Emergency Department

If you need immediate care, MyChart can help direct you to the nearest Licking Memorial Urgent Care or Emergency Department. You can see approximate wait times to help decide where to go, and notify the facility of your arrival.



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 are a parent, you are allowed full access to your child's record through age 13 and limited access from ages 14 to 17.

Access a family member's record

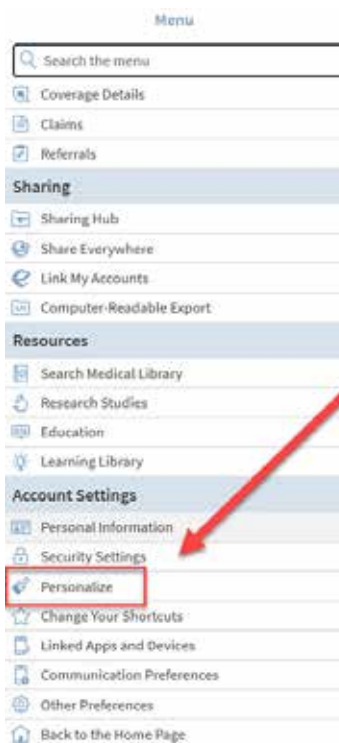
After receiving permission, new or timely information for your family member appears alongside your information in your health feed on the MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select the family member's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

You can customize how the names and photos appear for each family member. For more information, refer to **Personalize MyChart**.

Minor Child Proxy Access Request Instructions

To request proxy access for your minor child, login to your own MyChart at MyChart.LMHealth.org. You will need to utilize the full site, not the app version on a Smartphone.

1. Go to MyChart > Menu then scroll down and click on Personalize.
 - You must have your own MyChart to request proxy access for a minor child.
2. In the center of the page, look for the question, "Are you a parent or guardian?" Click the link next to it that states "Request access to a minor's record."
3. Complete and submit the request. A request must be submitted for each child.
4. You should receive a response from the MyChart Team within 3 business days.



View and Print Your Child's Immunization Record

From your child's record in MyChart, go to **My Record > Health Summary** and select the **Immunizations** tab to view the names and dates of the immunizations your child has received. Click the immunization name to learn more. To open a printer-friendly summary of your child's immunizations, click the printer icon.

View Your Child's Growth Charts

To view your child's growth charts, open your child's record and go to **My Record > Growth Charts**.

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

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

Medical Record Access and Sharing

Epic offers several different features through the MyChart patient portal to allow you to access your health records and share those with other people. For more information about accessing family members' records, refer to Family Access.

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 > Share Hub** and select **Yourself > Download**.
2. Select a visit on the **Single visit** tab or use the **Date range** tab, **All visits** tab to select multiple visits, or **Lucy summary** for a summary of allergies, medications, current health issues, procedures, test results, and immunizations. Then follow these instructions:
 - 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.

Request Computer-Readable Medical Records

You can request your electronic health information (EHI) in a computer-readable export from Licking Memorial Health Systems to share with other healthcare organizations.

1. Go to **Sharing Hub > Yourself**.
2. Click **Request Computer-Readable Export**.

The information could take a few days to process. When available, the record will be available in the **Document Center** in **Requested Records**.

Share Medical Information

Share Everywhere allows you to share your medical information with healthcare professionals providing your care. Use your MyChart or MyChart mobile account to generate a share code to provide to the person with whom you want to share your health data. For example, you may share information with a physician, chiropractor, physical therapist, dentist or school nurse. The share code recipient enters the 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 also can write a note back to Licking Memorial Health Systems to help keep your care team informed of the care 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. Inform the person to visit ShareEverywhere.com and enter the code along with your date of birth.


View Medical Information from Other Healthcare Organizations

If you have visited another healthcare organization, you may be able to view information from that medical record in MyChart in the feature referred to as Happy Together. Some of the possible information shared from other organizations includes:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits



To view this information, link to your account. Go to **Sharing > Link My Accounts** to get started. Select your account from the list or search for it and click **Link Account**.

After the accounts are linked, information from the other organization appears in MyChart with a  icon.

For more information about how linked accounts work and what information you can see from each healthcare organization, click the **See the FAQ page** link.

Billing and Insurance

View Your Outstanding Balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. To view additional information about an account, including past statements, click the **View Balance Details** link.

If you have a question about your balance or other information for a billing account, you can use the Contact customer service link to send a message.

Make a Payment for an Outstanding Account Balance

1. Go to **Billing > Billing Summary**.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the payment amount along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

If you cannot pay the entire balance at once, you can set up a payment plan to pay a smaller amount each month.

Paperless Billing Opt-out

By default, MyChart users are automatically enrolled in paperless billing. Billing statements are emailed to users instead of receiving a paper statement in the mail. If you prefer to receive a paper statement for your billing accounts, follow the steps below:

1. From the **Billing Summary** page, click the **cancel paperless billing** link at the bottom of the page.
2. Follow the prompts, then click the **Cancel Paperless** button to confirm.

Get a Price Estimate for Medical Care

To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyChart. The estimate is based on your insurance and benefit information as of the date of the estimate.

1. Go to **Billing > Estimates** and click **Create a New Estimate**.
2. Select the location where you want to have the procedure performed and look up the kind of service you want to receive. You can search for the service or look through the services by category.
3. After you select the service and see the estimate, click **Save** to refer to it later.

Request Assistance with Medical Bills

If you need help paying medical bills, submit a financial assistance application to see if any resources are available to you. Go to **Billing > Financial Assistance** to get started. You will need to provide the following information to complete the application:

- Family size including the patient, spouse and natural or adoptive children under the age of 18 living in the home
- Total gross income for three months and 12 months prior to the date of service

After you complete the application, please print, sign and return it to LMH for processing.

Review and Update Insurance Information

To review the insurance information, go to **Insurance > Insurance Summary**. Click **View Coverage Details** for the payer or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

Update your insurance information by making 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



Preferences and Administrative Features

Personalize MyChart

There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme
 - Change the name that appears under that person's photo
 - Add or change the photo. Photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face
1. Go to **Account Settings > Personalize**.
 2. Click **Edit**.
 3. Make any of the changes described above and then click **Save**.

Update Personal Information

You can update your address, phone number, email address and other personal details at any time to ensure the most up-to-date information is available in your record.

1. Go to **Account Settings > Personal Information**.
2. Click **Edit** in the section for the information to update.
3. Confirm the information is correct, then click **Save Changes**.

You also can add a photo from the **Switch** menu by selecting **Add Your Photo**.

Customize Notification Preferences

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

1. Go to **Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications – for example, Appointments or Messages – or expand a notification group to select options for individual notifications you want to receive and click **Save Changes**.
3. Update your email address and mobile phone number if needed.

Change the Password or Update a Security Question and Answer

To ensure protection of your medical information, consider changing your MyChart password periodically. To do so, go to **Account Settings > Security Settings**.

Protect Account with Two-step Verification

A two-step verification process ensures account security even if someone else has your username or password. When the feature is activated, a code is sent to you by email or text message to enter when you log in to MyChart, in addition to using your username and password. When you log in to MyChart for the first time, a prompt to verify your email address and phone number to enable two-step verification appears. If you decide to turn off two-step verification, you can activate it later.

1. Go to **Account Settings > Security Settings** and click **Turn on Two-step Verification**.
2. Confirm your email address or phone number, enter your MyChart password, and then click **Continue**.
3. Select whether you want to receive the security code to turn on two-step verification by email or text message.

Mobile Apps

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following:

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and 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 and pay for medication refills
- View billing statements and pay balances due and visit co-pays
- Access family members' charts

If you have an iOS device, you can pair it with Apple Watch™. With MyChart for Apple Watch, you can:

- See alerts for new information in MyChart
- View upcoming appointments
- Read messages
- Review your medication list

Download the MyChart App

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

1. On your mobile device, open the Apple App Store for an iOS device or the Google Play Store for an Android device.

Look for one of the following icons to find the app store on your device:



2. Search for MyChart.

Look for the following logo to make sure you have the correct app:



3. Tap **Install**.
4. After installing the app, tap **Open** or find the MyChart icon on your device and tap to open it.

Add or switch between your MyChart accounts at different healthcare organizations using the **Switch Organizations** button on the login screen or the **Switch Organization** menu option after logging in.



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