MyChart Patient Quick Start Guide

Welcome to MyChart

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 place. See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.
- Quickly schedule appointments and find care. Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it.
- Connect with a doctor no matter where you are. Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

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

Access Mychart

- On your computer, go to https://mychart.unlvhealth.org/UNLVMyChart.
- On your mobile device, download the MyChart App:

Sign up for a MyChart account

There are several different methods of MyChart signup that might be used by different departments across the organization:

- You might receive a MyChart activation code on your After Visit Summary.
- You might receive a text or email with an activation code when you come in for a visit.
- You might be able to use self-signup online to create a MyChart account with third-party identity verification.

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 website or mobile app, click **Sign up now**.
2. Click **Sign Up With Your Information**.
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 sign up

1. From the MyChart login screen on the MyChart website or 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. Then, create 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.
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 https://mychart.unlvhealth.org/UNLVMyChart and access the login page.
2. Enter your MyChart username and password, Click **Sign in**.

Recover a lost username or password

If you're having trouble logging in:

1. Click **Forgot login information** and follow the prompts**.**

If you fail to enter the correct birthdate associated with the account 5 times, you will be directed to contact your organization. You can still log in with your username and password if you remember them later.

Learn how to navigate MyChart

When you first log in to MyChart, you'll see the MyChart home page.

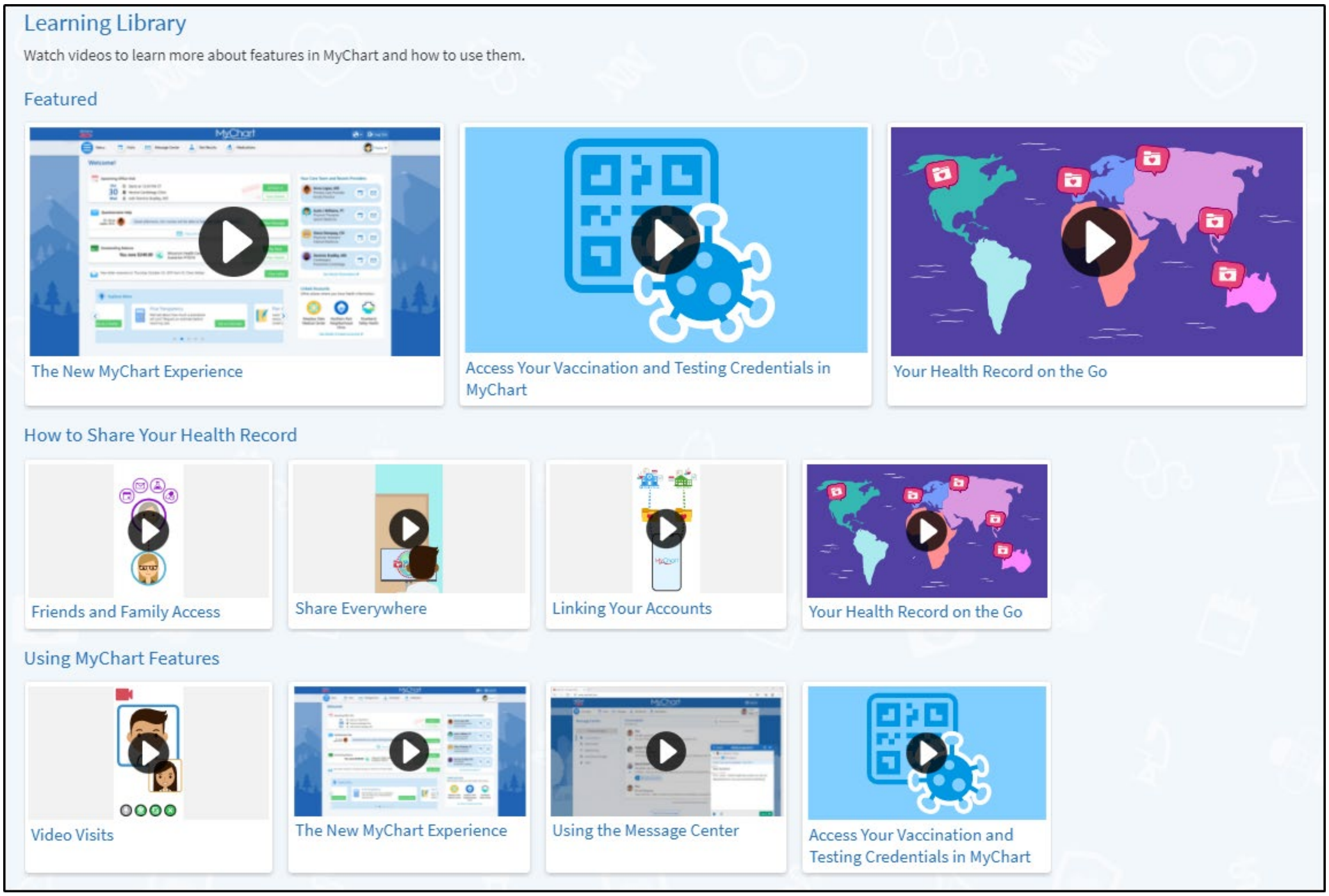
- At the top of the home page are shortcuts you can use to get to the most commonly used activities.

> You can customize the shortcuts by selecting the menu on the top left corner and then Change Your Shortcuts.

- Below the shortcuts is the health feed, which shows the most important alerts and information for you and any family member you care for, like a new message from your care team and reminders for an upcoming appointment.
- Use the searchable menu at the top left to easily find any other activities.

Learn how to use MyChart

In the Learning Library, you can watch videos about features. To view these videos, go to **Resources > Learning Library**.



Personal Information

Add demographic information in MyChart so your healthcare provider can provide you with the best care. For example, if you're most comfortable speaking Spanish, this lets them know to have an interpreter available for your visit. Including this information helps providers identify trends in healthcare outcomes based on different demographic groups, which allows them to proactively address and find solutions to healthcare disparities.

Keep in mind that your answers are confidential and are visible only to your healthcare provider and anyone with access to your MyChart account.

1. Go to **Settings** > **Personal Information**.
2. In the **Details About Me** section, click **Edit**.
3. Select your race, ethnicity, and language from the lists of options.
4. Click **Save changes**.

Health

View your test results

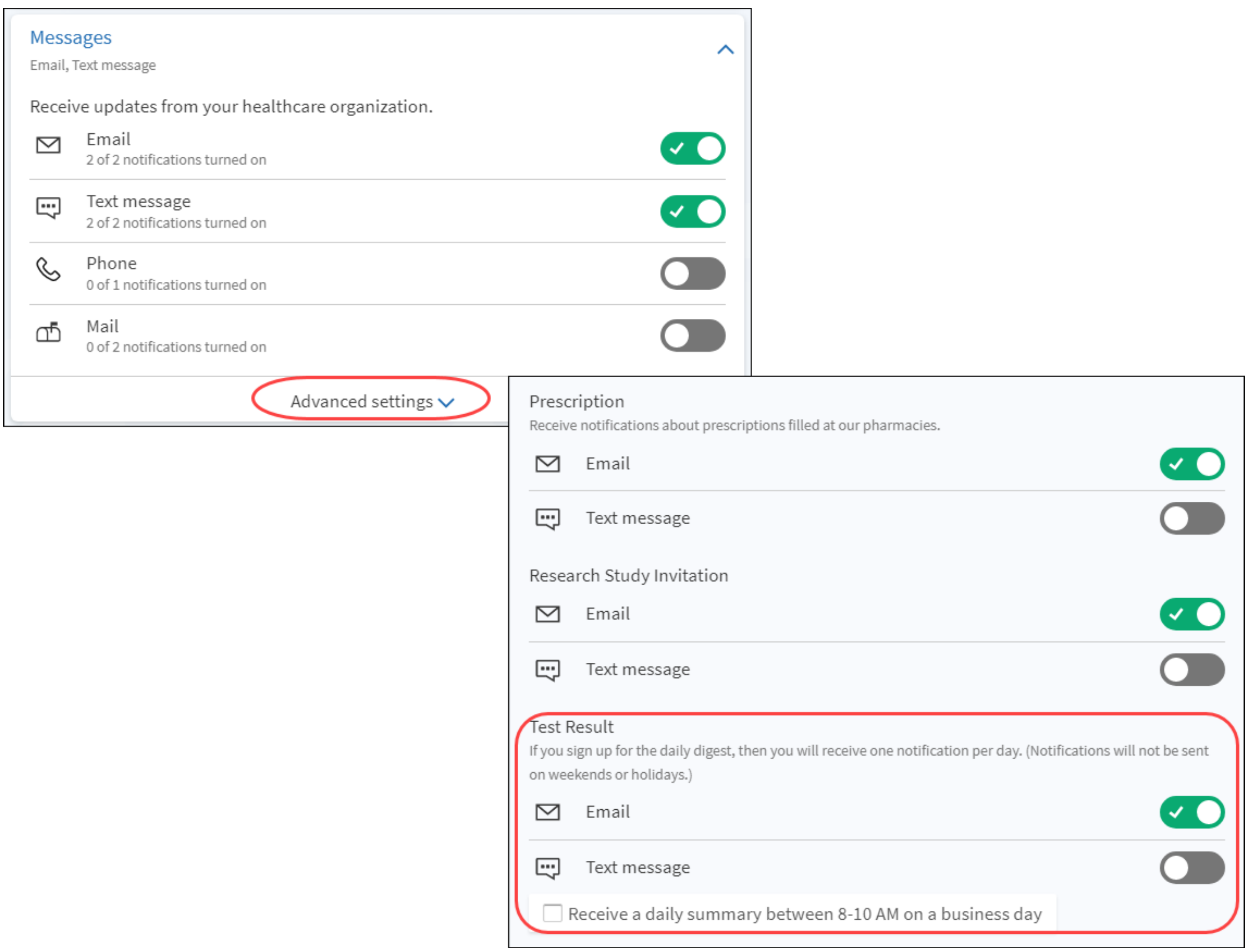
With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **Test Results**. Select a test to see more information about it, such as:

- The standard range for the result
- Comments your provider entered about the result

ⓘ	If you're looking for a specific result, enter keywords in the search field on the Test Results page.

Receive email or text messages when new results are available

1. Go to **Settings > Communication Preferences**.
2. Under **Details**, expand the **Health** section.
3. Select **Advanced settings**.
4. Under **Test Result**, toggle the slider next to the communication option you prefer. When it's green with a check mark, the communication type is enabled.
5. Click **Save changes**.



Manage your medications

View your current medications

Go to **My Record > Medications** to see all of your 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 a medication you're no longer taking, click **Remove** and add a comment about why you're no longer taking that medication.
>
> Add a new medication by clicking **Report a Medication** and then adding comments about why you're taking the new medication.
>
> Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

Request a medication refill

1. Click **Request refill** from your medications list or click **Request refill** from the health feed on the home page.
2. Select the checkbox next to the medication you need refilled, enter any comments. Click **Next.**
3. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next**.
4. Review the details of your refill request and click **Submit**.

You will receive a message in your MyChart Inbox when your prescription refill is processed.

View a summary of your health information

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

- Medications
- Current health issues
- Health goals
- Allergies
- Immunizations
- Recommended preventive care actions

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from 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:

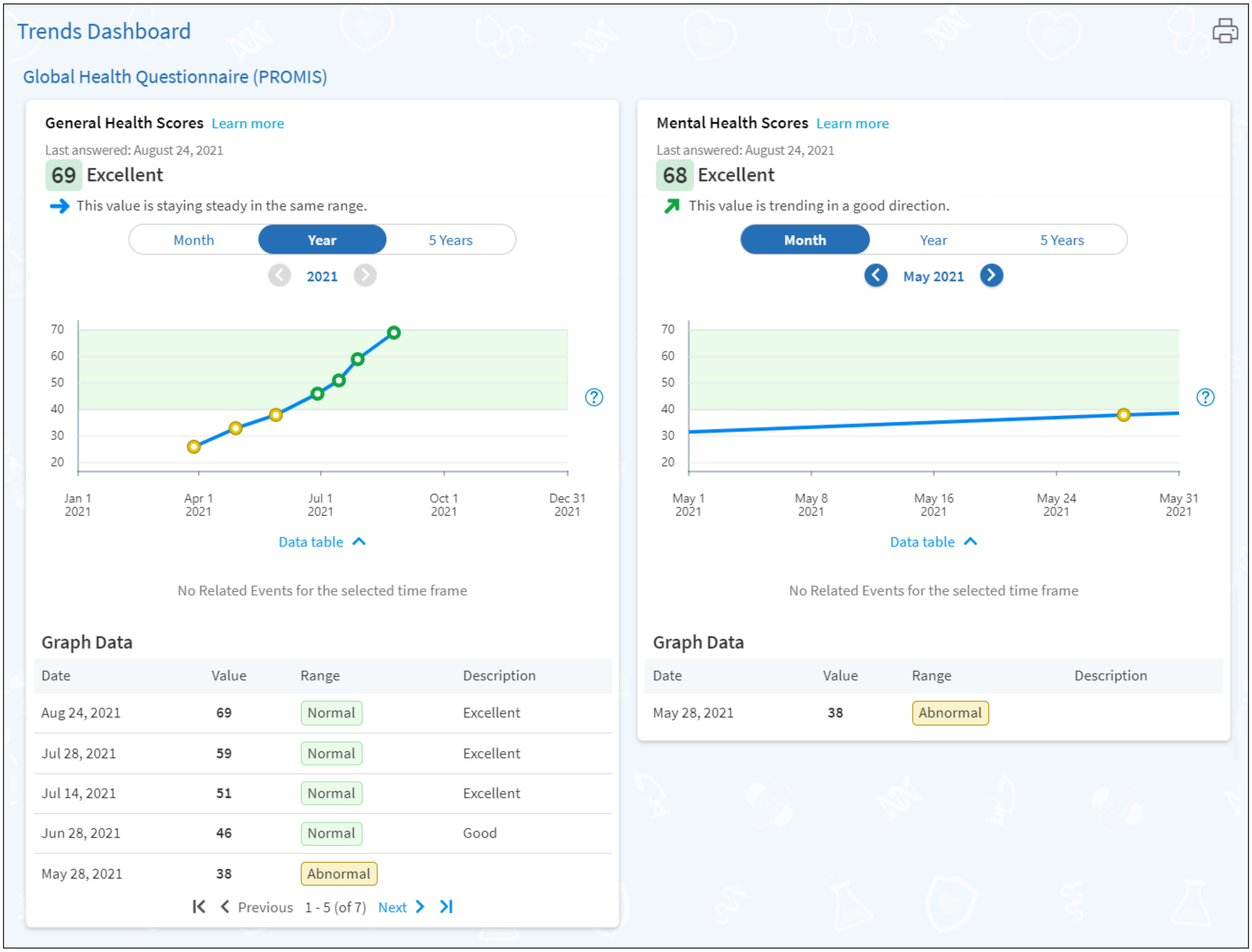
- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires 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.

Review trends in your questionnaire responses

After you respond to the same questionnaire more than once, you can see trends in your responses over time in the Trends Dashboard. To see this dashboard, go to **My Record > Trends Dashboard**.



Track your health trends

Go to the Track My Health page to review trends in past vitals, questionnaire responses, and test results. If your provider requests you to report daily readings, such as your glucose levels or blood pressure in MyChart, you can also enter those readings on the Track My Health page.

Record a new reading in Track My Health

1. Go to **Communication > Messages**. Open the message from your physician about a new flowsheet. The flowsheet 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.
   - In the future, you can record your readings by going directly to **My Record > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and 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 you've submitted it, you can do so by clicking **edit** or **delete**.

> **Coming soon!!!** If you have a fitness tracking device, such as a Fitbit or a Withings smart scale, you can link your device to MyChart to automatically fill in your flowsheet with relevant data. Click **Link account** on the Track My Health page to get started.

Track your readings over time in a table or graph

1. On the Track My Health page, in the Active health logs section, click a flowsheet's name to view previous readings.
2. From this page, you can:
   - Change the date range in the graph. Choose **Most Recent**, **Day**, **Week**, **Month**, or **Custom**.
   - View the readings in a table. Click **Data table** to change the display.

To view trends in past questionnaire responses, in the Other health trends section, click **Trends Dashboard.**

To view trends in past Test Results, in the Other health trends section, click **Test Results.**

Messaging

View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Message Center (**Communication > Messages**). The Message Center includes four folders:

- The **Conversations** folder is the primary folder and includes messages between you and your care team or other clinic staff. The list of messages in this folder is organized by conversation to keep messages and replies together.
  - To flag a conversation for easy access in the future, open the conversation and bookmark it. The conversation then appears in the **Bookmarked** folder.
  - If you're interrupted when writing a message, your message is saved in the Conversations folder and marked as a Draft. Click the message to reopen it so you can finish and send it. If you no longer need the draft, click the message to reopen it and click **Discard.**
- The **Appointments** folder includes appointment reminders and confirmations.
- The **Automated Messages** folder includes system messages automatically sent to and from your account, like payment confirmations and questionnaire submissions.
- The **Trash** folder includes any conversations you've deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.

If you're looking for messages about a specific topic in a particular folder, you can enter key words in the **Search** field to find them.

Receive email or text messages when new MyChart messages are available

1. Go to **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.

Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to care team. This message is secure, meaning your information stays private as it is sent over the Internet.

You might send a message if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Communication** > **Messages.**
2. Select **Send a message.**
3. Select **Ask a medical question**. Review any disclaimers that appear and select **Next.**
4. Select the topic that best matches your medical question.
5. Select the recipient for the question. If you choose the same topic and recipient as a recent MyChart conversation, choose whether to continue that conversation or to start a new one.
6. Enter a **Subject** for the message and type your question in the text box below.
7. When you are finished, click **Send**.

If you've opted to receive notification for new messages in your MyChart account, you'll receive a message or push notification letting you know that the clinic has responded to your request.

To view a message after you've sent it, go to **Communication > Messages** and find your message in the **Conversations** folder.

Visits

View your past or upcoming appointments

You can view your past or future appointments by going to **My Record > Visits**.

Select a scheduled future appointment or click **View visit details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- 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, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View clinical notes**.

Schedule or request an appointment (where available)

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

- When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.
- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time. Until the clinic verifies the appointment, the pending appointment request appears under **Requested Appointments** on the Appointments and Visits page.

ⓘ	If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available. Wait list options are available during scheduling and after you've scheduled when you click **View visit details** for an upcoming appointment from the Visits list. You can also favorite an appointment to 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 can cancel it through MyChart.

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

Have a video visit with your doctor

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop computer or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits.

ⓘ	If your provider is on a mobile device, they can't access other activities while they're connected to the video because mobile devices won't run the camera in the background. If a provider navigates to a different activity, for example to document information about your visit, the video visit is paused and you see the provider's initials in a circle instead of a video image until the provider returns to the video visit activity.

Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If you'll join the video visit on your mobile device, make sure the camera app is up-to-date.
- If you'll join the video visit on your desktop computer:
  - Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
  - Make sure you've installed any required browser plug-ins, software, or apps with the most recent updates.

After you've done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your video visit start time.

Schedule a future video visit

1. Call the clinic at 702-660-8658.

Invite someone to join your video visit

Invite your family member, caregiver, or another guest to your scheduled video visit:

1. Go to the appointment details page for your video visit.
2. Click **View and invite participants.**
3. Click **Invite a new guest.**
4. Select one of your existing contacts or **Invite a new guest.**
5. Enter the following information for the guest:

    a. First name
    b. Last name
    c. Relationship to you
    d. Phone number or email address

6. Click **Send text message** or **Send Email invitation.**

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 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 (check with your clinic) and limited access through age 18.> This section explains how to access a family member's record and how to access immunizations in a child's record.

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.

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

Invite someone else to access your record

1. Go to **Sharing > Sharing Hub**.
2. Click **Family member, close friend, or caretaker**.
3. Click **Manage ongoing access to your MyChart account.**
4. Click **Invite friends or family.**
5. 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.

6. 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. You can return to this page at any time to edit or revoke that person's access.

Download your child's immunization record

To see the immunizations your child has received and the dates on which they received them.

1. Go to **Sharing > Sharing Hub**.
2. Click **Anyone else.**
3. Click **Download School Health Summary.**
4. Select the acknowledgement checkbox.
5. Click **Request download**.

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 them 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 > 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.

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

> For more information about how linked accounts work and what information you can see from each healthcare organization, click the **See our 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.** To view additional information about an account, including past statements, click the **View account** link.

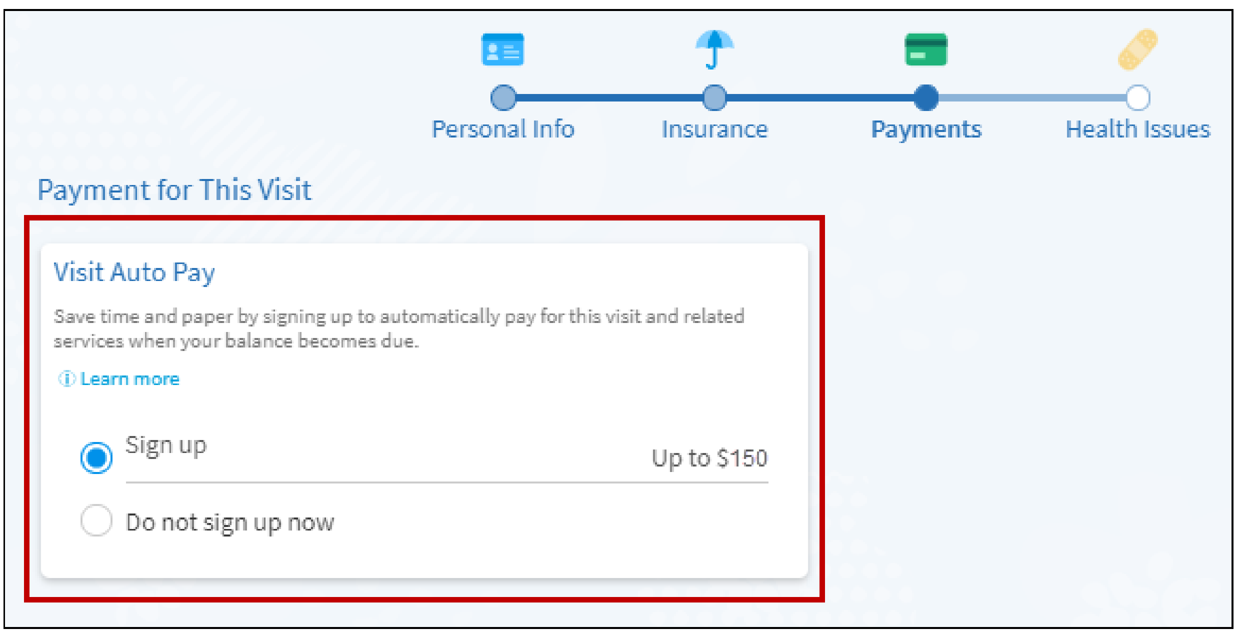
Make a payment for an outstanding account balance

1. Go to **Billing > Billing**.
    - Under **Your Billing Accounts,** you can see billing information for yourself.
    - Under **Other Billing Accounts**, you can see billing information for anyone for whom you are an authorized billing user.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

ⓘ	If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

Enroll in automatic payments

Sign up for Visit Auto Pay during in-person check-in or eCheck-in prior to an appointment so you can reduce your balance before your billing statement comes due. Visit Auto Pay means that you put a credit card or bank account on file and agree to automatically pay up to a certain amount for your visit. You can receive emails or text messages to let you know when your payment method is going to be charged and for how much. To sign up during eCheck-in, at the Payment step, select the **Sign up** under Visit Auto Pay.



Change your automatic payment method

To change the credit card or bank account on file for automatic visit payments:

1. Go to **View Balance Details.**
2. Go to the **Overview** tab.
3. Click **Manage payment method.**
4. Enter your updated credit card or bank account details.
5. Click **Submit**.

Review visit accounts

To see billing information for past visit accounts, such as the amount insurance covered and your remaining balance:

1. Go to **Billing.**
2. Go to the **View Balance Details** tab.
3. Go to **Details** tab

If the account you're looking for is not currently active because it doesn't have an outstanding balance, you might need to remove the **Active accounts** filters to see the visit account you need:

4. Select the filter that includes the date of the visit you're looking for (year to date, last year, etc).
5. Click **Apply.**

Sign up for paperless billing

1. From the Billing Summary page, click the paperless billing alert.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up**.

View claims for services covered by insurance

1. Go to **Insurance > Claims**.
2. Select a claim to view details for it, such as the servicing provider and claim status.

Review and update your insurance information

To review the insurance information your clinic has on file, 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.

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.

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. Note that photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face.

To make these changes:

1. Go to **Settings > Personalize**.
2. Click **Edit**.
3. Make any of the changes described above.
4. Click **Save**.

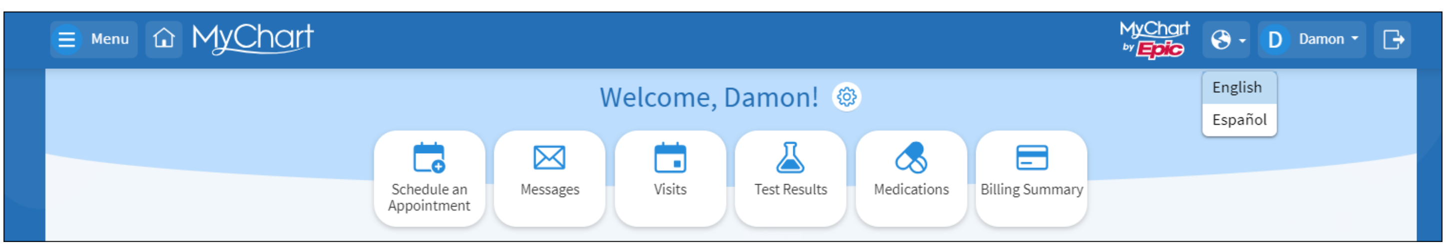
Update your personal information

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

1. Go to **Settings > Personal Information.**
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

Choose your MyChart language

MyChart is available in English and Spanish. If you want to use MyChart in another language, click in the top right of the screen and select a language from the menu.



Customize your notification preferences

MyChart can send you notifications by email, text message, or through a push notification 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. To opt in or out of a notification by communication method (for example, Email or Text message), click the toggle next to the corresponding communication method.
3. To opt in or out of a notification by the type of notification, click the type of notification (for example, Appointments or Messages), then click the toggle next to the communication method.
4. Click **Save Changes**.
5. Click **Review contact information** to update your email address and mobile phone number if needed.

You can subscribe to text notifications if you change your mobile phone number, or if you haven't already subscribed to them.

6. Click **Subscribe**.
7. Opt in to text messages from each number you would like to receive them from.

Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Settings > Account Settings**.

Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you might be prompted to verify your email address and phone number to enable two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later.

1. Go to **Settings > Account Settings.**
2. Under Two-step verification, click **Verify with email or text message**.
3. Confirm your email address or phone number.
4. Enter your MyChart password.
5. Click **Continue**.
6. Select whether you want to receive the security code to turn on two-step verification by email or text message.

If you want to use an authenticator app instead of your email address or phone number:

7. Click **Verify with authenticator app.**
8. Enter your MyChart password.
9. Click **Continue.**
10. Scan the QR code with your authenticator app.

11. Click **Continue**.
12. Enter the verification code from the authenticator app and click **Verify**.

Deactivate your account

If you deactivate your MyChart account, you are automatically logged out and can't log back in. No medical information and associated data is deleted, and if any proxies have access to your chart, they continue to have access. If you change your mind, you can contact your clinic or help desk to reactivate your account.

- On the website, go to **Settings > Account Settings.** Under Account management, click **Deactivate account.** Then, click **Deactivate** on the Deactivate Your Account page.
- On the mobile app, go to the **Settings** and click **Deactivate Your Account.** Then, click **Deactivate** on the Deactivate Your Account page.

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, and more!

- 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 copays
- 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 (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:
2. Search for **MyChart**. Look for the following logo to make sure you have the right app:
3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization 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.

> You can easily 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 you've logged in.

Connect your MyChart account to Apple Health or Google Fit (coming soon)

If your doctor has assigned you a patient-entered flowsheet for tracking your health data, you can connect MyChart to Fitbit, Withings, Apple Health, Google Fit, or Health Connect to automatically pull in data from other health and fitness apps or devices.

1. In the MyChart mobile app, open the Track My Health activity.
2. Click **Link account.**
3. Select the type of account you want to connect to at the bottom of the screen.
4. Choose the data you want to share with MyChart by tapping the toggle button for each type of data.
5. Click **Done**. At this point, recent data that was already stored in the app or device is automatically synced to MyChart.