myHealth Online Patient Quick Start Guide

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Welcome to myHealth Online

myHealth Online gives you online access to your medical record. It makes managing your healthcare easier. With myHealth Online you can:

- Read summaries of your past appointments, including appointment reason and tests or referrals that were ordered.
- View your medications, including instructions
- Request a medication refill
- View lab results over time. For example, you can see past cholesterol tests on a graph to see if you're close to meeting your target number.
- If you have signed up as a “Proxy” you can access information in a family members' medical records. For example, you can view your child's upcoming appointments, growth charts and immunization history.

You can access myHealth Online on a computer, tablet or your mobile device.

Signing up for an Account at https://myhealthonline.sccgov.org

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "Santa Clara Valley Medical Center”.

Mobile App

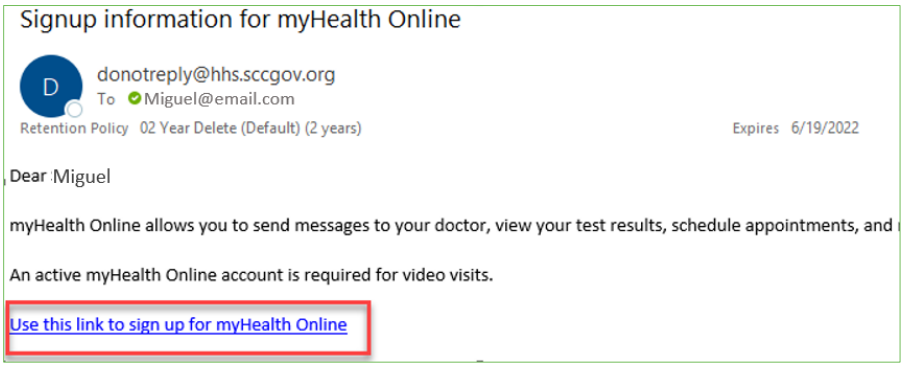
Sign up for a myHealth Online Account

To sign up for myHealth Online, you must be at least 12 years old. To sign up you can:

- Ask clinic staff can help you while you are in the exam room.
- Use an activation code on your After-Visit Summary
- Clinic staff can send you an email with the activation code and instructions
- Use self-signup online to create a myHealth Online account by matching your information against what is on file in your medical record.

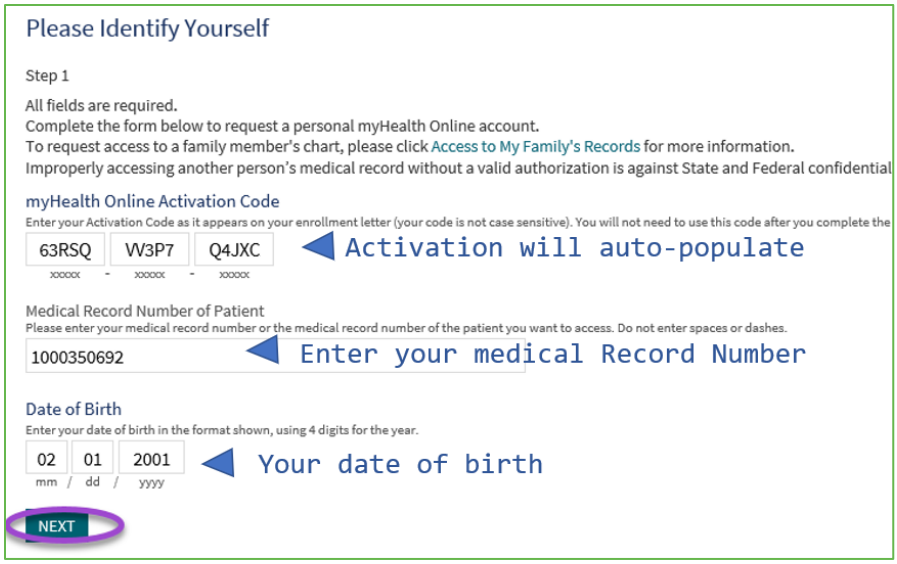
Use an emailed activation code to sign up

1. Check your Email for the Activation Code that has Been Sent to you (be sure to Check your Junk /Spam folder) or Use the Activation Code on the information you may have been given by Clinic Staff

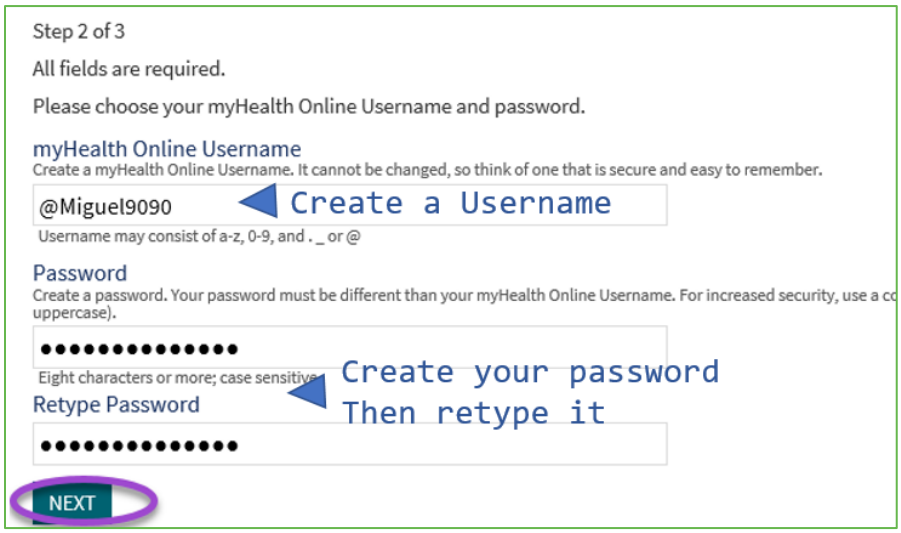


- Click the myHealth Online link in the email

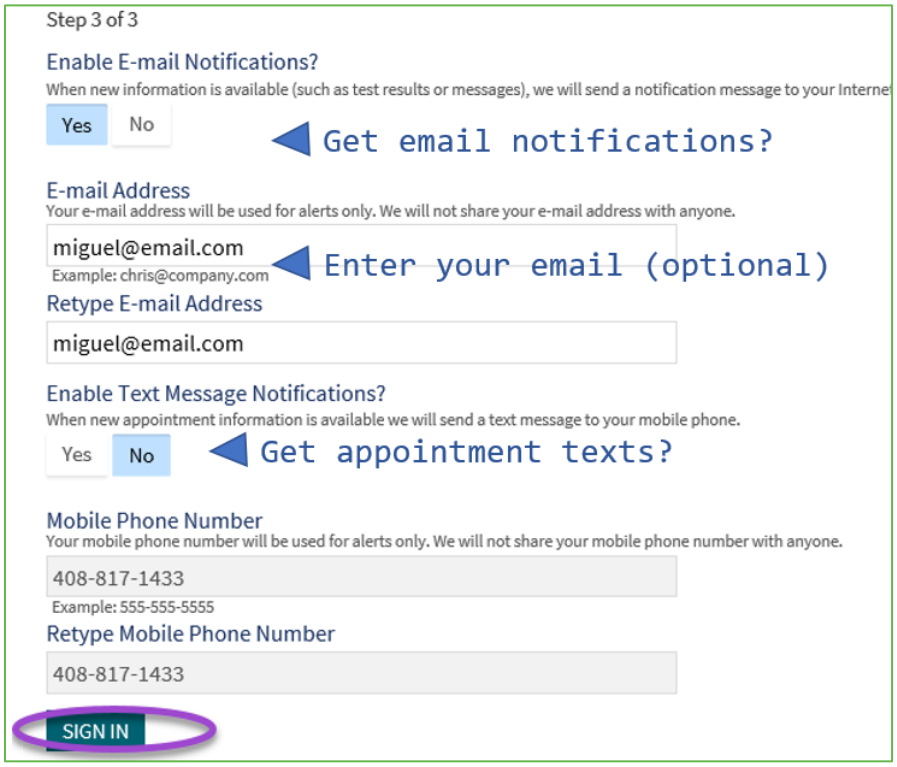
2. Enter your Medical Record Number and Date of Birth



3. Create a Username and Password



4. Do you want notifications?



5. Click Sign In and Agree to the Terms, you will be logged in!

What if I forget my myHealth Online ID or password?

Click the Forgot Username? or Forgot Password? links located below the login field for assistance. You will be prompted to answer some security questions to verify your identity.

If you are still having trouble logging in, please call 1-888-334-1000

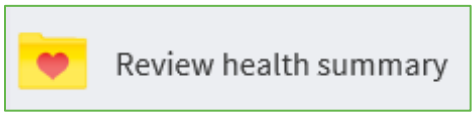
Viewing your Medical Record and Sharing Health Information

View a Summary of your Health Information

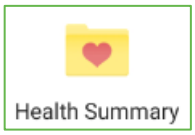
To see a summary of your medical record, go to **Review Health Summary** using the quick links on the right

Use the **Health Summary** icon in the myChart App

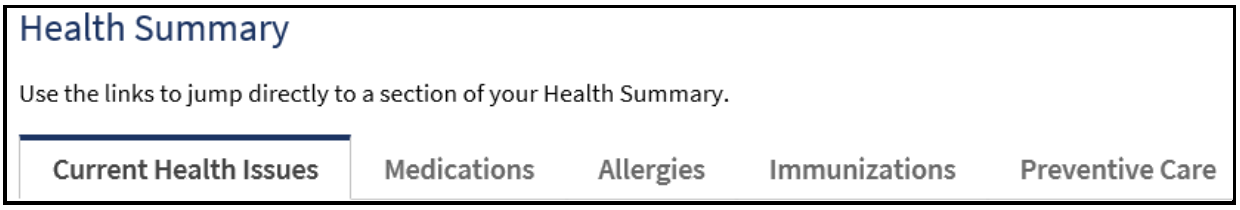
Quick Links on the right panel



In the Mobile App



This summary includes Current Health Issues, Medications, Allergies, Immunizations, Preventive care topics



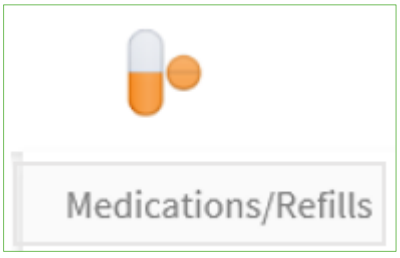
Manage Your Medications

View your current medications

Click the **Medications** icon to see all your current medications including important information on dosage and instructions.

Click **Learn More** to see more information such as precautions and potential side effects.

Top of the Home Page



In the Mobile App

Request a medication refill

1. From the medication list, click **Request Refills**.
2. Check box next to the medication you want to refill
3. Click **Next**
4. You may need to pick a delivery method, pharmacy, and pickup date and time
5. Click **Next**
6. Review your refill request and click **Submit**

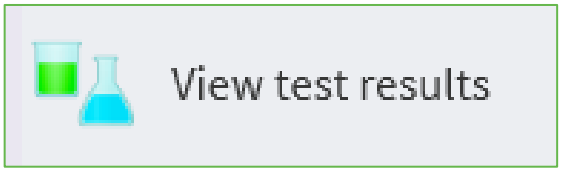
You will get a message when your prescription refill is processed (if your Notifications are set)

View Your Test Results

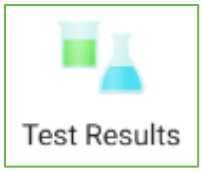
To view available test results,

- Click **View Test Results** on the Quick Links on the right panel
- **Test Results** on the Mobile App

Quick Links on the right panel



In the Mobile App



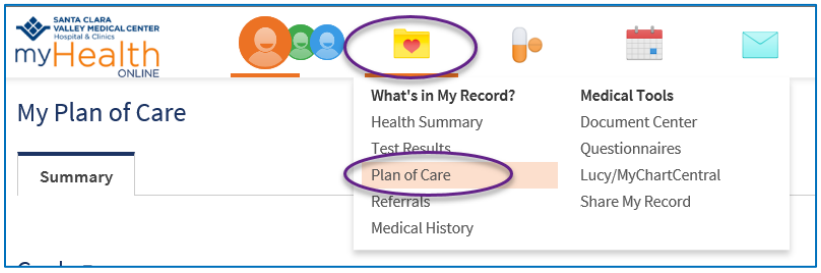
Select a test to see more information about it.
Any additional comments your provider entered about the result will appear here.

Plan of Care

The Plan of Care helps you focus on the full scope of your care to provide personalized specific information for improving your health and may include things like:

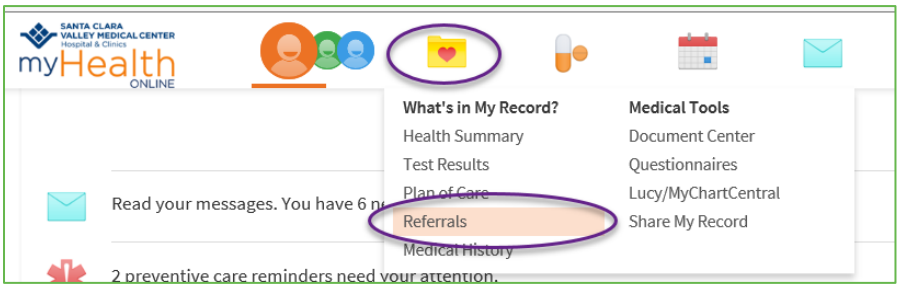
- Goals
- Test results
- To do (like flu shot or immunizations)

Go to **My Records** then select **Plan of Care**

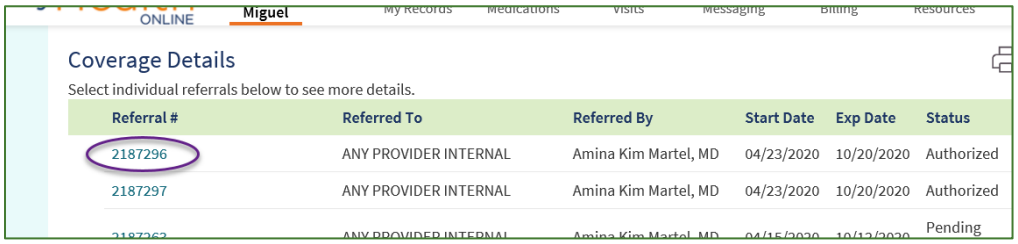


View Your Referrals

Go to **My Records > Referrals**



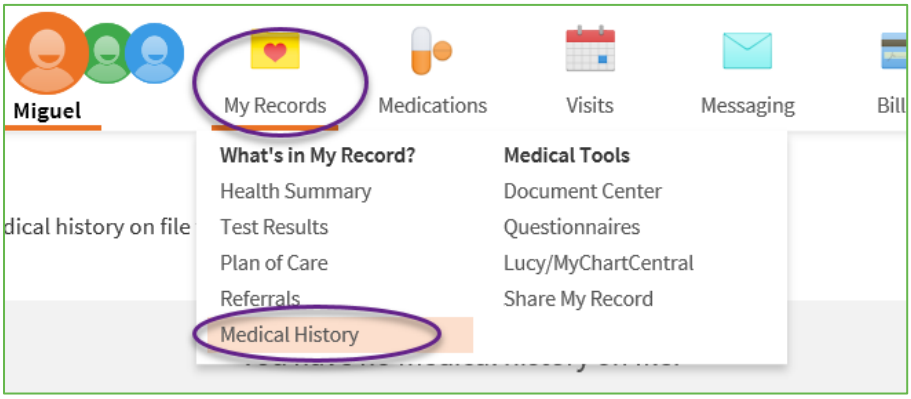
Then you can select a referral to see available detail including the status



Medical History

View and print the Medical, Surgical, Family, and Social History information in your medical record with Santa Clara Valley Medical Center Hospital & Clinics.

Select **My Records** then click **Medical History**

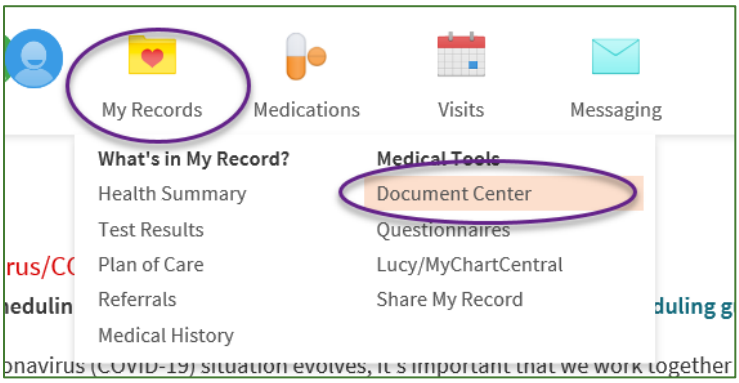


Document Center

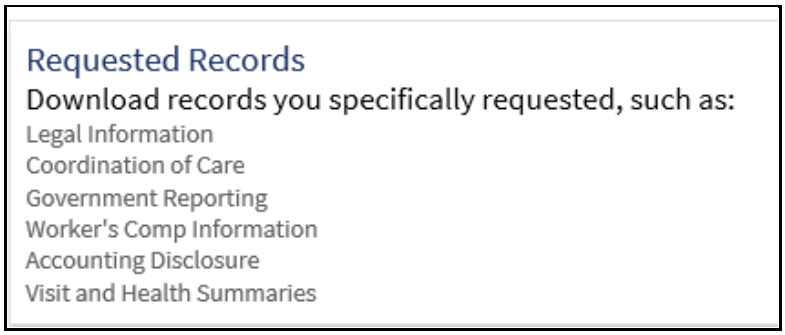
Access documents specific to you and view the actions of people who have accessed your records as an authorized representative, or proxy.

Requested Records

If you have requested certain copies of your medical record from your healthcare organization's Medical Records department, you can download and view it from myHealth Online, rather than having to wait for a paper copy to arrive in the mail.



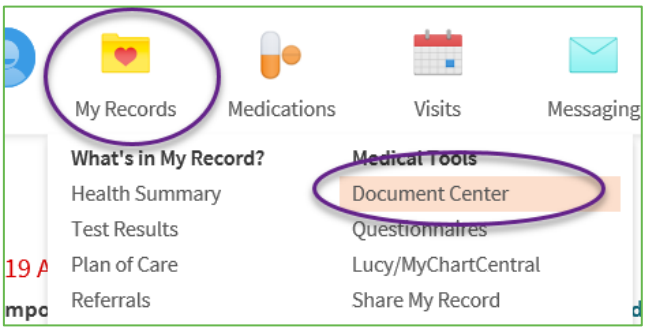
1. Go to **My Records > Document Center** and click **Requested Records**.
2. Locate the record you want to view and click **Download**
3. If the record is password protected, you see a message to warn you. Click **Continue Download**.
4. Click **Save** to save the file to your computer and then open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



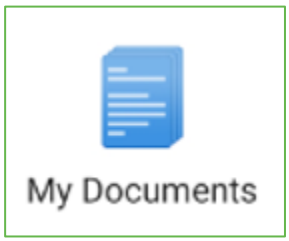
My Documents

View, download, and print registration documents you have on file.

myHealth Online toolbar



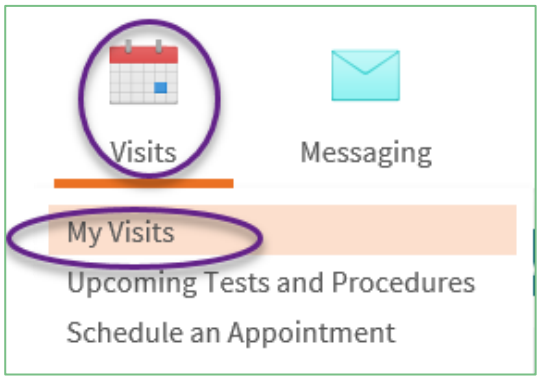
In the Mobile App



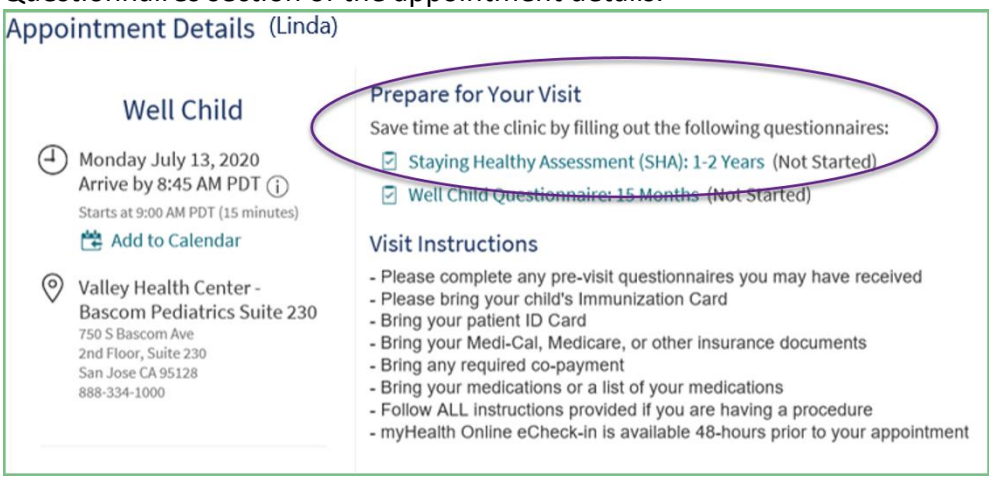
Questionnaires

Your clinic might make questionnaires available from myHealth Online. You can complete them online instead of filling out a form when you get to the clinic.

If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > My Visits**.

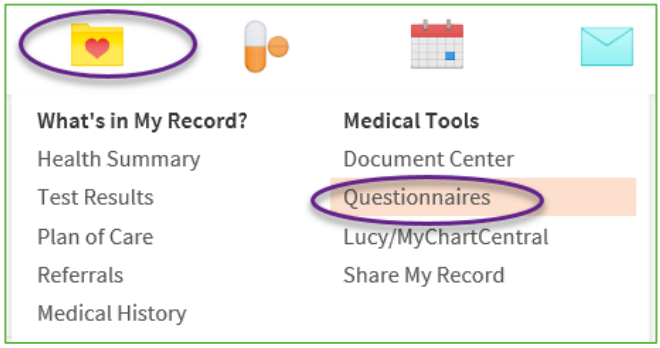


Select the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.



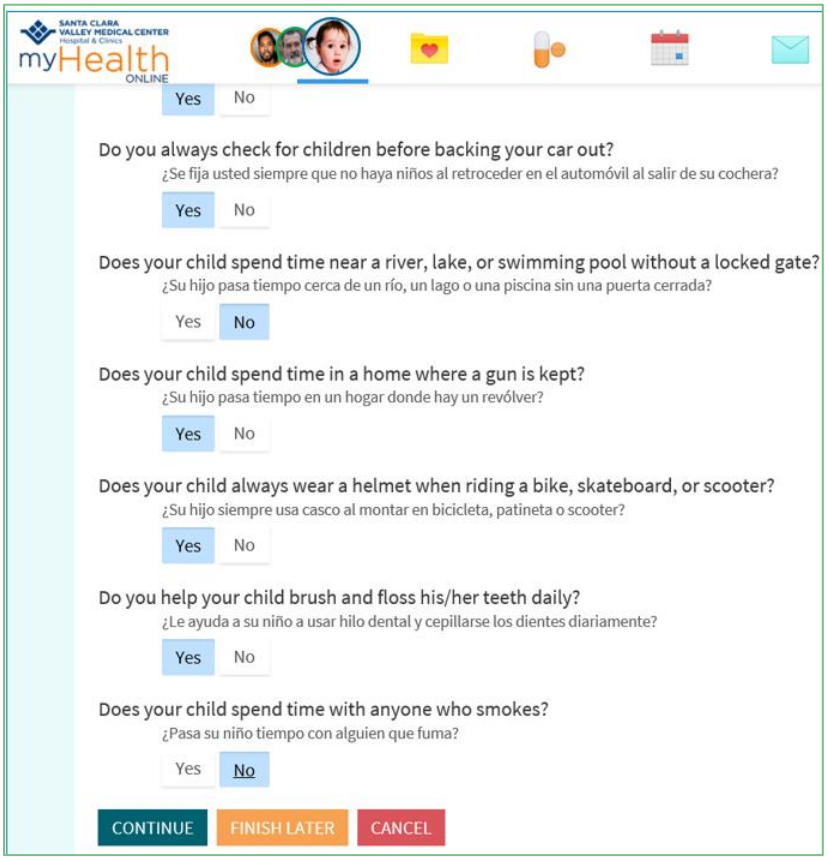
You can also find questionnaires
My Records > Questionnaires

myHealth Online toolbar



In the Mobile App

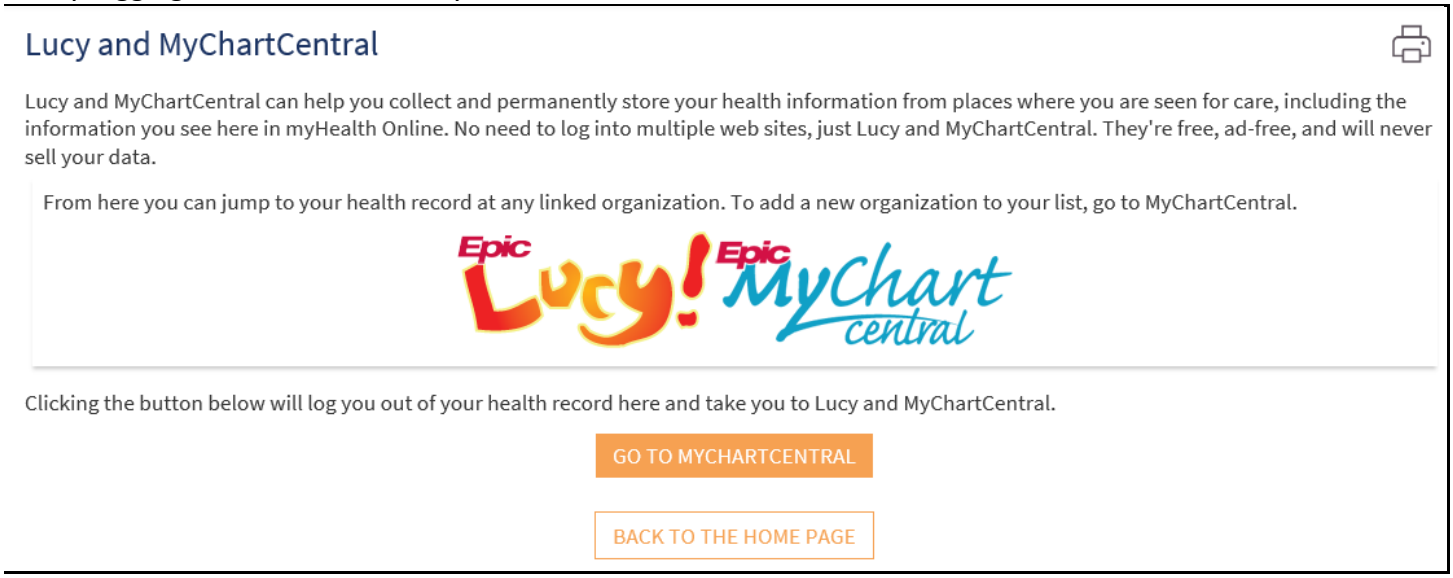
When the questionnaire opens, just select the answers



If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

Lucy/ MyChart Central

Link other MyChart accounts you have with other organizations so you can access and manage your health by logging into one website, MyChart Central

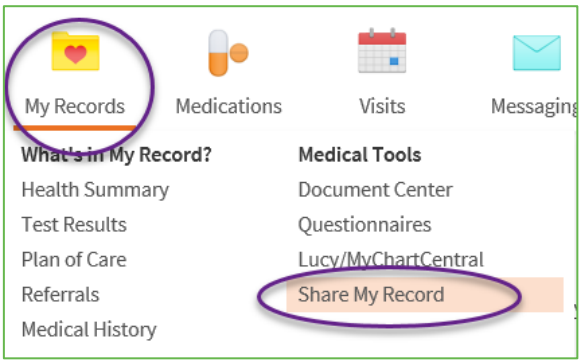


Share Everywhere

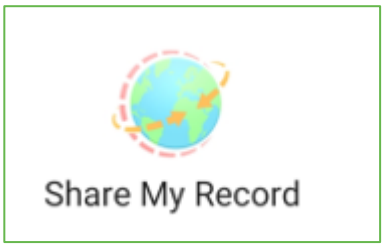
Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using myHealth Online you can generate a share code and provide it to the person with whom you want to share your health data. Examples could be a non-SCVHHS doctor, chiropractor, physical therapist, dentist, or a school nurse. 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.

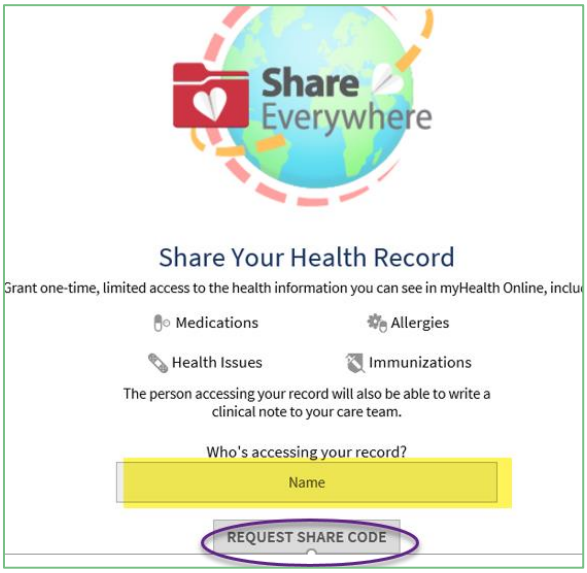
1. Go to the **Share Everywhere** activity.
2. On the MyHealth Online website, it's accessible under the **My Records > Share My Record**
3. On the mobile app, it's on the home screen
4. Enter the name of the person who will be viewing your record and request the share code.
5. The person receiving the records needs to go to www.shareeverywhere.com and enter the code along with your date of birth.

myHealth Online toolbar



In the Mobile App



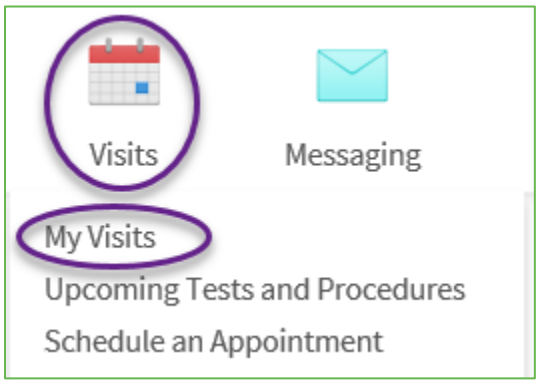


Visits

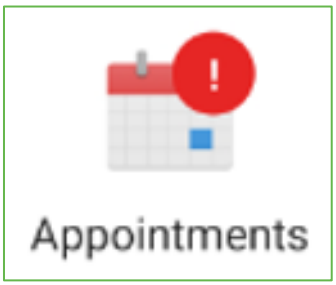
View Your Past or Upcoming Appointments

You can see your past or future appointments by going to **Visits > Appointments and Visits**.

myHealth Online toolbar



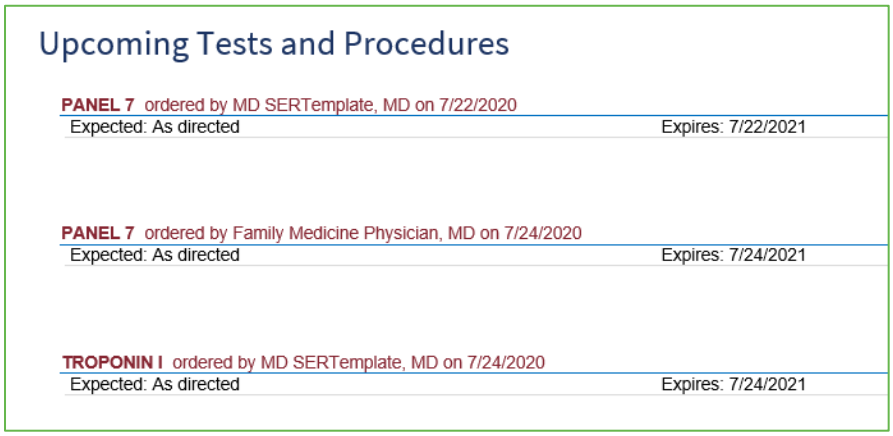
In the Mobile App



1. Click an appointment to see:
    - The date, time, and location of the visit
    - Any pre-visit instructions from the clinic
    - Directions to your clinic
2. If an upcoming appointment is eligible for eCheck-in, you can complete tasks such as the following before you arrive at the clinic:
    - Sign registration documents
    - Verify or update medications, allergies, and current health issues
    - Answer appointment-related questionnaires
    - Verify or update insurance and demographics information

View Upcoming Tests and Procedures

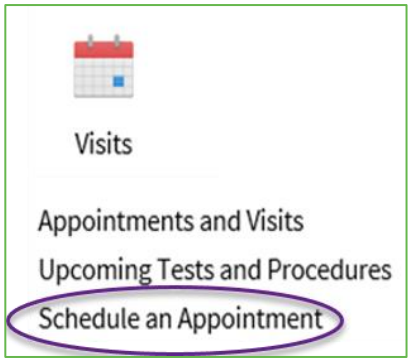
You can see tests and procedures which you need to complete (online only).



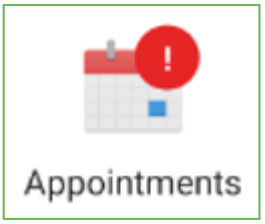
Request or Schedule an Appointment

Note: Scheduling appointments online or on the mobile app is on hold during the Novel Coronavirus call 1-888-334-1000

myHealth Online toolbar



In the Mobile App



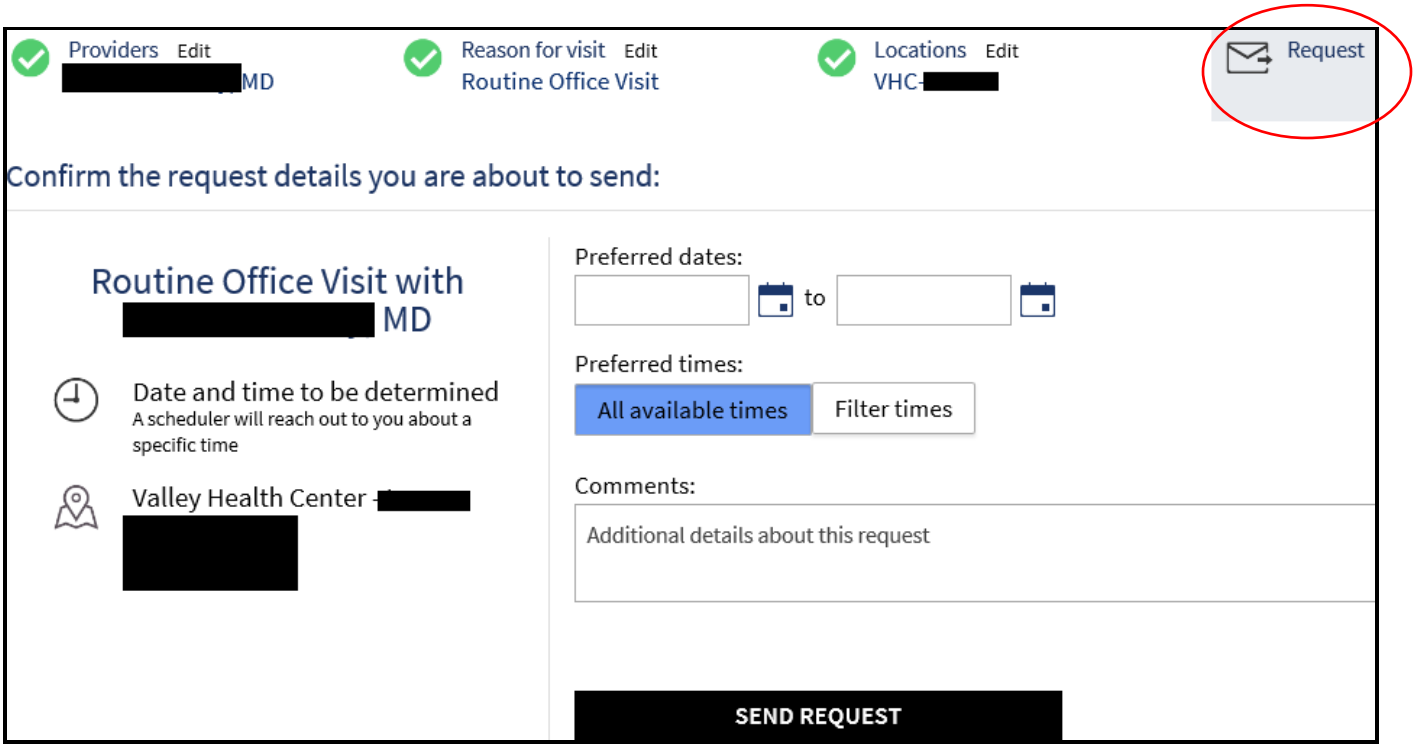
To request or schedule an appointment, go to **Visits > Schedule an Appointment**.

You can only direct Schedule or Request Appointments with providers you have seen in the past 12 months. Note: Specialty care appointments are always sent as Appointment Requests.

If you want to schedule a visit that is not a follow-up on an existing issue or a well child check, use the link to "Send an appointment request message instead".

Appointment Request Messaging

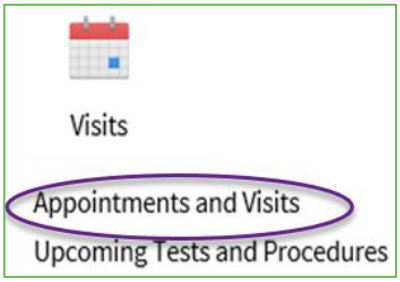
Once you complete the form you can select the "Send Request" button or click the envelope image to send.



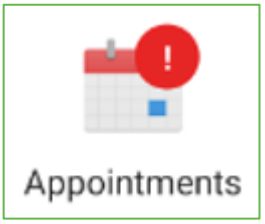
Cancel or Reschedule an Appointment

Depending on the date and time of your upcoming appointment, you may be able to cancel it through myHealth Online. Follow-up appointments in Internal Medicine, Family Medicine, and general Pediatrics can be rescheduled online rather than cancelling if you still need the appointment, but at a different date or time.

myHealth Online toolbar



In the Mobile App



1. select the appointment from the list or click **Details**
2. Click **Cancel** and **Confirm Cancellation** or Click **Reschedule**

Note: Scheduling appointments online or on the mobile app is on hold during the Novel Coronavirus call 1-888-334-1000

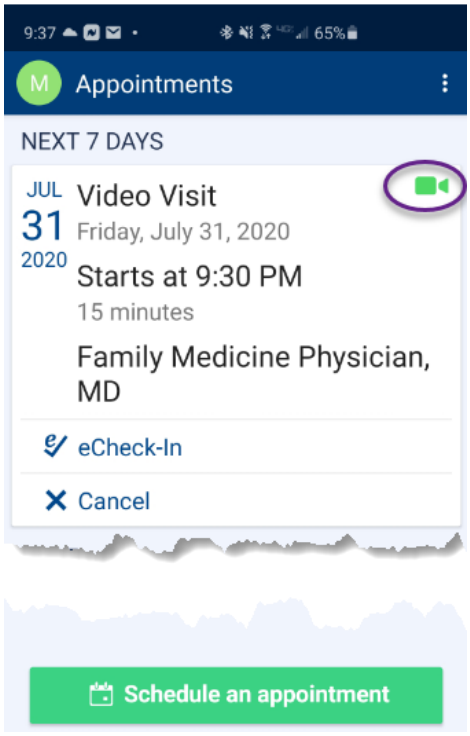
Joining a Video Visit

myHealth Online enables patients and providers to complete a visit by computer, tablet or smartphone. Video Visits are scheduled by the provider or clinic staff.

You must be enrolled in myHealth Online to join a video visit. You will also need to download an app called "Vidyo" prior to their visit. You will only need to download this app once, and the app functions within myHealth Online seamlessly, once downloaded.

You may call 1-888-334-1000 for assistance in preparing for their Video Visit.

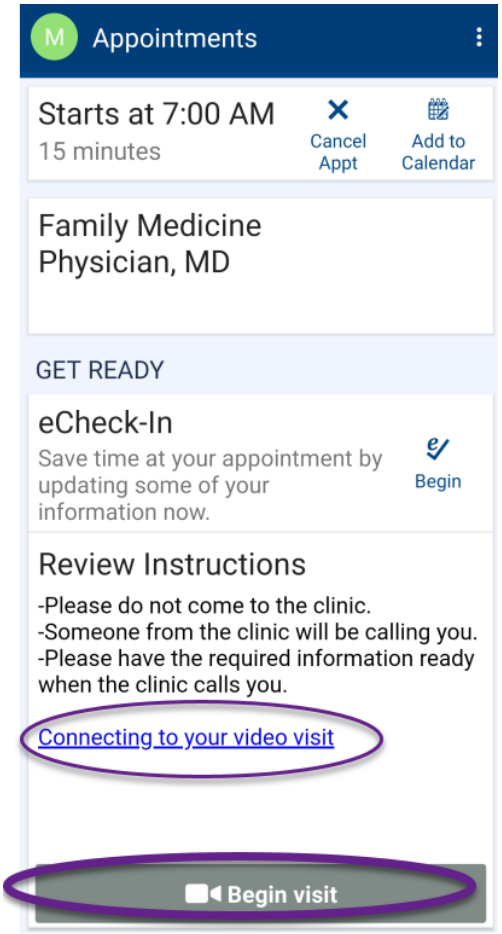
Mobile: tap **Appointments** icon>camera turns green when it's time to join



Camera turns green when it's time to join

Tap the appointment to see:

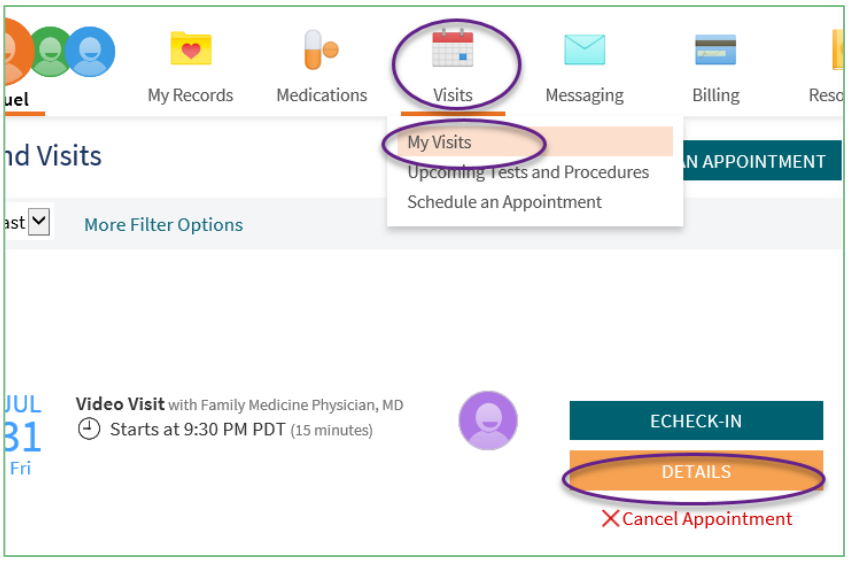
- Appointment Details
- eCheck-In
- Instructions on how to join
- The **Begin Visit Button**



Tap the link for detailed instructions on joining a video visit

Begin Visit turns green when it is time to join, up to 60 minutes before the appointment time

The mobile app is the best way to join but if you need to join using your computer:



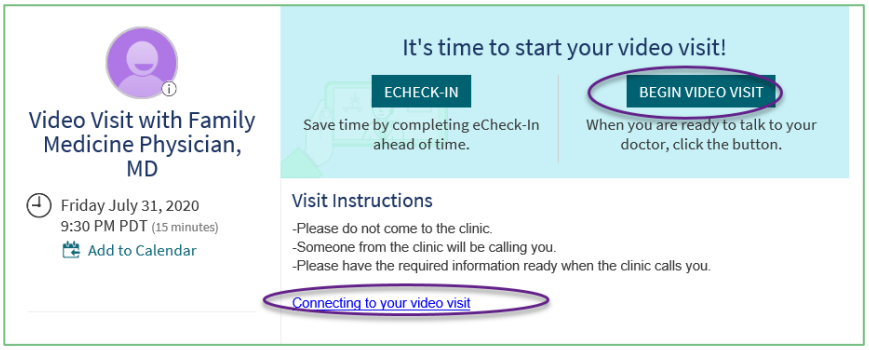
Visits>My Visits

Appointment will display

you can

- **eCheck-In** (confirm your information and things like allergies)

Tap **Details** to join or get instructions on joining a video visit



You click to **Begin Video Visit** up to an hour befor the visit

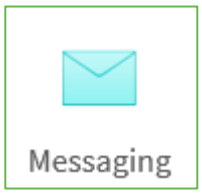
Tap the link for detailed instructions on joining a video visit

Messaging

View Messages from your Clinic

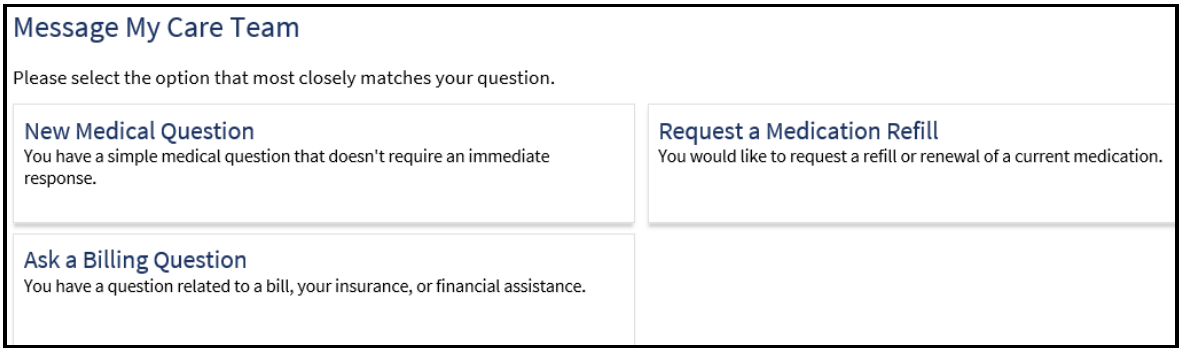
You can read any messages sent by your doctor or other clinic staff by going to your Inbox:

myHealth Online toolbar



In the Mobile App

(**Messaging > Message Center**). You can also view messages you have sent from your myHealth Online account.



Send a Message to Your Care Team

If you have a non-urgent medical question, you can send a secure message to your doctor's staff.

You might use the Message My Care Team feature 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.

1. Go to **Messaging > Ask a Question**.
2. Click **New Medical Question**.
3. Select a recipient from the list. This list might include your primary care provider or another doctor with whom you've recently had an office visit.
4. Enter a subject for your message and then enter your question in the field below.
5. When you are finished, click **Send**.

Someone at your clinic should respond to you within 3 business days. If you've opted to receive email notification for new messages in your myHealth Online account, you'll receive a message letting you know that the clinic has responded to your request.

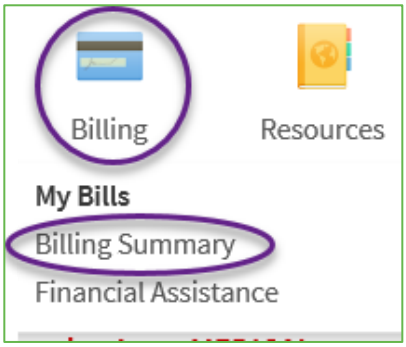
Billing and Insurance

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 account details** link.

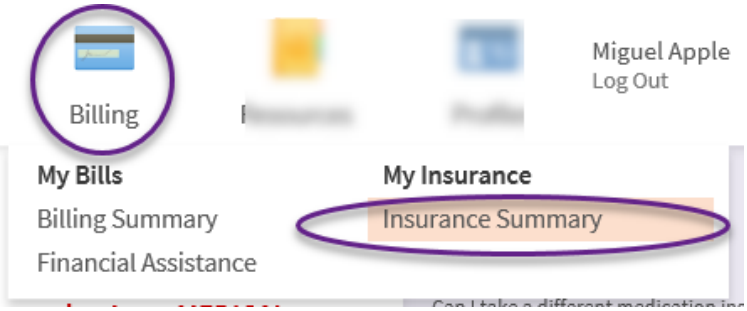
myHealth Online toolbar



In the Mobile App

Review and Update your Insurance Information

To review the insurance information your clinic has on file, go to **Billing > Insurance Summary**. If you do not make any changes, the front desk staff at your clinic can take the information and update your records. Set



Profile Settings

Update your Personal Information

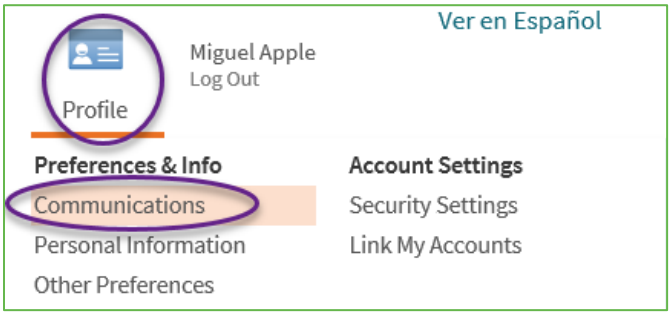
You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Profile > 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**

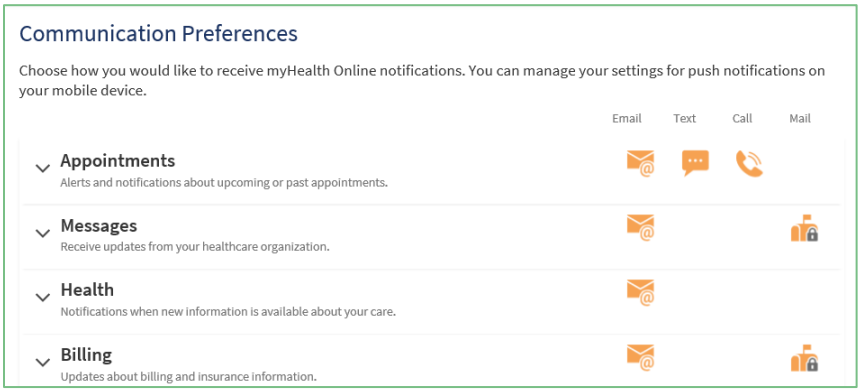
Customize Notification or Communication Preferences

You can pick the types of notifications you would like to receive in using myHealth Online, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Profile > Communications**



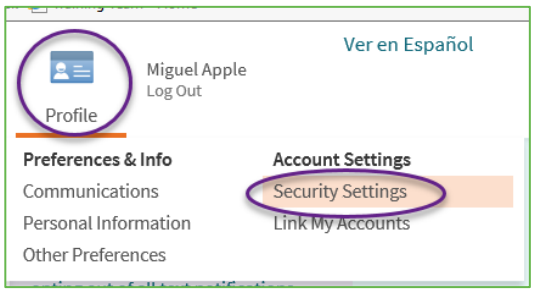
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive
3. Be sure your email address and mobile phone number is current to receive the notifications you select
   - A lock means that notification type can't be changed

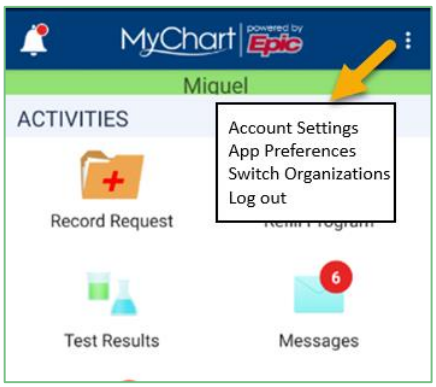


Change Password

To ensure that your medical information stays protected, consider changing your myHealth Online password periodically.

Here, you can also update the security question and answer that are used when you forget your myHealth Online username or password.





Access to Family Records

If you have **proxy access** to your family members' medical records, you have access to many of the tools and information using the mobile app or myHealth Online.

Proxy access can help you more easily care for your loved ones including an adult child caring for an elderly parent, a spouse, a family member caring for someone who does not speak English or a caretaker. With that person's permission, you are able to message the care team, view and request medication refills, view upcoming visits and after visit summaries

Proxy access may be granted to parents of minor children or authorized patient representatives, even non-SCVMC patients for:

- Minors 0 – 11 years old: Full Access:
- Minors 12 – 17 years old: Limited Access

Foster parents may be granted proxy access for a limited time once Custody documents have been received. Contact your provider or the helpdesk for additional details.

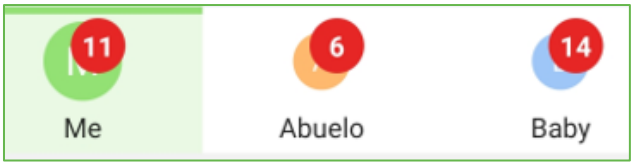
Proxy access may also be granted for adults accessing another adult's record or a caretaker for a person with diminished capacity (12+).
Consent forms are required for adult proxy access.
Provider attestation and proxy form is required for diminished capacity

Access a Family Members Record (Proxy Access)

After you've been established as a proxy representative, you can view a family member's records by clicking the name for that family member in myHealth Online.

myHealth Online toolbar

In the Mobile App

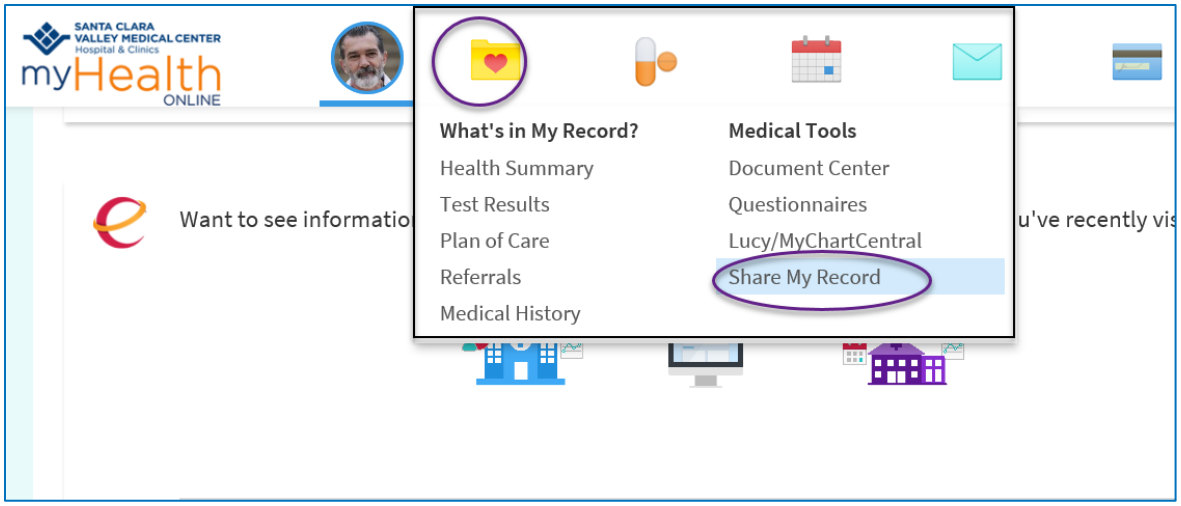


After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.

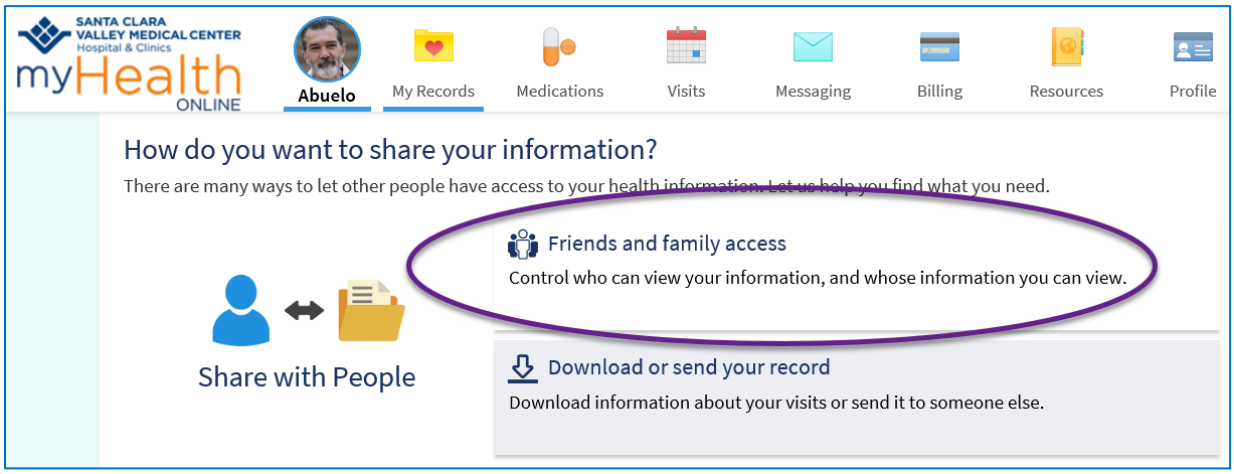
Remove a Family Members Access (Revoke Proxy)

Adults who have given another person access to their medical record, can remove that access (revoke proxy). If you remove proxy access you will need to go through the steps again to set up Proxy Access steps again to provide access.

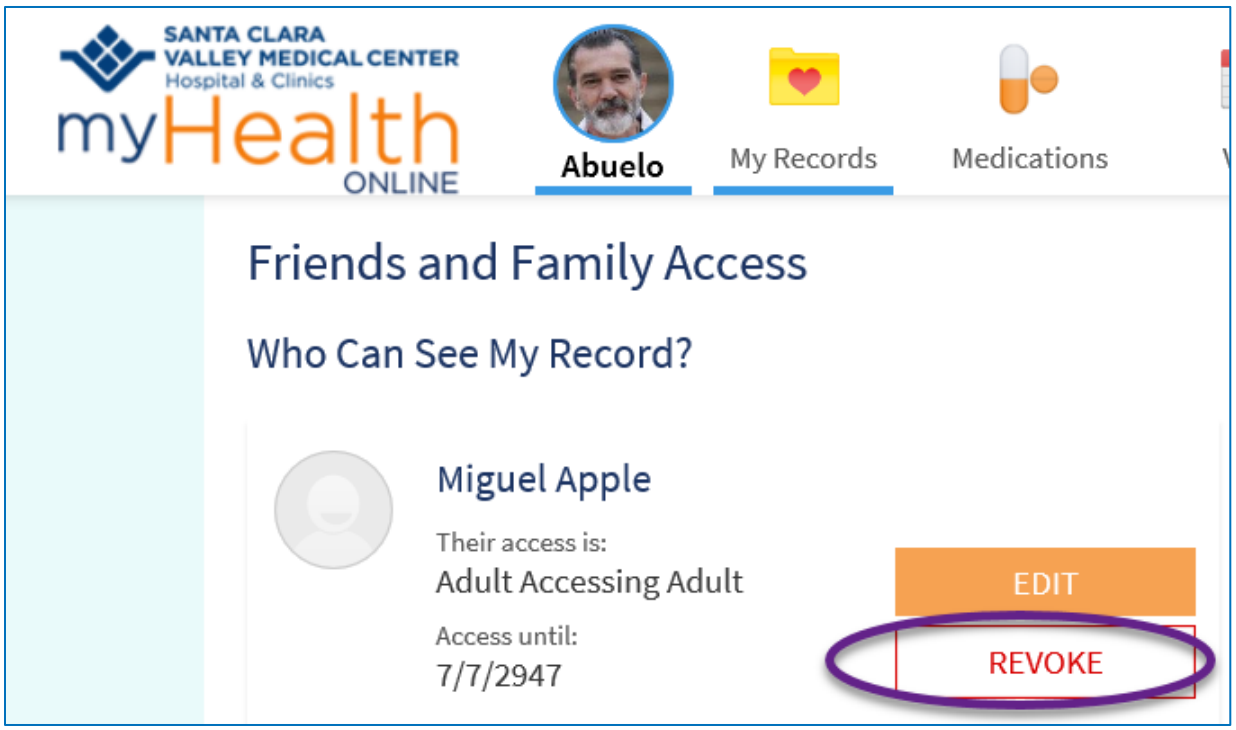
1. Select the **My Record** icon then select **Share My Recod**



2. Select **Friends and family access**

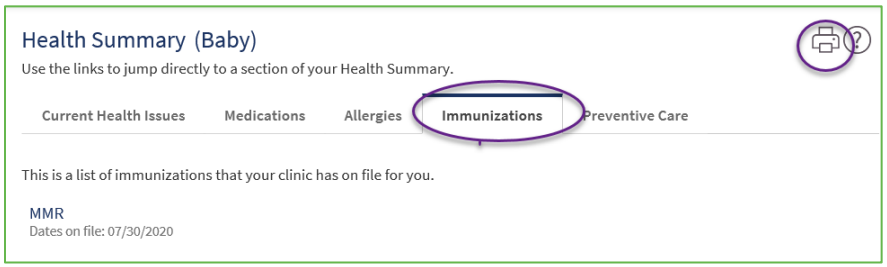


3. Finally, click **Revoke** next to the name of the person that should no longer have access



View and print your child's immunization record

When you are in your child's record in myHealth Online, go to **Health > Immunizations**. You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.



To open a printer-friendly summary of your child's immunizations, click .

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