



HealthLink

myHealth Online User Guide

June 2017

Reviewed J.C.





myHealth Online User Support Guide

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Overview

Santa Clara Valley Medical Center's (SCVMC) myHealth Online (MHO) makes managing your health easier than ever with secure access, anytime, anywhere.

This guide is intended to walk you through the many features of your online medical record.

Before you begin

You'll need to know a few things before you begin using our website

The screenshot shows the myHealth Online login page. On the left, there's a banner with the Santa Clara Valley Medical Center logo and text: "myHealth ONLINE Your Health Information Anytime. Anywhere." Below this, it says "MyHealth Online is an easy-to-use secure web site that gives you access to your health information." and "Now you can send messages to your primary and specialty care teams, request prescription renewals, and send appointment requests online. Any messages sent will become a permanent part of your medical record." It also mentions "These new features are available to adults and families with children under 12 years old." and a note: "Note: MyHealth Online is not for medical emergencies. If you need immediate medical assistance, please dial 911." On the right, the login form has fields for "myHealth Online Username" and "Password", each with a "Forgot" link. A "Sign In" button is below. There's a "New User? Sign Up Now" button. At the bottom, there are links for "Learn More...", "Frequently Asked Questions", and "Terms and Conditions". A footer section has a calendar icon and text: "Access your test results No more waiting for a phone call or letter — view your results and your doctor's comments as soon as they are available." and "When can you sign up? You can sign up for MyHealth Online after you have a visit at one of our clinics or hospital." The Santa Clara Valley logo is in the bottom right corner.

1. Forgot Username
2. Forgot Password
3. FAQ
4. Access site in Spanish
5. "Learn More" links connect you to another website called MedLine plus to learn more about the terms and information you see in your chart. Medline plus is published by the National Institute for Health; however, please be sure to ask your provider for any clarifications regarding your individual health.

1. Forgot Username
2. Forgot Password
3. FAQ
4. Access site in Spanish
5. "Learn More" links connect you to another website called MedLine plus to learn more about the terms and information you see in your chart. Medline plus is published by the National Institute for Health; however, please be sure to ask your provider for any clarifications regarding your individual health.

Features

This guide will provide details on the following website pages:

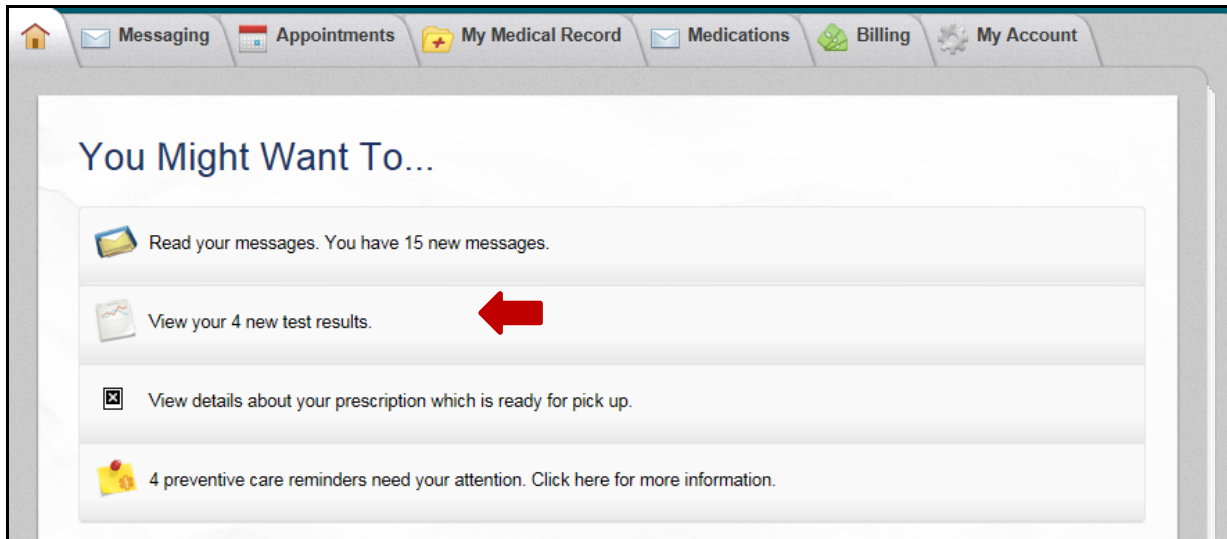
- Homepage
- Messages
- Appointments
- Medical Records
- Medications
- Billing
- My Account



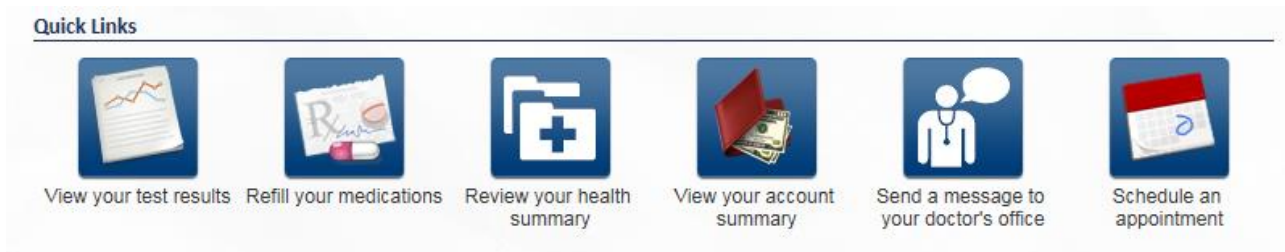
Homepage

You Might Want To... displays when there is new information for you in your account.

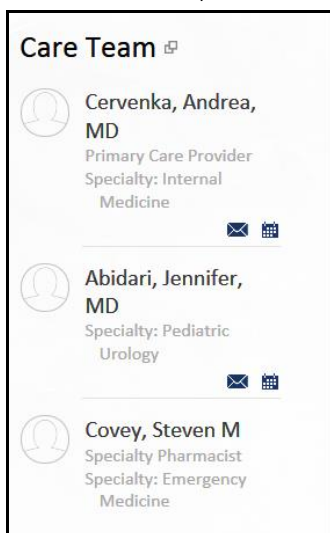
1. Go directly to new information you haven't seen yet by clicking on an individual alert



Use the Quick Links icons to be brought directly to the areas of information pictured.



Care Team displays the providers you have seen at SCVMC. Icons link you directly to messaging and appointment features for those individual providers. If there are no icons next to a provider it means they cannot be reached by those methods.



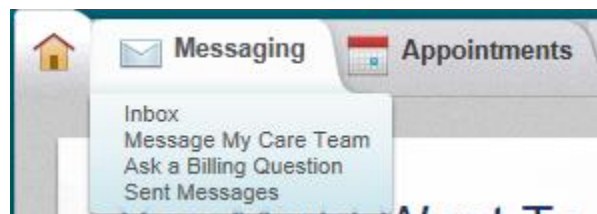



The Santa Clara Valley Medical Center Facebook widget links you to the Facebook page highlighting the events and stories shared on social media.




Messaging

Messaging allows you to communicate directly with a provider you have seen and the professional business office for billing.



- To navigate to your messages, either select the alert from the Home Page  **Read your messages. You have 31 new messages.**, or select **Inbox** from the Messaging tab.
- The **Inbox** contains new messages regarding information made readily available to you. You may not delete messages until they have been opened.
- To send a message to any provider you have seen within the last 12 months, click **Message My Care Team** from the Messaging tab.
- Use the **To the office of:** drop-down list to select a Primary Care Provider (PCP). If your PCP is not a SCVMC or VHC provider, they will not display in your MHO account. Examples of community clinic providers who are not participating in myHealth Online are those from: Indian Health Clinic, Gardner, and Planned Parenthood.





Message My Care Team

myHealth Online is not to be used for urgent requests. If you require immediate medical attention or are having a MEDICAL EMERGENCY dial 911.

Please allow 3 business days for a response.

If you need to renew a medication, send a [Prescription Request](#).

If you would like to make an appointment, please [Request an Appointment](#).

For Billing or Account related messages [Ask a Billing Question](#).

Any messages sent will become a permanent part of your medical record.


From: Lady Gaga MyChart [100007686]

To the office of: Choose a Recipient

Subject:


The following people will be able to view this message online.

☒ Myself (Lady Gaga MyChart) ☒ VHPCommercial Actest

Attach an image: 

- Enter a general **Subject** in the field provided.
- If you have authorized sharing of your medical record to a Proxy, they will automatically receive copies of your messages. To prevent your message from being sent to a Proxy, de-select the Proxy in the section below before sending.





Message My Care Team

myHealth Online is not to be used for urgent requests. If you require immediate medical attention or are having a MEDICAL EMERGENCY dial 911.

Please allow 3 business days for a response.

If you need to renew a medication, send a [Prescription Request](#).

If you would like to make an appointment, please [Request an Appointment](#).

For Billing or Account related messages [Ask a Billing Question](#).

Any messages sent will become a permanent part of your medical record.

From: Lady Gaga MyChart [100007686]

To the office of: Choose a Recipient

Subject: Enter Text Here

The following people will be able to view this message online:

☒ Myself (Lady Gaga MyChart) ☒ VHPCommercial Actest ←

Enter Text Here

Attach an image: Browse ←

Send Cancel

- Write a detailed message to your Primary Care Provider in the area provided.
- You may also include attachments for your provider to review by selecting the **Browse** button and uploading.
- When ready to message your provider, click the **Send** button.



Ask Billing Question

- To send a message to the Billing team, click on **Ask a Billing Question** from the **Messaging** tab.
- Enter a **Subject** of your choice in the field provided.
- Your questions will be directed to the appropriate department based on your selection in the field “**Regarding:**”

- If you have authorized sharing of your medical record to a Proxy, they will automatically receive copies of your messages. To prevent your message from being sent to a Proxy, de-select the Proxy in the section below before sending.
- Write a detailed message to the Billing department.
- When ready to message the Billing department, click the **Send** button.

Sent Messages

To view your previous correspondences, click **Sent Messages** from the Messaging tab.

Appointments

You may schedule, request, or cancel an appointment, and review visit and admission summaries from within the Appointments tab.


- From Home Page, click **Appointments** tab.





Upcoming Appointment

Within this section, you can review your appointment details by double clicking on an appointment. You may find links to complete such as pre-visit questionnaires, and/or eCheck-In 48 hours prior to your appointments.

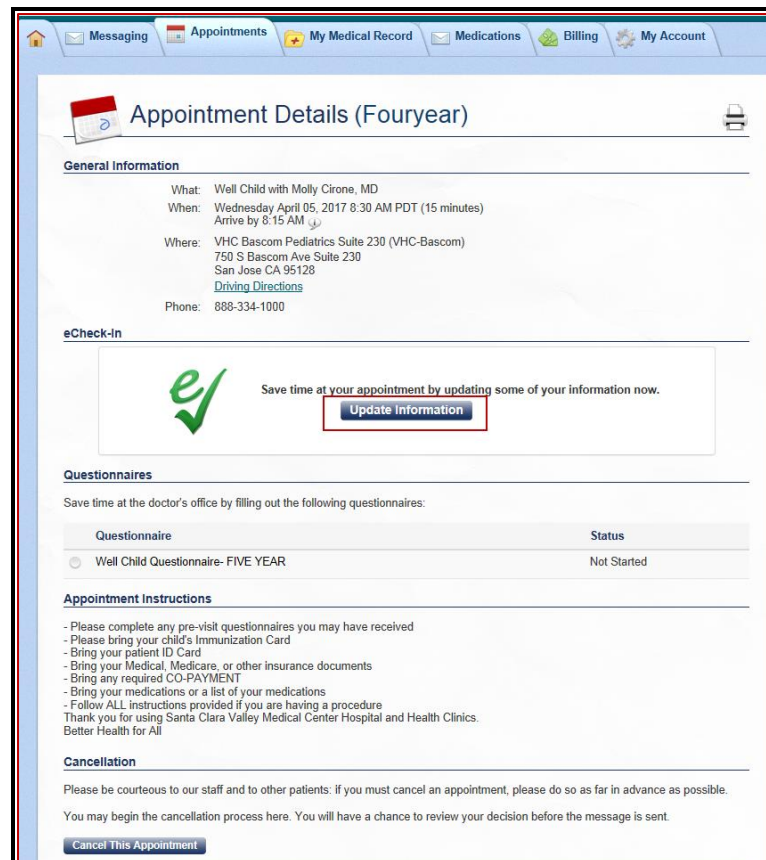
- For eCheck-In, select the appointment with the  icon next to it.



Click on a row to see more details about an appointment.		
Date / Time	Description	Department
 Tuesday July 18, 2017 8:30 AM PDT Arrive by 8:15 AM	Well Child with Amy Hauser, MD	VHC Bascom Pediatrics Suite 240 750 S Bascom Ave Suite 240 San Jose CA 95128
Click for appointment details		
<input type="checkbox"/> Friday July 21, 2017 1:00 PM PDT Arrive by 12:45 PM	Well Child with Molly Cirone, MD	VHC Bascom Pediatrics Suite 240 750 S Bascom Ave Suite 240 San Jose CA 95128

Through the eCheck-In workflow, you will be able to update or confirm your demographics, allergies, and answer any pre-visit questionnaires expediting the registration process once you arrive at your clinic. These steps outline the process:

- Select appointment by double clicking on the date/time for which you want to perform eCheck-In.
- The Appointment Details page will open. You can select **Update Information** in the eCheck-In section.




Appointment Details (Fouryear)

General Information

What: Well Child with Molly Cirone, MD
When: Wednesday April 05, 2017 8:30 AM PDT (15 minutes)
Arrive by 8:15 AM
Where: VHC Bascom Pediatrics Suite 230 (VHC-Bascom)
750 S Bascom Ave Suite 230
San Jose CA 95128
[Driving Directions](#)
Phone: 888-334-1000

eCheck-In

 Save time at your appointment by updating some of your information now.
Update Information

Questionnaires

Save time at the doctor's office by filling out the following questionnaires:

Questionnaire	Status
<input type="radio"/> Well Child Questionnaire- FIVE YEAR	Not Started

Appointment Instructions

- Please complete any pre-visit questionnaires you may have received
- Please bring your child's Immunization Card
- Bring your patient ID Card
- Bring your Medical, Medicare, or other insurance documents
- Bring any required CO-PAYMENT
- Bring your medications or a list of your medications
- Follow ALL instructions provided if you are having a procedure

Thank you for using Santa Clara Valley Medical Center Hospital and Health Clinics.
Better Health for All

Cancellation

Please be courteous to our staff and to other patients: If you must cancel an appointment, please do so as far in advance as possible.
You may begin the cancellation process here. You will have a chance to review your decision before the message is sent.

Cancel This Appointment



- Within Demographics, confirm the details are correct by checking the box next to “This information is correct”, or click **Edit Demographics** button to make any changes to the current information.
- Click **Continue** when finished.

eCheck-In (Fouryear)



Demographics Allergies Questionnaires

Street Address: this is a new address
City: san jose
State: California
ZIP Code: 94555
Country: ABBEVILLE
Country: United States of America
Home Phone: 444-444-4444
Mobile Phone: 555-555-5555
Work Phone: 555-555-5555
Preferred Phone: Home
E-mail Address: kelly.howard@hhs.sccgov.org
Race:
Ethnicity:
Language:

Edit Demographics

☒ This information is correct

Continue **Finish Later**

- The next step is to confirm or update your allergy information. You may check the box next to “This information is correct” or make changes. Please remove all allergies that no longer apply by pressing the  icon next to a current allergy, or report new allergies by pressing the  icon.
- Click **Continue** when ready.

eCheck-In (Fouryear)

Demographics **Allergies** Questionnaires

Please review the allergies that we have on file. Remove any allergies that do not apply, and add any allergies that are not listed. When the list is accurate, please select the check box and continue.

Allergy	Reaction
Food Additives	anaphylaxis
Add an allergy to be verified	

☒ This information is correct

Back **Continue** **Finish Later**



- The final step is to complete any pre-visit questionnaires you may have received. If you have been sent one, it will display below **Questionnaire**. The title of the questionnaire(s) will display with an **Answer** button to the right.

The screenshot shows the 'eCheck-In (Fouryear)' page. At the top, there's a progress bar with three steps: Demographics, Allergies, and Questionnaires. Below this, it says 'You've completed 0 of 1 questionnaires for your upcoming appointment.' Under the 'Questionnaire' section, there's a list item 'Well Child Questionnaire- FIVE YEAR' with an 'Answer' button to its right. At the bottom, there are three buttons: 'Back', 'Next Questionnaire', and 'Finish Later'.

- Once the eCheck-in workflow is complete, the upcoming appointment will display a green checkmark next to it.

The screenshot shows the 'Upcoming Appointments (Fouryear)' page. It features a table with one appointment listed. The appointment has a green checkmark icon in the 'Date / Time' column. The table columns are 'Date / Time', 'Description', and 'Department'.

Date / Time	Description	Department
Wednesday April 05, 2017 8:30 AM PDT Arrive by 8:15 AM	Well Child with Molly Cirone, MD	VHC Bascom Pediatrics Suite 230 750 S Bascom Ave Suite 230 San Jose CA 95128

Cancel Appointments

Within the Cancel Appointments section, you can cancel most appointments online. If the appointment cannot be cancelled, a message will display providing you with further information. While appointments can be cancelled up to a minute before your appointment, please cancel as soon as you know you cannot keep the appointment so we may offer the time to someone else in need.

The screenshot shows the 'Cancel Appointments (Fouryear)' page. It features a table with two appointments listed. Each appointment has a radio button in the 'Cancel' column. The table columns are 'Cancel', 'Date / Time', 'Provider', and 'Department'. Below the table, there is a 'Continue' button and a text prompt 'Select an appointment to cancel'.

Cancel	Date / Time	Provider	Department
<input type="radio"/>	Tuesday July 18, 2017 8:30 AM PDT	Amy Hauser, MD	VHC Bascom Pediatrics Suite 240
<input type="radio"/>	Friday July 21, 2017 1:00 PM PDT	Molly Cirone, MD	VHC Bascom Pediatrics Suite 240

Continue Select an appointment to cancel

Request Appointments

The Request Appointments is used for all appointments other than a Follow-Up with the same provider for an existing issue, or a Well-Child exam. You can request an appointment with any Provider you have seen in the last 12 months.



- Select the provider of your choice for the field “**Want to See:**”
- Select an option in the “**Would see:**” field.
- Enter a free text for **Reason for visit**.
- Choose your **Preferred dates** in the **From** and **To** fields.
- If you have setup preferences in your My Account, you can select **Use my preference** for “**Limit times to:**”
- If you have authorized sharing your medical record with a Proxy, they will automatically receive copies of your messages. To prevent a message from being sent to a Proxy, de-select the Proxy in the section “**The following people will be able to view this message online**” before sending.
- Add comments you feel are important regarding your appointment to help us best serve your needs.
- Click **Send** when ready.

*If you are not sure if you need an appointment use the **Message your Care Team** link to go to the Messaging activity.

Request an Appointment


myHealth Online is not to be used for urgent requests. If you require immediate medical attention or are having a **MEDICAL EMERGENCY** dial 911.

Please allow 3 business days for a response.

Choose who you would like to schedule an appointment with, and the preferred dates and times. You may also enter additional comments about your appointment request for the schedulers to review.

If you would like to ask your clinic staff a care related question first, select the following link to [Message Your Care Team](#).

From: Lady Gaga MyChart [100007686]

Want to see: 


Would see:

Reason for visit:

Preferred dates: From: To:

Limit times to:

The following people will be able to view this message online.

☒ Myself (Lady Gaga MyChart) ☒ VHPCCommercial Actest 

Schedule Appointments

You may schedule a non-Urgent Follow-Up, or Well-Child visit with your Primary Care Provider (PCP) or another provider you have seen for that issue in the past 18 months. Follow-Up visits should not be used for initial visits with your PCP, physical exams, new issues, or yearly preventative visits. Well-Child exams are also not to be used for sick visits or any other purpose than routine developmental exams. If you need a new patient visit or wish to discuss a new issue or alternative exam, please send an **Appointment Request** so our schedulers can make sure you get the appropriate visit type and length for your needs.

- Select the visit type you need by clicking on the options provided.



Schedule an Appointment (Fiveyear)

Choose your reason for scheduling an appointment from the options below.

myHealth Online is not to be used for urgent requests. If you require immediate medical attention or are having a MEDICAL EMERGENCY dial 911.

Non-Urgent Office Visit A visit to follow up on a specific medical concern.	Well Child Exam A routine Well Child visit.
---	---

- Choose the location you would like to schedule. Be sure to use the arrows to scroll up or down to see all your options.

Schedule an Appointment (Fiveyear)

Step 2 of 6: Choose location

Reason for visit: Non-Urgent Office Visit

Please choose the location at which you would like to schedule your appointment and click **Continue**.

Schedule at: All Locations
VHC-Bascom
VHC-Milpitas

Back Continue Start Over

- Chose the specific provider you wish see by using the arrows up & down to select from entire list of available providers.

Schedule an Appointment (Fiveyear)

Step 3 of 6: Choose provider

Reason for visit: Non-Urgent Office Visit

Note: You can schedule appointments from 6/14/2017 to 9/22/2017.

Please choose the provider with whom you want to schedule an appointment and click **Continue**.

Schedule at: All Locations

Schedule with: Cirone, Molly, MD (VHC Bascom Pediatrics Suite 230)
Cirone, Molly, MD (VHC Bascom Pediatrics Suite 240)
Harrison, Bridget M, MD (VHC Milpitas Family Practice)

Preferred dates: From: 6/14/2017 To:

Limit times to: **All available** Use my preferences Other

Back Continue Start Over

- Click the **Continue** button.



- Choose the date and time you prefer from the options provided. You may view additional future dates, or go back to previous options before selecting.

Schedule an Appointment (Fiveyear)

Step 5 of 7: Choose appointment time slot

Reason for visit: Non-Urgent Office Visit

This page displays the date and time of the available time slots for the selected provider. Please choose the desired time slot and click **Continue** to view the complete appointment information before scheduling an appointment.

If you would like to see more time slots, click **Next** to continue to the next set of available time slots, or click **Back** and change the date and time range.

Date/Time	Providers/Resources	Department	Location
<input type="radio"/> Thursday June 15, 2017 8:30 AM	Cirone, Molly, MD	VHC Bascom Pediatrics Suite 230	VHC-Bascom
<input type="radio"/> Thursday June 15, 2017 8:45 AM	Cirone, Molly, MD	VHC Bascom Pediatrics Suite 230	VHC-Bascom
<input type="radio"/> Thursday June 15, 2017 9:15 AM	Cirone, Molly, MD	VHC Bascom Pediatrics Suite 230	VHC-Bascom

← Previous Times | Next Times →

Back **Continue** **Start Over**

- Click **Continue** when ready.
- Preview your choice and add additional comments before selecting **Make Appointment**.

Schedule an Appointment (Fiveyear)

Step 6 of 7: Preview appointment details and schedule appointment

Reason for visit: Non-Urgent Office Visit

Please verify that all of the information on this page is correct and that this is the appointment that you intended to select.

Appointment Information

Date: Thursday June 15, 2017
Time: 8:30 AM
Duration: 15 minutes
Visit With: Cirone, Molly, MD
Location: VHC Bascom Pediatrics Suite 230 (VHC-Bascom)
[Driving Directions](#)

Appointment Instructions

- Bring your patient ID Card
- Bring your Medical, Medicare, or other insurance documents
- Bring any required CO-PAYMENT
- Bring your medications or a list of your medications
- Follow ALL instructions provided if you are having a procedure

Comments

Please enter a reason for your visit here. If you've completed filling out the rest of this form, and the other information on the page is correct, click **Make Appointment** to schedule your appointment.

Maximum 50 characters

Back **Make Appointment** **Start Over**



- The appointment that has been scheduled will display. You may use the **Driving Directions** link to get directions from Google Maps to your appointment. The directions link remains in your upcoming appointment details pages for later use.



Appointment Scheduled (Fiveyear)

Step 7 of 7: Review appointment details

Reason for visit: Non-Urgent Office Visit

Thank you for scheduling an appointment through myHealth Online. Your appointment has been scheduled successfully. The details are given below.

General Information

What: Follow Up Appointment with Molly Cirone, MD

When: Thursday June 15, 2017 8:30 AM PDT (15 minutes)
Arrive by 8:15 AM 

Where: VHC Bascom Pediatrics Suite 230 (VHC-Bascom)
750 S Bascom Ave Suite 230
San Jose CA 95128
[Driving Directions](#)

Phone: 888-334-1000


Appointment Instructions

- Bring your patient ID Card
- Bring your Medical, Medicare, or other insurance documents
- Bring any required CO-PAYMENT
- Bring your medications or a list of your medications
- Follow ALL instructions provided if you are having a procedure


[Back to the Home Page](#)

Visit Summaries

You can review details of your office visits by clicking on the date/time of the visit you would like to see.



Visit Summaries (Fouryear)



Click on a row to see details about a past appointment. You may also want to [download or send](#) your visit records to have your own portable copy.

Date/Time	Description	Department
Wednesday April 05, 2017 8:30 AM	Office Visit with Molly Cirone, MD	VHC Bascom Pediatrics Suite 230
Monday December 05, 2016 10:50 AM	Office Visit with Beatriz Mares, MD	VHC Bascom Pediatrics Suite 230
Tuesday August 23, 2016 1:00 PM	Office Visit with Jennifer Djafari, MD	VHC Bascom Pediatrics Suite 240


[Click for details](#)

Past Appointments 1 - 3



Admission Summaries

You can review details of hospital admission and discharge instructions by double clicking on the **Admit Date** you want to see.



Hospital Admission Summaries (Antigua)

Click on a row to see details about an admission. You may also want to [download or send](#) your visit records to have your own portable copy.

Admit Date	Discharge Date	Location
3/13/2017		HHS Santa Clara Valley Medical Center
1/26/2016	8/1/2016	HHS Santa Clara Valley Medical Center

Details for hospital visit with admission date of 3/13/2017.

My Medical Record

The My Medical Record tab contains your Health Summary, Test Results, Upcoming Tests and Procedures, Preventive Care, Immunizations, Medical History, Referrals, Questionnaires, access to download your visit or admission summaries, your Comprehensive Care Document named “Lucy”, and links to MyChart Central.

MessagingAppointmentsMy Medical RecordMedicationsB

Visit Records

Select the visit summaries below you want. Your Lucy Summary is also available.

Single VisitDate RangeAll VisitsLucy Summary

Office Visit with Robert Burns, MD
VHC Bascom Pediatrics Suite 230

ViewDownloadSend

What's in My Record?

Health Summary
Test Results
Upcoming Tests and Procedures
Preventive Care
Immunizations
Medical History
Referrals

Medical Tools

Download My Record
Questionnaires
MyChartCentral



Health Summary

Your records on file at SCVMC are displayed on one page.

- From the **My Medical Records** tab, click **Health History** then click on the underlined section to jump to that portion of your record.
- Current Health Issues – this is your problem list or diagnoses. The underlined Health Issues are links to Medline Plus.
- Medications – these are your active medications on record at SCVMC.
- Allergies – all allergies you have reported are listed here.
- Immunizations – all immunizations you have received or have reported to your SCVMC care providers will show here.

The screenshot shows the 'Health Summary' page within the 'My Medical Record' tab. The page has a navigation bar with links: Messaging, Appointments, My Medical Record (active), Medications, Billing, and More. Below the navigation bar, the 'Health Summary' title is displayed with a printer icon. A message states: 'Use the links to jump directly to a section of your Health Summary.' followed by links: [Current Health Issues](#), [Medications](#), [Allergies](#), [Immunizations](#), and [Preventive Care](#). The 'Current Health Issues' section is expanded, showing a table with two columns: 'Health Issue' and 'Date Noted'. The table lists 'Diabetes' with a date of '04/19/2016' and 'Caries' with a date of '10/20/2016'. Below this, the 'Medications' section is expanded, showing a yellow box for 'Prescriptions Ready for Pickup or Picked Up Recently'. It lists the pharmacy as 'VALLEY SPECIALTY CENTER PHARMACY' and the prescriptions as 'ferrous sulfate 44 mg/5 mL (mg Fe) oral solution'. Below the yellow box, there is a detailed entry for 'albuterol sulfate 90 mcg/actuation HFA inhaler', including its common names (PROVENTIL HFA, VENTOLIN HFA), instructions (Inhale 1-2 inhalations by mouth every 6 (six) hours as needed for shortness of breath (t alleviate sob with coughing r/t flu)), and a link to 'About This Medication'. To the right of the medication details, it states 'Approved by Gaurav Abbi, MD', 'Prescribed on 6/7/2017', and 'Prescribed quantity: 1 Inhaler'.

Health Issue	Date Noted
Diabetes	04/19/2016
Caries	10/20/2016

Medications

Prescriptions Ready for Pickup or Picked Up Recently

Pharmacy: VALLEY SPECIALTY CENTER PHARMACY

Prescriptions: ferrous sulfate 44 mg/5 mL (mg Fe) oral solution
ferrous sulfate 44 mg/5 mL (mg Fe) oral solution

albuterol sulfate 90 mcg/actuation HFA inhaler
Commonly known as: PROVENTIL HFA; VENTOLIN HFA

Instructions: Inhale 1-2 inhalations by mouth every 6 (six) hours as needed for shortness of breath (t alleviate sob with coughing r/t flu).

[About This Medication](#)

Approved by Gaurav Abbi, MD
Prescribed on 6/7/2017
Prescribed quantity: 1 Inhaler

Test Results


Within myHealth Online, you can view the results of certain tests. Some lab tests may not show here because they are either legally restricted from automatic release by California law, or are required to be released by the provider to MHO.

- From the **My Medical Records** tab, click **Test Results**.
- Unrestricted outpatient type lab tests will be released three (3) business days after the final result has been made available to the provider. Depending on the length of time to reach a result, some test results may seem delayed.
 - Both abnormal and normal results will be released.
- Hospital inpatient and Emergency Department visit results will be released upon discharge, if finalized.
- Pathology and cytology results must always be manually released by the provider for viewing in myHealth Online.




- Full laboratory reports do not display. Your provider can add comments when releasing the results, and discuss the findings with you in person, or over the phone.
 - Some test results can be graphed or viewed in a table for chronological viewing and comparison.
- *If you do not see the results you are looking for, ask your Provider.

- Click on the test you wish to view.





Test Results



This is a list of results that are already completed. Check your [Upcoming Tests and Procedures](#) to find a future procedure.

Please direct any questions regarding your test results to your Primary Care Provider - PCP.

 [Include Hospital Results](#) Test results per page: 10 


Date ▼	Test	Ordered By
05/17/2017	QUANTIFERON	Andrea Cervenka, MD
05/16/2017	QUANTIFERON	Andrea Cervenka, MD
02/02/2016	JOINT ASPIRATION/INJECTION	Mychart Provider, MD

Test results 1 - 3 of 3


◀ First ◀ Prev Page: 1 Next ▶ Last ▶

[Back to the Home Page](#)

Details includes the results. Use Past Results and Graph tabs to see your values individually, or over time.



QUANTIFERON - Details





[About This Test](#)

[Details](#) [Past Results](#) [Graph of Past Results](#)



Component	Your Value	Standard Range
Quantiferon Gold	Positive	Negative

[Details](#) [Past Results](#) [Graph of Past Results](#)

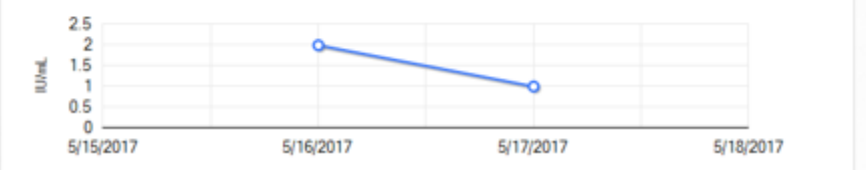
From 5/16/17  to 5/17/17  - or - 10 latest values [Apply](#) [More Options](#)

Name	5/16/17	5/17/17
Standard Range		

[Details](#) [Past Results](#) [Graph of Past Results](#)

From 5/16/17  to 5/17/17  - or - 10 latest values [Apply](#) [More Options](#)

Some data was omitted from the graph.*



○ Mitogen Minus Nil




Upcoming Tests and Procedures


Within the Upcoming Tests and Procedures section, you can see orders that have been ordered for you, which you still need to complete.

- From the **My Medical Records** tab, clicks **Upcoming Tests and Procedures** option. Your Office Visits and Hospital Admission Summaries will be shown.
 - Past Visit Summary: Once your visit documentation is completed by the clinic staff, the full After Visit Summary (AVS) will be available to view, downloaded, or send. Until the office visit encounter is closed in the electronic medical record, only registration data will show.
 - Hospital Admission Summaries: Once discharged, the Discharge Summary and Discharge Instructions will be available to view, download, or send.

*Progress Notes from office visits or hospital stays are not released.



Upcoming Tests and Procedures (Antigua)



QUANTIFERON ordered by **Andrea Cervenka, MD** on **5/17/2017**
Expected: As directed Expires: 5/17/2018

[Back to the Previous Page](#)

Preventive Care

Within this page, you can see the procedures or exams which are recommended for you. Preventive Care exams are usually done on a routine basis. The list shows what our records at SCVMC contain for Status and the Last Done date for these procedures or exams. If you had the tests performed at another institution, please share the information with your SCVMC provider.

- From the **My Medical Records** tab, click **Preventative Care** option.
- Use the “Message Your Care Team” to discuss these items and scheduling with your Primary Care Provider (PCP).



Preventive Care



Preventive medicine plays an important part in your health and overall well being. The following procedures are recommended for people of your age, sex, and medical history.

To find out more about scheduling preventative care procedures, [Message Your Care Team](#).

Name	Status	Last Done
Hemoglobin A1C (diabetes number)	Overdue	
Tetanus Vaccination	Overdue	
Diabetes eye exam	Overdue	1/27/2017
Mammogram	Due on 6/30/2017	
Flu Shot	Not due until 9/1/2017	3/17/2017
Pap Smear	Not due until 9/17/2017	3/17/2017
Diabetes foot exam	Not due until 3/17/2018	4/18/2016


[Back to the Home Page](#)




Immunization

This page displays immunizations you have received or have reported to your SCVMC care providers.

- From the **My Medical Records** tab, click **Immunizations** option.
- The underlined Immunizations are links to Medline Plus.



Immunizations



Click on the immunization name to get more information.

Immunization	Date
<u>Flu IM PF Quadrivalent - 4 yrs and up</u>	3/17/2017
<u>Hepatitis B</u>	4/7/2016


Back to the Home Page

Medical History


This page displays sections of your medical history on file with SCVMC.

- From the **My Medical Records** tab, click **Medical History** option.

*Always discuss your medical information, updates, or corrections with your PCP.



Medical History (Antigua)



This is an overview of your medical history on file with SCVMC.

Medical History

Diagnosis	When
Upper Respiratory Infection	2/10/2016

Surgical History

You have no surgical history on file.

Family Medical History

You have no family medical history on file.

Social History

You have no social history on file.

Family Status

You have no family status on file.


Back to the Home Page




Referrals

Within the Referrals page, you can view your current Referrals, the referring provider, duration, and the status of the referral. You will also receive a notice in the mail once it has been approved with additional contact information.

- From the **My Medical Records** tab, click **Referrals** option.



Referrals



Select individual referrals below to see more details.

	<u>Referred By</u>	<u>Referred To</u>	<u>Start Dt</u>	<u>Exp Dt</u>	<u>Status</u>
<input type="checkbox"/>	Stefanie T Chu, MD	ANY PROVIDER INTERNAL	04/19/2017	10/16/2017	PEND
<input type="checkbox"/>	Stefanie T Chu, MD	ANY PROVIDER INTERNAL	04/19/2017	10/16/2017	AUTH



Download My Record

You can download individual visit summaries, or see who has accessed your records as a Proxy. Proxy is the term for people who have been granted access to your medical information.

- From the **My Medical Records** tab, click **Download my Record**, then click **Visit Records**.



- The visit summaries become available to view, download or send to another care provider or personal recipient of your choice.
- To view or download, select the desired visit, click **View** or **Download** options.



Below is an example of the view of a visit record.

Overall Health Summaries

Current Health Summary

Specific Visit Information

Hospital Visit

Monday November 07, 2016

Monday November 07, 2016

View My Record

Ivr Zzttest

Patient Health Summary, generated on Jul. 18, 2017

Patient Demographics - Female, born Apr. 21, 1995

Patient Address	Communication	Language	Race / Ethnicity
MILPITAS, CA 95035	408-555-1234 (Home) 555-555-5555 (Work) benjamin.fulgencio@hhs.sccgov.org	English - Written (Preferred)	White / Not Hispanic or Latino

Note from Santa Clara Valley Medical Center

This document contains information that was shared with Ivr Zzttest. It may not contain the entire record from Santa Clara Valley Medical Center.

Allergies

Sulfa (Sulfonamide Antibiotics) (abdominal disorder)

Current Medications

warfarin (COUMADIN) 2 MG tablet (Started 10/17/2013)
Take 1 tablet (2 mg total) by mouth daily.

Active Problems

Bleeding chronic gastric ulcer (Noted 10/17/2013)
Hematoma of abdominal wall (Noted 10/17/2013)
Hematuria (Noted 10/17/2013)

Immunizations

Influenza Quadrivalent W/Pres - 36 Months and Older (Given 11/6/2016)

Results

CK total (CK TOTAL) - Final result (07/27/2015 8:38 AM)



- To send your individual visit records from myHealth Online to another care Provider, or personal recipient of your choice, select the desired visit summary, then click the **Send** option.

Visit Records

Select the visit summaries below you wish to view, download, or send.
Your Lucy Summary is also available.

Single Visit Date Range All Visits Lucy Summary

Office Visit with Robert Burns, MD
VHC Bascom Pediatrics Suite 230
Wednesday April 12, 2017

View Download **Send**

Back to Download My Record

- To find a provider address at SCVMC, enter their information in the **Find a Provider** directory, click **Search**.

Visit Records (Antigua)

Send My Record

Find a Provider

To find providers at other organizations, enter in as much information as you can. Our own doctors are not in this directory as they already have access to your chart. Note that by searching here, you are finding and sending to providers that participate in the Direct Project.

You may also want to [send to a different Direct address or an email address](#).

* This field is required.

* Last name:

First name:

Specialty:

* State:

Search **Cancel**

- You may want to use the link [send to a different Direct address or an email address](#) to:
 - send to another healthcare provider outside of SCVMC, enter the **Direct address** provided to you in the **Send to a Secure Direct Address** section
 - send to any other recipient, enter their email address in the **Send to an Email Address** section.
- When ready, click **Send**.



Send My Record

Send to a Secure Direct Address

The address you enter here should have been given to you by your healthcare provider as part of the Direct Project.

Direct address:

Confirm Direct address:

Send to an Email Address

If you do not have a Direct address, you can send the information to any email address. Anyone who receives this email might be able to view your information.

Email address:

Confirm e-mail address:

Lucy Summary

Lucy is a current summary of your medical information and includes details from your most recent visits. It can be helpful to download and share with non-SCVMC Providers, or to keep with you when travelling.

- From within **Visit Records**, click the **Lucy Summary** tab.
- Select the **Download** option.

Visit Records

Select the visit summaries below you wish to view, download, or send.
Your Lucy Summary is also available.

☒ Office Visit with Robert Burns, MD
VHC Bascom Pediatrics Suite 230


Wednesday April 12, 2017


- Select whether to download with password protection or not, then select the **Download** button.
- Follow the downloading and saving a file method based on your device or to an external storage device. You can require a password to be entered prior to viewing your document. The choice is yours.



Download My Record

Download your Lucy Summary. It will contain your current allergies, medications, and health issues as well as more information regarding your past visit. You can take this summary to other providers or keep it for your own records.

**Lucy Summary**

**Lucy Summary**
with Password Protection

Conveniently share your health information with anyone, including your family and your healthcare provider.

Download



Ivr Zztest
Patient Health Summary, generated on Jul. 18, 2017

Patient Demographics - Female, born Apr. 21, 1995

Patient Address	Communication	Language	Race / Ethnicity
111 Training Ln MILPITAS, CA 95035	408-555-1234 (Home) 555-555-5555 (Work) benjamin.fulgencio@hhs.sccgov.org	English - Written (Preferred)	White / Not Hispanic or Latino

Note from Santa Clara Valley Medical Center
This document contains information that was shared with Ivr Zztest. It may not contain the entire record from Santa Clara Valley Medical Center.

Allergies
 **Sulfa (Sulfonamide Antibiotics)** (abdominal disorder)

Current Medications
 **warfarin (COUMADIN) 2 MG tablet** (Started 10/17/2013)
Take 1 tablet (2 mg total) by mouth daily.

Active Problems
 **Bleeding chronic gastric ulcer** (Noted 10/17/2013)
 **Hematoma of abdominal wall** (Noted 10/17/2013)
 **Hematuria** (Noted 10/17/2013)

Immunizations



Questionnaires

If you have received a pre-visit or other type of questionnaire it will be displayed here. You can answer the questions and submit them online, providing easy sharing of information with your clinic.

- From the **My Medical Records** tab, click the **Questionnaires** option. Any available questionnaires will be listed.
- Select the desired Questionnaire.

Questionnaires (Fouryear)

Assigned Questionnaires

This list contains the questionnaires for your upcoming appointments, questionnaire series, and those attached to inbox messages. Click a row to fill out a questionnaire.

Due Date	Questionnaire	Source
7/21/2017	Well Child Questionnaire- FIVE YEAR	Upcoming Appointment

[Click here to answer the questionnaire](#)

[Back to the Home Page](#)

- A list of questions are shown for you to answer.

Well Child Questionnaire- FIVE YEAR (Fouryear)

If you cannot answer, skip question. / Si no puede contestar esta pregunta, pase a la siguiente.

- 1. Does your child play well with other children?**
¿Juega bien su niño con otros niños?
☐ Yes ☐ No
- 2. Does your child speak clearly?**
¿Habla su niño claramente?
☐ Yes ☐ No
- 3. Does your child tell stories?**
¿Relata su niño historias?
☐ Yes ☐ No
- 4. Can your child count to 10 or more?**
¿Puede su niño contar hasta 10 o más?
☐ Yes ☐ No


- After answering the last question, select **Continue** to review your answers and edit if needed.

43. Do you have any other questions or concerns about your child? If yes, please describe:
¿Tiene preguntas o preocupaciones sobre su niño? Si las tiene, escríbalas aquí:

[Continue](#) [Finish Later](#) [Cancel](#)







- You can edit your answers by clicking on the pencil icon to the right of the individual questions.
- When you are satisfied with your responses, select **Submit**. Your answers will be made available to your provider for review before your visit.



Well Child Questionnaire- FIVE YEAR (Fouryear)


Please review your responses. To finish, click **Submit Questionnaire**. Or, click any question to modify an answer.

Question	Answer
1. Does your child play well with other children?	
2. Does your child speak clearly?	
3. Does your child tell stories?	
4. Can your child count to 10 or more?	

43. Do you have any other questions or concerns about your child? If yes, please describe:


Back **Submit Questionnaire** **Finish Later** **Cancel**

*If you choose Finish Later, you will only have 2 days to complete or your answers will no longer be saved.



Well Child Questionnaire- FIVE YEAR (Fouryear)

Your responses have been saved, but were not submitted. They will be saved for 2 day(s).

Please return to this questionnaire and submit your responses by 7/27/2017.

Back to the Questionnaire

Back to the Questionnaire List

MyChartCentral

MyChart Central provides patients that receive care at multiple organizations and have multiple MyChart accounts a central access point using a single username and password. Once you connect your charts online, you can just log into your myHealth Online account and access your online records from other organizations.

*You must have already signed up MyChart accounts at each organization to link them together.

- After selecting **MyChartCentral** from the **My Medical Record** tab, select the **Link Me Up with Lucy and MyChartCentral** option.



Lucy and MyChartCentral

Lucy and MyChartCentral can help you collect and permanently store your health information from places where you are seen for care, including the information you see here in myHealth Online. No need to log into multiple web sites, just Lucy and MyChartCentral. They're free, ad-free, and will never sell your data.

☐ Yes, I allow you to send my health information to Lucy when I request a copy of my chart.
We send your information securely and only when you request it. You must agree in order to make your own Lucy account.

☒ Please securely copy my name, gender, date of birth, address, and email address to MyChartCentral so I don't have to type them again.
If you decide not to create an account after all, MyChartCentral will not store any of your personal information. It will be deleted. If you don't check this box, you can still create your own MyChartCentral account, but you will need to type this information yourself when you sign up.

You should [review the privacy policy of Lucy and MyChartCentral](#) to learn how your data will be protected.

Clicking the button below will log you out of your health record here and take you to Lucy and MyChartCentral.

Epic Lucy! Epic MyChart central

Link Me Up with Lucy and MyChartCentral

- When adding a new healthcare organization you can link any MyChart accounts you have with your SCVMC account, thereby viewing all your accounts in one location.
- Select the **Add a New Healthcare Organization** button.

Epic MyChart central

Welcome, Lady

mholady.251@directtps.mychartcentral.com

[Lucy](#) | [MyChartCentral](#) | [Profile](#) | [Log Out](#)

Add a New Healthcare Organization

- From the **Organization** drop down menu, select the non-SCVMC hospital organization, then enter the **Username** and **Password** that was setup when creating the MyChart account with that organization.

Link a New Chart

Organization: [Dropdown Menu]

Username: [Text Field]

Password: [Text Field]

[Show Login Tips](#)

2014 TST Omaha Childrens Hospital and Medical Center
ACCESS Community Health Network - POC
ACCESS Community Health Network - TST
Alegent Creighton Health - TST
Allegheny Health Network
Allegheny Health Network (AHN) - POC
Atriu Health System
AnMed Health POC
AnMed Health TST
Asante-TSTOLD



Medications

My Medications

Your current medications are displayed within the **Medications** tab with the option to request a medication refill from a VMC Pharmacy.

- Select the **Request Refills** button at the top, or next to the specific Medication.
- Once requested, the status and details of your refill will display next to the medication.

Medications

This page gives you information about your medications and the ordering physician.

To request a medication refill, use the "Request Refills" button or the Request a Refill link next to an individual medication. If you do not see the Request a Refill link, or you do not fill your prescriptions at a SCVMC pharmacy, call the number on your medication packaging.

Medications from SCVMC pharmacies will display refill status and availability for pick-up or mailing.

blood sugar test strip Commonly known as: FREESTYLE LITE STRIPS Instructions: As directed About This Medication	Approved by Thomas Bush, MD Prescribed on 6/8/2017 Prescription number: 561563 Prescribed quantity: 50 strips No refills remaining Fill in progress
diltiazem 180 mg 24 hr capsule Commonly known as: DILACOR XR Instructions: Take 1 capsule by mouth daily. About This Medication	Approved by Mychart Provider, MD Prescribed on 4/26/2017 Prescription number: 154424 Prescribed quantity: 30 capsules Last Filt: 4/26/2017 3 refills before 4/26/2018 Request a refill
hydroXYzine 10 MG tablet Commonly known as: ATARAX Instructions: Take 1 tablet by mouth every 6 (six) hours as needed for itching.	Approved by Mychart Provider, MD Prescribed on 4/26/2017 Prescribed quantity: 30 tablets

*Online Prescription Refill is not available if you are currently admitted in the hospital. The following message will display:

Medications

Prescriptions are not renewable during an admission to the hospital.

Prescriptions Ready for Pickup or Picked Up Recently

Pharmacy:	VALLEY SPECIALTY CENTER PHARMACY
Prescriptions:	ferrous sulfate 44 mg/5 mL (mg Fe) oral solution ferrous sulfate 44 mg/5 mL (mg Fe) oral solution

- After selecting the Request Refill button, medications can be refilled at any SCVMC pharmacy.
- From the list of medication available, check-off the medication to request a refill and click **continue**.



Prescriptions

Step 1 of 2: Choose prescriptions to renew:

myHealth Online is not to be used for urgent requests. If you require immediate medical attention or are having a MEDICAL EMERGENCY dial 911.

Prescription

- ☒ **diltiazem 180 mg 24 hr capsule**
Commonly known as: DILACOR XR
Approved by Mychart Provider, MD on 4/26/2017. Prescription #154424
- ☐ **hydrocortisone 2.5 % cream**
Approved by Mychart Provider, MD on 4/26/2017. Prescription #572263
- ☐ **DIALYVITE tablet**
Generic name: multivitamin for dialysis
Approved by Mychart Provider, MD on 4/26/2017. Prescription #572264
- ☐ **furosemide 40 MG tablet**
Commonly known as: LASIX
Approved by Mychart Provider, MD on 4/26/2017. Prescription #572265

[Continue](#) [Cancel](#)

[Back to the Medication List](#)

- You can only select from your preferred pharmacies previously verified by clinic staff during past visits. You cannot request mail order for the “first time” online.
- Choose the Pharmacy location and pickup date and time you prefer, click **Submit Request**.

Prescriptions

Step 2 of 2: Enter pharmacy or mail order information

Prescriptions: **diltiazem 180 mg 24 hr capsule**
Commonly known as: DILACOR XR

Pharmacy: **VHC GILROY PHARMACY**

Pharmacy hours: Mon-Fri: 8:30AM-5PM

Delivery method: ☒ Pickup

Pickup date:

Pickup time:

Refills are generally available within 24 hours. If you need it sooner, please call the pharmacy.

[Back](#) [Submit Request](#) [Cancel](#)

- The request is summarized along with response time details.

Prescriptions

Your request has been sent. Please allow 3 business days for a response.

Prescriptions Request Details

These prescriptions were sent to the pharmacy indicated below.

Pharmacy: **VHC TULLY PHARMACY [408-977-3500]**

Prescriptions: **diltiazem 180 mg 24 hr capsule**
Commonly known as: DILACOR XR

Delivery Method: **Pickup**

Pickup Date: **Your prescriptions will be ready for pickup within 24 hours.**

[Back to the Home Page](#)



Billing

Billing and Account Summary

When selecting the **Billing** tab from the myHealth Online home page, you can see account details and your billing statements.

- Click **See Account Detail** hyperlink to view billing information.
- Outstanding balances, guarantor information, outstanding accounts, statements, and previous payment history are made available



Billing Account Summary



Select Account Detail to see more information about an particular account. Please note that the balance reflected on myHealth Online does not include any balances you may have with the Santa Clara Department of Revenue. If you have received a statement from the Santa Clara County Department of Revenue you can reach them at 1-408-282-3200.

Account	Account Type	Amount Due
Account #453079 Kevin Willow Santa Clara Valley HHS	Physician & Hospital Billing See Account Detail	\$125.58

[Back to the Home Page](#)

Outstanding Balance

\$125.58

Guarantor Demographics

Guarantor: WILLOW,KEVIN
Account Number: 453079
Address: 8798 Hello World
SAN JOSE CA 95125
Home Phone: 408-885-6539
Work Phone:
Mobile Phone: 408-885-6539

Outstanding Accounts

Click [here](#) to view details.

Description	Charges	Payments / Adjustments	Insurance Balance	Patient Balance
Patient: Kevin Willow				
Orders Only Visit with Mychart Provider, MD on April 26				Account #50007357
Professional Services	59.25	0.00	0.00	59.25
Orders Only Visit with Mychart Provider, MD on April 26				Account #50007360
Professional Services	66.33	0.00	0.00	66.33
				Total Balance: \$125.58

Statements

Click on a row to view the statement.

No statements are available for this account.

Payments Since Last Statement



Insurance Summary

From the **Billing** tab, select **Insurance Summary** to review the insurance information that we have on file for you at SCVMC. If you have changed insurance, please be sure to notify the clinic staff, or call Valley Connection at 1-888-334-1000 to update your registration information.



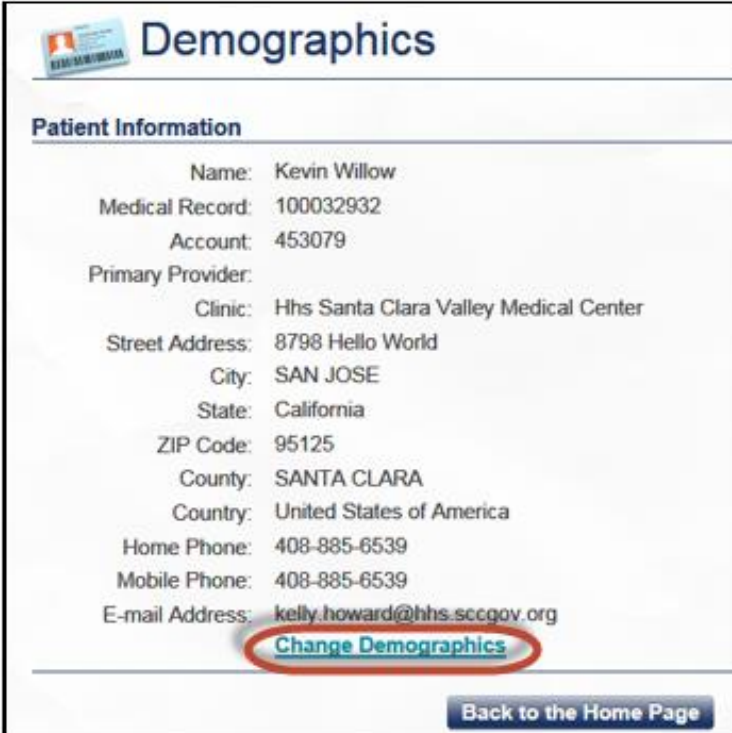
The screenshot shows the 'Insurance Summary' page. At the top left is a yellow card icon with a plus sign. The title 'Insurance Summary' is in large blue font. To the right is a printer icon. Below the title, it says 'Below shows the insurance coverage we have on record for you.' followed by a section header 'Active Insurance Coverages'. The main content area states 'You have no insurance information on file.' At the bottom is a blue button labeled 'Back to the Home Page'.

My Account

Demographics

From the **My Account** tab select **Demographics** to review and update your contact information as need.

- Select the Change Demographics hyperlink to make edits.



The screenshot shows the 'Demographics' page. At the top left is a small ID card icon. The title 'Demographics' is in large blue font. Below the title is a section header 'Patient Information'. The page lists various patient details: Name: Kevin Willow, Medical Record: 100032932, Account: 453079, Primary Provider: Hhs Santa Clara Valley Medical Center, Street Address: 8798 Hello World, City: SAN JOSE, State: California, ZIP Code: 95125, County: SANTA CLARA, Country: United States of America, Home Phone: 408-885-6539, Mobile Phone: 408-885-6539, and E-mail Address: kelly.howard@hhs.sccgov.org. At the bottom of the form is a blue button labeled 'Back to the Home Page'. A red circle highlights the 'Change Demographics' hyperlink at the bottom of the form.

- Make the necessary changes, click the **Accept Changes** button.



Please enter your demographic information here and click "Accept Changes".

Address

Street Address:

City:

State:

ZIP Code:

County:

Country:

Contact Information

Home Phone:

Mobile Phone:

Work Phone: Ext:

Preferred Phone:

E-mail Address:

Verify E-mail:

Other Demographics

Race:
Patient Declined / Unable to Specify
Asian, Filipino
Asian, Vietnamese
You can hold the CTRL button while clicking to select multiple races.

Ethnicity:
Please select the ethnicity you feel best describes you.

Language:
Please select your preferred language.

Comments:

Use this section to give us any additional information

Accept Changes


Cancel



Change Password

From the **My Account** tab select **Change Password** to change your password and/or security question and answer:

- Enter your current password and then enter your new password and confirm your new password.
 - Password must be 8 characters and is case sensitive.
- Select a New Question and enter the New Answer
- When finished, click the save button based on the changes made.

 **Change Password**

Below you can change your password and security question.

Change Password

Your password must be different than your myHealth Online Username. For increased security, the password must contain at least 8 characters using a combination of numbers and letters (lowercase and uppercase).

Current Password:

New Password:

Confirm New:


Save Password **Cancel**

Change Security Question/Answer

If you have trouble logging in and forget your username or password, our system can reset it if you successfully answer your security question.

Current Password:

Current Question: Where were you born?

New Question: 

New Answer:

Not case-sensitive

Save Ques/Ans **Cancel**

Back to the Home Page

Additional Features

MedLine Plus

Throughout the website, keywords or “learn more” links connect you to MedLine plus, to learn more about the terms and information you see in your chart. MedLine Plus is a health information website provided by the National Institutes for Health, U.S. National Library of Medicine (NIH). SCVMC is pleased to provide seamless content linking throughout myHealth Online to up-to-date health and medical information from NIH.



Within the test results click the [About This Test](#) to view details on diagnoses, medications, allergies, and test result.



* A new **MedLine Plus Search Results** internet tab or window will open. Your myHealth Online session is still active in the original tab or window. You can click back on to your MHO tab and keep MedLine Plus open, or close MedLine Plus by pressing the X within the tab.



- Some pages allow you to perform your own searches within Medline Plus.
 - Enter the name of what you want to search in the field provided and select the **Go** button.

