

## MyChart Patient Quick Start Guide

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# 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 your health information in one place. See your medications, test results, appointments, medical bills, and more all in one place, even if you have been seen at multiple healthcare organizations.
- Connect with a doctor no matter where you are. Send a message, use the symptom checker, or connect to virtual visits.
- 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.childrenscolorado.org/>
- On your mobile device, download the MyChart app. 

## Sign up for a MyChart Account

To sign up for MyChart, you must be at least 14 years old. Parents can be proxies on their child's MyChart account until the age of 18. There are several different methods of MyChart signup:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a text or email with an activation code when you come in for a visit.

### Request an activation code if you don't already have one

If you do not 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 **Request Access Code**
3. Enter personal verification items, such as address and your date of birth, and have an activation code sent to your email address or mobile phone.

### User 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 your zip code and your date of birth\*. Select **Next**.

\*If you are your child's proxy, **enter your date of birth**, not your child's.

3. On the next page, choose the following:
  - **MyChart username.** Choose something that others would not 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 do not use for other websites.
  - **Security question.** Choose a question you can use to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.
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.childrenscolorado.org/> and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

## Recover a Lost Username or Password

If you are having trouble logging in, click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity so you can recover your username or password. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password. If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated, and you will need to contact the Children’s Hospital of Colorado Help Desk.

For questions regarding MyChart, email us at [mychart@childrenscolorado.org](mailto:mychart@childrenscolorado.org), or call our Help Desk at 720-777-6939.

# Learn How to Navigate MyChart

When you first log in to MyChart, you will 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.

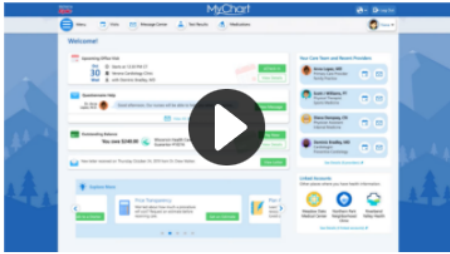

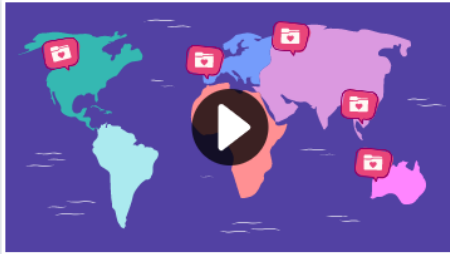


You can customize the shortcuts by selecting your account in the top right corner, if on a web browser or through Your Menu on the app, and then **Change Your Shortcuts**.

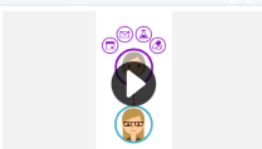
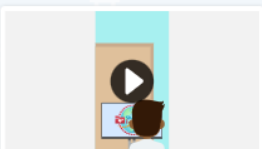

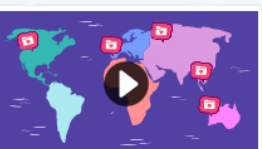
- Below the shortcuts is the health feed, which shows the most important alerts and information for you and any family member you care for, like a new message from your care team and reminders for an upcoming appointment.
- You can use the searchable menu to easily find any other activities you need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

**Learning Library**  
Watch videos to learn more about features in MyChart and how to use them.

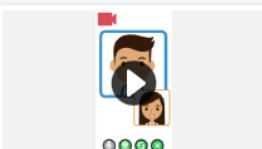

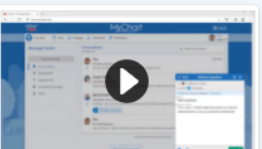

**Featured**

-  **The New MyChart Experience**
-  **Access Your Vaccination and Testing Credentials in MyChart**
-  **Your Health Record on the Go**

**How to Share Your Health Record**

-  **Friends and Family Access**
-  **Share Everywhere**
-  **Linking Your Accounts**
-  **Your Health Record on the Go**

**Using MyChart Features**

-  **Video Visits**
-  **The New MyChart Experience**
-  **Using the Message Center**
-  **Access Your Vaccination and Testing Credentials in MyChart**

# Personal Information

Add demographic information in MyChart so your healthcare provider can provide you with the best care. For example, if you are 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 **Account 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 **My Record > Test Results**. Select a test to see more information about it, such as:

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



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

## Receive email or text messages when new results are available

1. Go to **Account Settings > Communication Preferences**.
2. 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 is green with a check mark, the communication type is enabled.
5. Click **Save Changes**.


The screenshot shows the 'Messages' settings page in MyChart. The 'Messages' section is expanded to show 'Advanced settings'. The 'Advanced settings' dropdown is circled in red. The 'Test Result' section is also circled in red and contains the following settings:

- Prescription**
  - Receive notifications about prescriptions filled at our pharmacies.
  - Email:
  - Text message:
- Research Study Invitation**
  - Email:
  - Text message:
- Test Result**
  - If you sign up for the daily digest, then you will receive one notification per day. (Notifications will not be sent on weekends or holidays.)
  - Email:
  - Text message:
  - Receive a daily summary between 8-10 AM on a business day

# Manage Your Medications


## View your current medications

Go to **My Record > Medications** to see all 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.



- Remove a medication you are no longer taking by clicking **Remove** and then adding comments about why you are no longer taking that medication
- Add a new medication by clicking Report a Medication and then adding comments about why you are taking the new medication.

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




If you have proxy access for a patient over the age of 14, medications are currently excluded from proxy view.

## Request a medication refill


- From the medication list, click **Request Refills**.
- Select the checkbox next to the medication you need refilled and enter any comments. Click **Next**.
- Select a delivery method, pharmacy, and pickup date and time that is convenient for you, if applicable. Click **Next**.
- 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.


If your prescription is delayed or requires action before the pharmacy can fill it, a banner appears under the medication name in MyChart. Review the banner to determine your next step to keep the fill moving. You might need to update a credit card or wait until the pharmacy receives a shipment of the medication.


**acetaminophen 500 MG tablet** 

Commonly known as: **TYLENOL**

 [Learn more](#)

Take 1 tablet by mouth every 8 hours as needed for pain after surgery.

Payment expired Fill in progress 

 **Contact Pharmacy**  
The credit card provided has expired, please contact Arrow Pharmacy to update it.

No refills remaining.



## View a Summary of Your Health Information

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

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

## Track Your COVID-19 Testing and Vaccination Status

The COVID-19 activity pulls together helpful information and resources for you, including:

- Your COVID-19 testing status and recent results.
- Your COVID-19 vaccination status and details about the vaccine you received.
- Links to educational resources provided by the Centers for Disease Control and Prevention (CDC).

Click  to quickly access the activity from the MyChart home page. You can also access the activity from the COVID-19 health feed card or by going to **My Record > COVID-19**.

## 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 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 **Check-In. Complete the eCheck-in steps that include Questionnaires**. 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.

# 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 are 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 have deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.



If you are 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 message when new MyChart messages are available

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

## 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.



Only providers with whom you (or your child) have had an appointment will appear for message recipient selection. If the pediatric clinic is new to Epic, the medical software that supports MyChart, past appointments will not appear.

Call the clinic to have a message sent to your MyChart, to which you can reply with your message.

You might send a message if you are 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.
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 have opted to receive notification for new messages in your MyChart account, you will receive a message or push notification letting you know that the clinic has responded to your request.



To view a message after you have sent it, go to **Communications > 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 the **Appointments and Visits** page.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the 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

For past appointments, you can click **View After Visit Summary**<sup>®</sup> 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 notes**.

## 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 **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

## Prepare for Your Video Visit

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

- Complete eCheck-In for your appointment
- If you will join the video visit on your mobile device, make sure the camera app is up to date.
- If you will 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 have installed any required browser plug-ins, software, or apps with the most recent updates.

After you have 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.

# Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you are a parent, you can have full access to your child's record through age 14 and limited access through age 18. This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

## Access a family member's record


After you have 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.

## View the General Health Appraisal Form

General Health Appraisal Forms can be found under Letters. **Menu > Letters**

## View and Print Your Child's Immunization Record

When you are in your child's record in MyChart, go to **My Record > Health Summary** and select the Immunizations tab. 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 .



If the pediatric practice is new to Epic, your child's immunizations records may not be fully loaded to MyChart. Call the clinic to request for a clinician to update the immunization record in MyChart.

## View Your Child's Growth Charts


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

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).

- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

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

If you want a copy of the growth chart for your records, click  .

# 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 Have Requested

If you have 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.

# Download Medical Records You Have Requested

If you have 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](http://www.shareeverywhere.com) to enter the code along with your date of birth.



# 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** link.



If the pediatric practice is new to Epic, balances from previous medical software may not appear in MyChart

## Make a Payment for an Outstanding Account Balance

1. Go to **Billing > Billing Summary**.
  - 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 cannot pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

## 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.
1. Go to **Account Settings > Personalize**.
  2. Click **Edit**.
  3. Make any of the changes described above and then 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 **Account 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**.

## Customize Your Notification Preferences

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

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

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

# Deactivate Your Account

If you deactivate your MyChart account, you are automatically logged out and cannot 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 **Account Settings > Security Settings** and click the link under Deactivate Your Account. Then, click **Deactivate** on the Deactivate Your Account page.
- On the mobile app, go to the **Account Settings** and click **Deactivate Your Account**. Then, click **Deactivate** on the Deactivate Your Account page.

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