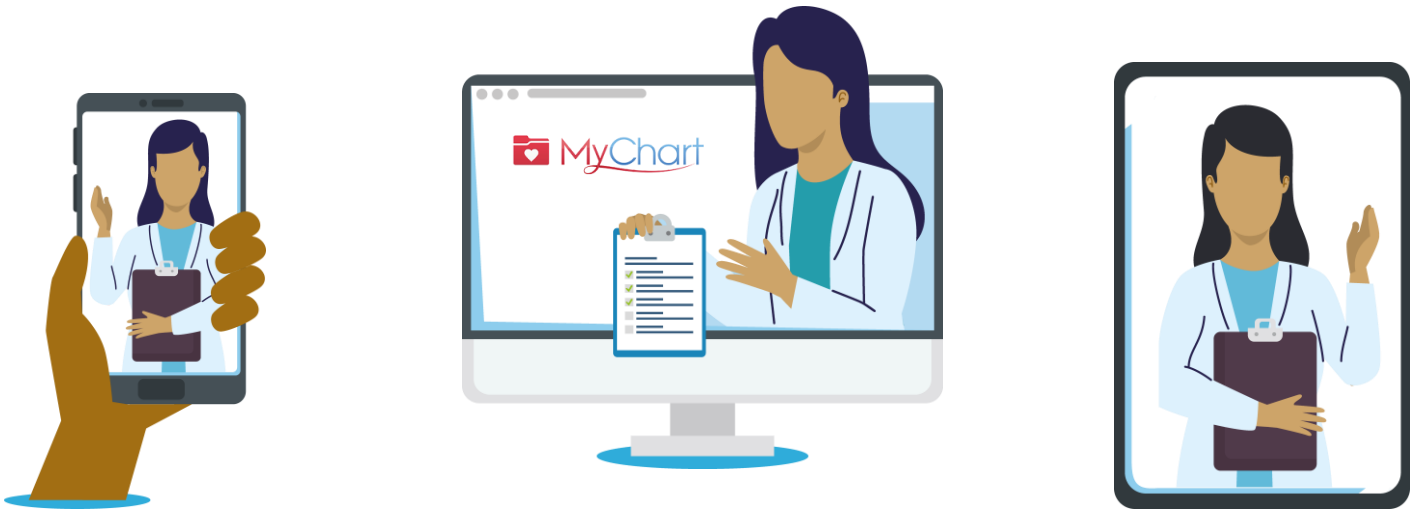# Welcome to MyChart

What is MyChart?

OHSU Health provides access to your medical record, through MyChart, whenever you want and wherever you are. With MyChart, you can get information privately, securely and quickly.

You can access MyChart on your desktop, laptop or mobile device (iPad, smartphone).

Icons

Select the **envelope** icon to send a **non-urgent message** to care team.

Select the **calendar** icon to view upcoming and past **visits**.

Select the **medications** icon to see your **prescriptions** and request refills from an OHSU Pharmacy.

Select the **lab** icon to view **test results.**

Key terms

AVS	After Visit Summary
DOB	Date of Birth
MRN	Medical Record Number
ROI	Release of Information
VV	Virtual Visit: A live video meeting with your doctor

What do I need to activate MyChart?
DOB, MRN, Activation Code

Why MyChart?

MyChart is a tool to securely communicate with your health care team and better understand your heath.

For urgent medical questions, call your clinic. Call 911 if this is an **emergency.**

Find information about your visits

If you tap on the Visits icon, you can:

- Schedule your next visit.
- Schedule Immediate Care visits.
- View details of your past and upcoming visits, including your After Visit Summary (AVS).

Keep track of your medications

- Order prescription refills at an OHSU pharmacy.
- Call the pharmacy.

See your test results

- View test results and your doctor's comments.

Communicate with your care team

- MyChart messages are a great way to connect with your provider and care team.
- Messages are best if you need to send a short note and can wait a few days for a response, such as a new, **non-urgent issue** that needs medical advice.
- If we can give you a quick answer, we will do so free of charge.
- If your question requires an in-depth answer, we may bill for it.
- We will not charge for a MyChart message if we ask you to come in for a virtual or in-person visit for the answer.
- For more information, go to **https://www.ohsu.edu/healthcare-now/mychart-messages**

Activate MyChart
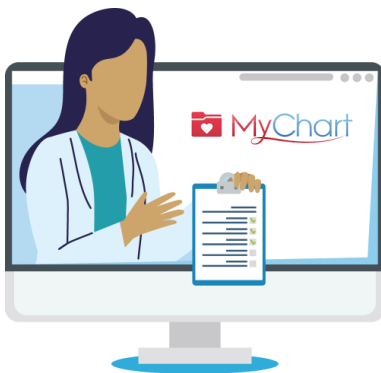
MyChart

? *For MyChart help, speak to a person:*
- **OHSU Health patients (M-F, 7 a.m. to 6 p.m.) call**
  503-494-5252
- **AHCG patients (M-F, 8 a.m. to 5 p.m.) call**
  541-506-6499

1 Get an activation code

You need an activation code to sign up. You can get an activation code from your clinic or by calling the MyChart Patient Support Line.

Desktop or laptop

2 To sign up on your computer, go to:

https://mychartweb.ohsu.edu/MyChart/Authentication/Login? and follow the instructions under "New User?".

[Sign up now]

Smartphone or tablet

2 Go to the App Store

On an iPad or iPhone, open the Apple App Store.

For Android devices, open the Google Play Store.

Download the MyChart app

1. Search for the MyChart logo.
2. Click **Install**
3. Find and open the **MyChart logo icon**
4. Enter "Oregon" and then select **OHSU Health MyChart**
5. Sign up for an account

---

3 Sign up

1. Select **Sign up now**
2. Enter your activation code, MRN and date of birth
3. Click **Next**
4. On the next page, create the following:

[Username]

[Password]

MyChart activation code

Enter your activation code as it appears on your enrollment letter or After Visit Summary.

[xxxxx] - [xxxxx]

Medical Record Number

Enter your medical record number.

[   ]

Date of birth

Enter your date of birth in the format shown, using 4 digits for the year.

[mm] / [dd] / [yyyy]

MyChart

With MyChart, get the care you need quickly, securely and easily.

You can also: ☑ Save trips to the clinic ☑ Get quality care from your care team

Preparing for a Virtual Visit (Video Visit)

Desktop or laptop

1 Open a web browser (Chrome, Safari, Bing), log into: **https://mychartweb.ohsu.edu/MyChart/Authentication/Login?**
If new to MyChart select **Sign up now**

[Sign up now]

2 Begin PreCheck-In. *This can be completed up to 7 days in advance*

3 Go to the **Visits** icon and tap on **Appointments and Visits**

4 Update demographics, insurance, and medication list. To proceed, only select **Next**

[NEXT]

5 15 minutes before your appointment, tap the **Join video visit** icon.

[JOIN VIDEO VISIT]

6 Once the hardware test indicates "You're ready for your video call," click the **Join call** icon.

Smartphone or tablet

1 On an iPad or iPhone, open the Apple App Store.

For Android devices, open the Google Play Store.

1. Search for the MyChart logo.
2. Click **Install**
3. Find and open the **MyChart logo icon**
4. Enter "Oregon" and then select **OHSU Health MyChart**
5. Sign up for an account

2
- Open the MyChart app
- Sign in with your username and password
- Select the **Visits** icon
- Tap your scheduled Virtual Visit appointment and begin PreCheck-In

[PRECHECK-IN]

- When check-in is completed, you can join the visit 15 minutes before the scheduled time; tap **Join video visit**
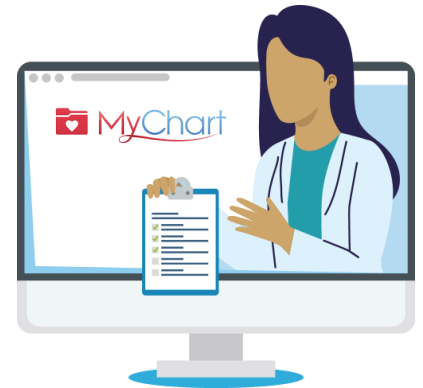
[JOIN VIDEO VISIT]

Make your Virtual Visit a success
Start with PreCheck-In

Complete the following steps up to 7 days before your visit:

1. Sign in to your MyChart account

2. Select the scheduled appointment
   - Complete **PreCheck-In.** See below.

3. Review and sign documents if required
   - Select **Next**. Do not click on "Finish later." This will exit you from PreCheck-In.

Begin your Virtual Visit

4. Once you have completed PreCheck-In, hit **Submit** and then **Join video visit**. You will be directed to the virtual waiting room.

5. Your doctor will start the visit

6. When you finish the visit, your doctor will close the appointment.

OHSU Health

What is proxy access?

Proxy access allows you to securely communicate with a doctor's office on behalf of a family member or person under your care.

- Proxy access is granted once a completed authorization form has been returned and processed.

- You will use your own MyChart account for proxy access to the patient's MyChart. The accounts will be linked when access is given.

- Communication using **MyChart** is for non-urgent matters only.

There are many types of proxy access, and we can help you decide the type that is right for you. For help, please contact your clinic.

What are the types of proxy access?

Logging into MyChart for someone else means you are acting as that person's proxy. You can only access MyChart on behalf of someone else if:

- You have their permission, or
- You are their legal health care representative.

MINORS

- Only people with parental rights or legal guardianship of minors can have proxy access to that minor's MyChart account. You can request proxy access to a child's MyChart account at their next clinic visit.

- Proxy access for patients **15 years and older** requires a signed (by patient) Authorization to Use and Disclose Protected Health Information in OHSU MyChart before access is given.
  - **If your teen or adult family member cannot authorize** your proxy access, please contact their healthcare provider to talk about how you can request access as their healthcare representative.

ADULTS

Patients 18 years or older can give another person proxy access to their MyChart account by completing the Authorization to Use and Disclose Protected Health Information and submitting it to the front desk staff at their clinic.