Getting Started with MyChart

CONTENTS

A collaboration among the University of Minnesota, University of Minnesota Physicians and Fairview Health Services

LOGGING IN

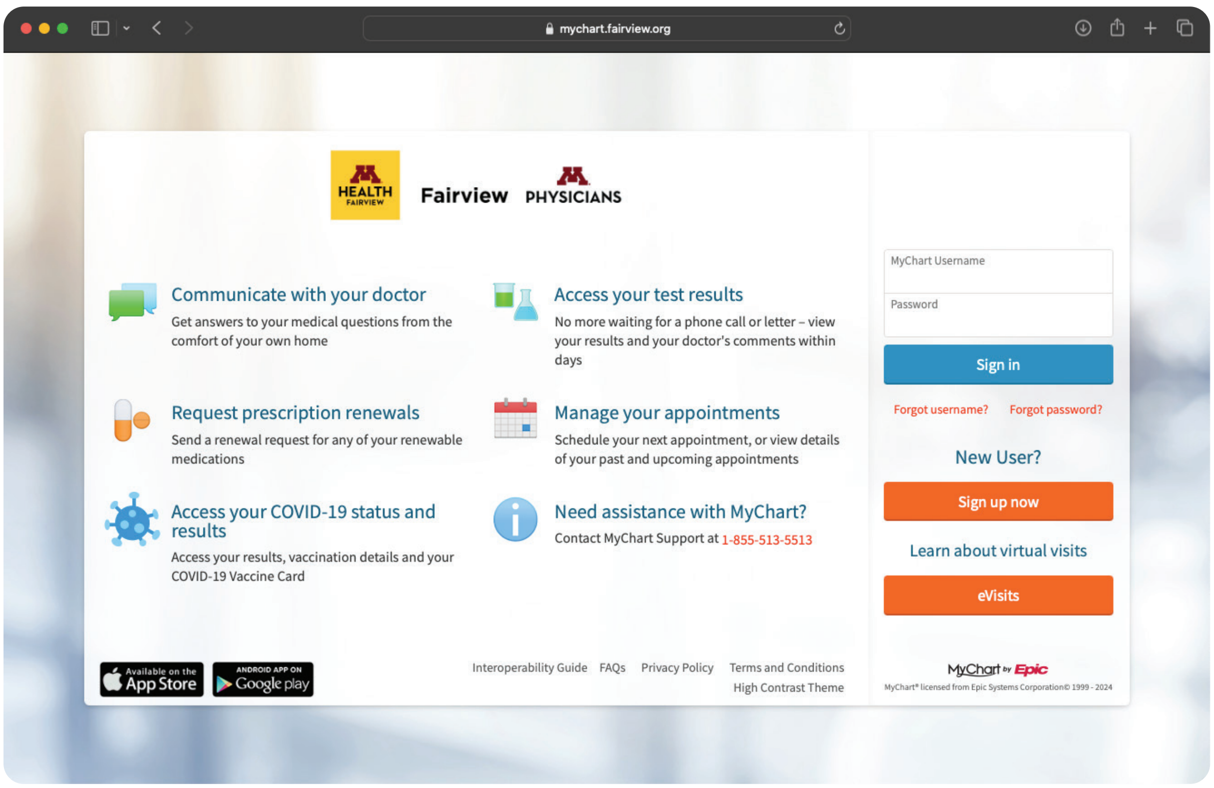
FIND AND LOGIN TO THE M HEALTH FAIRVIEW MYCHART INSTANCE

1. Open your preferred web browser

   These a few examples: Chrome Safari Edge Firefox

2. Enter **mychart.fairview.org** in the search/URL bar at the top and press **Enter**

3. Enter your "Username" and "Password" and then select **Sign In**
   (If you don't have a username and password yet, please proceed to the "Sign Up with Activation Code" or "Sign Up with out an Activation Code" sections)



SIGNING UP

SIGN UP WITH ACTIVATION CODE

1. From the login screen, select **Sign Up Now**
2. On the “Please Identify Yourself” screen, enter the following information

   a. Activation Code (typically on an After Visit Summary (AVS), text or email)
   b. Date of Birth
   c. Zip Code
   d. Primary Phone
   e. Email address

   Then select **Next**
3. Select **Continue** to set up Two-Step Verification (or click Skip for Now)
4. On the “Verify Your Identity” screen, confirm your email and phone number are accurate and select **Continue**
5. Decide which way you would like to receive the verification code. It can either be sent to the email address listed or as a text to a mobile phone. Select the appropriate response.
6. Look for the text or email with the code. It should come within a minute or two. Texts come from 69607 and emails come from dept-ims-mychart@Fairview.org. Once you have the code, enter it in the “Enter Code” box and click **Verify**
7. Enter a Username and Password that you would like to use for your account going forward (make sure you remember them) and select **Next**
8. Verify your communication preferences and select **Sign In**
9. Review the Terms & Conditions and select **Accept**
10. Congratulations, you now have a MyChart account!

How to Sign Up without an Activation Code on next page

SIGNING UP CONTINUED

SIGN UP WITHOUT AN ACTIVATION CODE

1. From the login screen, select **Sign Up Now**
2. On the “Please Identify Yourself” screen, select **Sign up online** on the sidebar under “No Activation Code”
3. Enter the information in the required fields:
    - First name
    - Last name
    - Country
    - Street Address
    - City
    - State
    - ZIP
    - Date of Birth
    - Legal sex
    - Home phone
    - Email address
4. **Check the “I’m not a robot” box** and then select **Next**
5. You will then be taken into an identity verification process by Experian and asked to verify personal information, such as former addresses or loan details.
6. Once you reach the “Set Up Two-Step Verification” screen, select **Continue** to set up Two-Step Verification (or click Skip for Now)
7. On the “Verify Your Identity” screen, confirm your email and phone number are accurate and select **Continue**
8. Decide which way you would like to receive the verification code. It can either be sent to the email address listed or as a text to a mobile phone. Select the appropriate response.
9. Look for the text or email with the code. It should come within a minute or two. Texts come from 69607 and emails come from dept-ims-mychart@Fairview.org. Once you have the code, enter it in the “Enter Code” box and click **Verify**
10. Enter a Username and Password that you would like to use for your account going forward (make sure you remember them) and select **Next**
11. Verify your communication preferences and select **Sign In**
12. Review the Terms & Conditions and select **Accept**
13. Congratulations, you now have a MyChart account!

APPOINTMENTS

SCHEDULE AN APPOINTMENT

1. After logging in, click **Your Menu -> Schedule an Appointment** (under the Find Care section)
2. **Select the most appropriate option** to proceed with scheduling and answer any questions that show up at the bottom of the screen and click **Continue** (repeat as needed)
3. Select the location(s) you would like to be seen and click **Continue**
4. Select the date, **time** and provider from the list of available options
5. Review the information presented and update as needed and click **This information is correct**
6. Review the appointment details and **enter the reason for the visit** in the "Comments" section and click **Schedule It**

RESCHEDULE AN APPOINTMENT

1. After logging in, click Your Menu -> Visits (under the My Record section)
2. Review the list of upcoming appointments and select Reschedule appointment
3. Select the new date and time
4. Select a reason for rescheduling the appointment and click Schedule It

ECHECK-IN FOR YOUR APPOINTMENT

1. After logging in, click **Your Menu -> Visits** (under the My Record section)
2. Find your upcoming appointment and click eCheck-In
3. Complete any tasks and click **Next** or **Submit** buttons to advance to the next step on each page.
4. When complete, you will see a message indicating that eCheck-In is complete

APPOINTMENTS CONTINUED

CANCEL AN APPOINTMENT

1. After logging in, click **Your Menu -> Visits** (under the My Record section)
2. Review the list of upcoming appointments and select **Cancel Appointment**
3. Select the reason for cancellation and then click **Cancel Appointment**

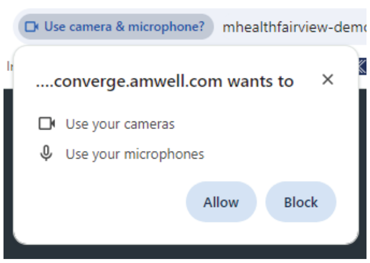
GET ON WAITLIST TO BE NOTIFIED OF AN EARLIER APPOINTMENT (FASTPASS)

1. After logging in, click **Your Menu -> Visits** (under the My Record section)
2. Find the visit you would like to be added to the waitlist for and click **Details**
3. After the "Want an earlier time?" prompt, click **Get on the Wait List**
4. If a newer time becomes available, you will receive a notification through your preferred communication preference

VIDEO VISITS

START A VIDEO VISIT

1. After logging in, click **Your Menu -> Visits** (under the My Record section)
2. Find your upcoming visit and click **Details**
3. Complete your eCheck-In if necessary and then click **Join video visit**
4. A new tab will open up in the web browser you are using and ask you to confirm your preferred name and mobile phone number. Read and **check the "I have read the Notice of Privacy Practices" box and click Next**
5. You will get a pop up asking if you want to allow use of your cameras and microphones, click **Allow**



6. You will then be taken to a visit preview to ensure your video is working appropriately. Click **Join Visit**
7. You will be placed in the waiting room and your provider will come on screen when your visit starts.

→ For more information on video visits, go to: https://www.mhealthfairview.org/video-visits

VIDEO VISITS CONTINUED

SCHEDULE AN ON-DEMAND VIDEO VISIT

1. After logging in, click **Your Menu -> On-Demand Video Visit** (under the Find Care section)
2. Confirm your locations and click **Continue**
3. Select your reason for being seen
4. Specify which platform you would like to use for your visit (Computer or Mobile App) and click **Okay**
5. **Select a time** from the available times
6. Confirm your insurance information and click **This information is correct**
7. Confirm your personal information and click **This information is correct**
8. In the Comments box, enter why you are being seen and click **Complete**
9. Click on the Start eCheck-In button
10. When it is time for your visit, click on the **Join video visit** button

PAYING A BILL

HOW TO PAY ONLINE

1. After logging in, click **Your Menu -> Billing** Summary (under the Billing section)
2. Click **Pay Now** and then select or enter the amount you wish to pay and click **Next**
3. Select a saved payment method or a new payment method and click **Next**
4. Review the information and click **Submit**

VIEWING NEEDED INFORMATION

VIEW TEST RESULTS

1. After logging in, click **Your Menu -> Test Results** (under the MyRecord section)
2. Scroll through the list of tests or search for a specific test to view. **Click on the name of the test** you would like to view results for.
3. If you have had the test done previously, you can click the **View trends** option to see how this result compares to previous results

VIEW MEDICATIONS

1. After logging in, click **Your Menu -> Medications** (under the My Record section)
2. Review your list of active medications. Please note that the Request Renewal option should only be used if you have contacted your pharmacy first and they have told you that you do not have any refills left.

HEALTH
FAIRVIEW

MESSAGING

SEND A MESSAGE TO YOUR CARE TEAM

1. After logging in, click **Your Menu -> Messages** (under the Communication section)
2. Click the **Send a Message** button and select **Fairview**
3. Select **Ask a medical question** and then select the type of medical question from the list presented
4. Select the provider you would like to message
5. Enter a Subject and a Message – when completed, click **Send**

RECORD SHARING

SHARE YOUR RECORD IN SHARING HUB

1. After logging in, click on Your Menu
2. Scroll to the "Sharing" section and select Sharing Hub
3. Review your options under "Who do you want to share your health information with?" or follow these steps under "Already know which sharing option you want?"
   - **Provide Proxy Access to your MyChart Account**
     i. Click on Manage friend and family access
     ii. Here you can review who can see your record and whose records you can see. To add someone who can see your record, click on Invite someone
     iii. Enter the name of the person you are inviting as well as their email address. Click the "I agree to the terms and conditions" box and then click Send Invite
     iv. The person you invited will receive an email inviting them to view your chart and set up an account if needed
   - **Grant One Time Access**
     i. Click on Grant one-teim access with Share Everywhere
     ii. Enter the name of the person you want to share your record with and click Request share code
     iii. A sharing code will be provided, the person can go to www.shareeverywhere.com and enter the code to view your record
   - **Download Health and Visit Summary**
     i. Click on Download health and visit summary
     ii. Select the method you would like to use:
        1. Single Visit – Lets you generate a record from a single visit. Select the visit you would like to generate the file for from the list and then chose Download all (Save the file to your device) or Send All (Have the file sent to an individual)

M HEALTH FAIRVIEW

RECORD SHARING CONTINUED

2. Date Range – Lets you generate a record between two dates. Enter the date range and click Continue. Next, chose Download all (Save the file to your device) or Send All (Have the file sent to an individual)
3. All Visits – Lets you generate a record for everything on file. Click Continue and then chose Download all (Save the file to your device) or Send All (Have the file sent to an individual)

iii. If you selected Download All, your record can be found by clicking the View your download button or by clicking Your Menu -> Document Center -> Requested Records then find the file under the "Recently Requested Records" heading and click Download

iv. If you selected Send All, the file will be sent directly to the email address or individual listed.

- **Request formal copy of health record**

  i. Click on Request formal copy of health record

  ii. From the "Send to" drop down, select the appropriate medical records department from the list and the remaining fields will populate. Answer the rest of the questions and click Continue

- **Give permission to share your health record**

  i. Click on Give permission to share your health record

  ii. Review the list of organizations with access. If you would like to add an organization, click the Preferred organizations button and then click the check box(es) of the organization(s) you would like to share your record with and click Continue

  iii. Read through the authorization pop up and click Authorize

- **Download School Health Summary**

  i. Click on Download School Health Summary

  ii. Check the "I understand and acknowledge..." box and click Request Download. Your record can be found by clicking the View your download button or by clicking Your Menu -> Document Center -> Requested Records then find the file under the "Recently Requested Records" heading and click Download

COMMUNICATION PREFERENCES

UPDATE COMMUNICATION PREFERENCES

1. After logging in, click on **Your Menu**
2. Scroll down to the "Account Settings" portion of the menu and click on **Communication Preferences**
3. Under the General – Contact Information section, ensure that the appropriate email and mobile phone number are listed and review current settings for email, text message, push notifications and mail. If you would like to turn on/off all potential options for a specific type of notification, click the associated the toggle button.
4. If you would like to modify the settings by notification type, you can do so on the right hand side in the Details section by clicking the carrot icon to expand the section. Section options are:
   - **Appointments** – After Visit Summary (AVS), Appointment Reminders, eCheck-In, Scheduling tickets, Appointment Changes, Wait List Offerings, and more
   - **Messages** – Care team messages, Letters, Bulk Communications
   - **Health** – Advance Care Planning, Documents, Education, Health Maintenance/Wellness Reminders, Research Study Invitations, Test Results
   - **Billing** – Balance updates, Billing Letters, Estimates, Financial Assistance Updates, New statements, Payment reminders
   - **Questionnaires** – Questionnaire available
   - **Account Management** – Access updates, account locked, new device linked to the mobile app, contact information changed, password changed
   - **Chronic Conditions** - "Chronic Conditions" is any condition that needs ongoing care (examples: diabetes, asthma, COPD, depression, kidney disease).
   - **Preventive Care** – Notifications when you are due for screenings, yearly check-up, vaccines and more
   - **Telehealth** – Video visit reminder
   - **To Do** – Care Companion communication such as new tasks, reminders or changes
5. If you would like to get even more specific, after expanding a section, select the **Advanced Settings** option at the bottom of a section
6. After you have reviewed and updated as desired, make sure you select **Save Changes** in the bottom left before leaving the activity

HEALTH
FAIRVIEW

240472 - 7.24