

MyChart Patient Guide – Android

Table of Contents

DOWNLOAD MYCHART APP	1
LOGGING IN	3
ECHECK-IN	4
MYCHART VIDEO VISIT – REQUIRED SET-UP AND TROUBLESHOOTING	7
MYCHART VIDEO VISIT FEATURE	8
MYCHART TECHNICAL SUPPORT.....	9

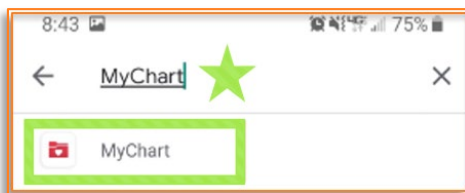
Download MyChart App

We recommend downloading the MyChart Application on your Smartphone to access all available features. If you wish to use the Video Visit feature on your mobile device, you **must** use the mobile app (not a browser).

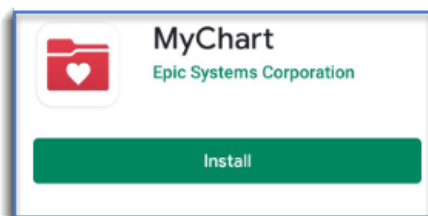
1. Locate the Google Play Store on your Android device



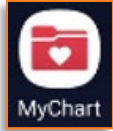
2. In the top search window, type “MyChart”
 - a. Tap the MyChart option shown below



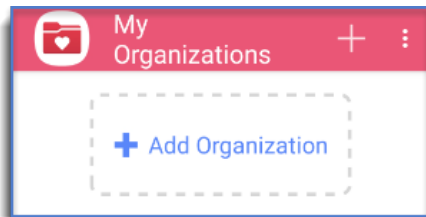
3. Next, tap the **Install** button beneath the MyChart option shown below.



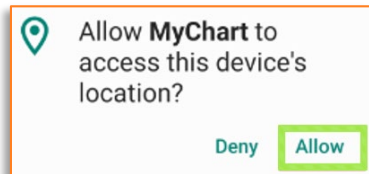
4. Find and tap into the MyChart App now that it's downloaded on your phone.



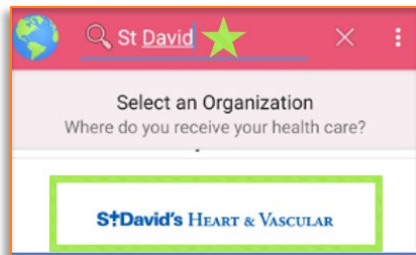
5. When you first open the Application, you are prompted to select an organization. Tap “Add Organization”.



- a. Next, you’ll be asked to allow MyChart to access the device’s location, tap “Allow”.



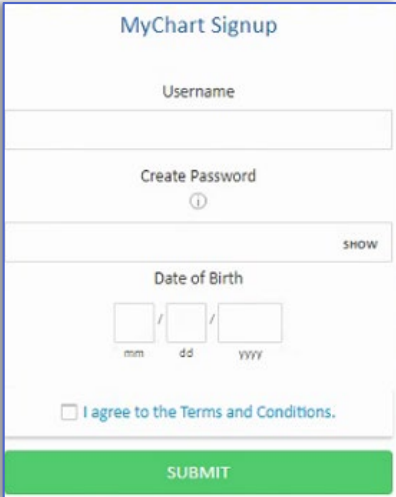
- b. You will now see a list of locations for your area. If you do not see your facility listed you can search for your organization by name at the top of the screen.
 - i. For example, if you are an Austin Heart, Texas Cardiac Arrhythmia, or other St. David’s affiliated patient, locate and tap the St. David’s Heart & Vascular option.



- c. Select your organization once you have found it.
- d. You will be prompted to Log In.

 **Logging In**

1. To log onto your MyChart account, first download and open the MyChart Application on your Android device. (see the section [Download MyChart App](#))
2. Enter the MyChart Username and Password provided by the clinic; click **Submit**
 - a. If an account has not been set up and you have an activation code to use:
Click **Sign Up Now** and enter the required information



- b. If you received an email to activate your MyChart Account, click the link in your email to complete the Signup process

Dear Luna Lovegood,

MyChart allows you to send messages to your doctor, view your test results, schedule appointments, and more.

[Use this link to sign up for MyChart now.](#)

- c. You can also grant another adult access to your MyChart account. Ask your clinic for the **MyChart Proxy** form, to begin the process
3. For more information: select the **Learn More** tab, click on **Frequently Asked Questions**
 - Enrollment Questions
 - Your Medical Record
 - MyChart for My Family
 - After I Have Enrolled
 - Technical Questions

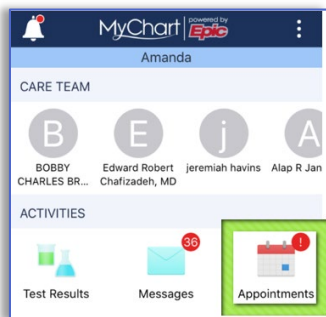
Forgot your MyChart ID or Password? Click **Forgot Username** or **Forgot Password** for assistance



 **eCheck-In**

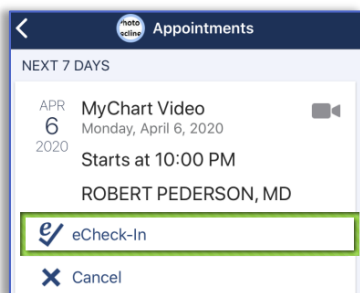
eCheck-in can be done up to 3 days prior, but no later than 10 minutes before your appointment. You will be prompted to review the forms necessary to update, prior to your visit.

1. Navigate to your Appointment by selecting the **Appointments** icon.



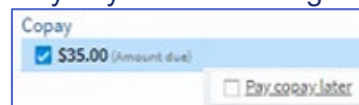
2. Next, select the **eCheck-In** option.

If this is not an available option, verify it is less than 3 days prior, and more than 10 minutes prior your appointment.



3. As when you visit the clinic, you may be asked to verify any of the following:

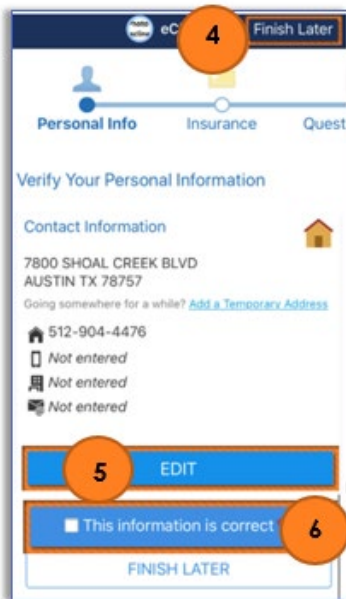
- Pay for Visit Copay, once insurance information is registered & verified



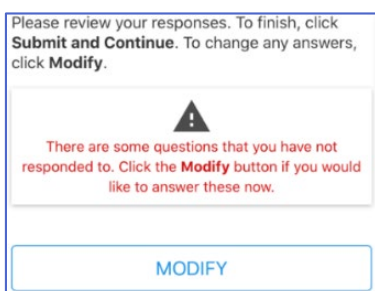
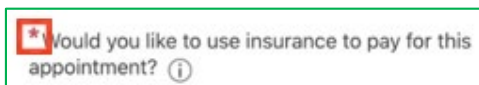
- Contact Information

- HIPAA
- Past Medical History
- Consent to Communicate

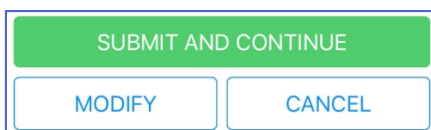
4. If you are unable to continue, you can select the **Finish Later** (or pay later) option
5. To edit the listed information, select **Edit**.
6. If asked to verify the information, select the checkbox for **This information is correct**



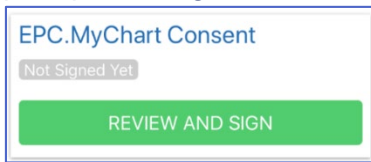
7. A red asterisk * means the question **must** be answered before you can proceed to the next section



8. Select **Modify**, if any responses need to change; otherwise, select **Submit and Continue**.



9. If there is not a current MyChart Consent to communicate via TeleVisit on file, you will be prompted to sign; select **Review and Sign**




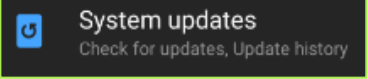
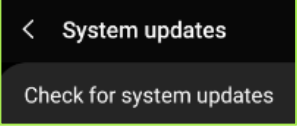
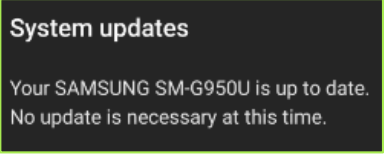
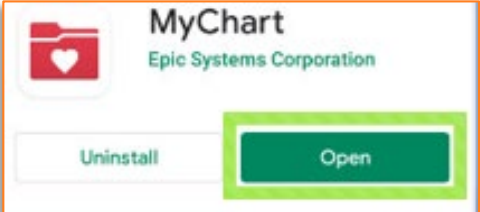
To sign the consent document, click within the signature field and click **Continue**





10. Select **Submit** to notify the clinic

 **MyChart Video Visit – Required Set-Up and Troubleshooting**

To utilize the Video Visit Feature, please ensure all of the below items are completed *prior* to your visit. For assistance, please call the clinic in advance of your appointment.

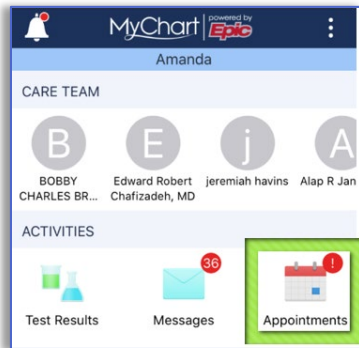
Task	Android – MyChart App
 <p>Android Version</p>	<ol style="list-style-type: none"> On your Android device, navigate to Settings.  Scroll down to the bottom and tap System Updates. Tap Check for System Update.  If needed, download and install appropriate updates (please note, this may take a substantial amount of time). <ol style="list-style-type: none"> If your software is up to date, you will see a message displaying such. 
<p>MyChart Version – 9.2.7 or higher</p> <p>Feature does not work if you access website via an internet browser on your mobile device. You MUST use the mobile App</p>	<p>To proceed with a telehealth visit, you must be the on the most recent version of the MyChart Application</p> <ol style="list-style-type: none"> Open the Play Store on your android device Search for “MyChart” Select MyChart; review the What’s New section to find the version <ol style="list-style-type: none"> Open will show if you have the application’s most recent version Select Update or Install to update to the most recent version 

Task	Android – MyChart App
 <p>Allow Video and Microphone</p>	<ol style="list-style-type: none"> 1. On your Android device, open Settings 2. Select Apps, then choose Chrome 3. Find and choose App Permissions 4. Ensure Camera and Microphone are enabled (the toggle must be set to “on”) go back a screen 
<p>Background Applications</p>	<p>Close out all background applications that may use the camera or microphone, including using the call feature of your phone (i.e. you cannot be on a call with clinic staff when trying to connect to your visit with the provider)</p>
<p>Internet Connection</p>	<p>If you have poor signal on your device, the audio/video connection will be disrupted on the televisit; Please make every attempt to have a strong cellular or internet connection</p>
<p>During visit: Flip Camera Screen</p>	 <p>Your phone may require that you flip the camera screen before it will display your video; Select the gear icon on the right, while in the video; Here you can toggle between the back or rear camera and the front camera; It may take up to 30-40 seconds to adjust</p>

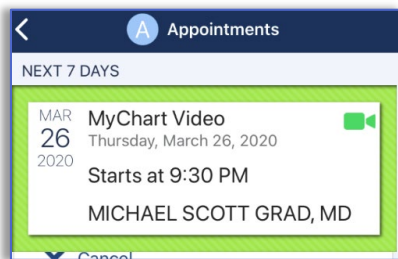
 **MyChart Video Visit Feature**

To Schedule a Video Visit or TeleVisit appointment, please call your clinic. Remember you must use the downloaded **MyChart** application and not the browser, when on your mobile device.

MyChart Application instructions:

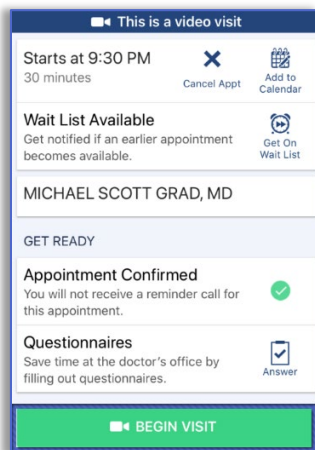


1. Once logged in, select **Appointments** on your MyChart App Homepage



2. Select your scheduled MyChart Video visit

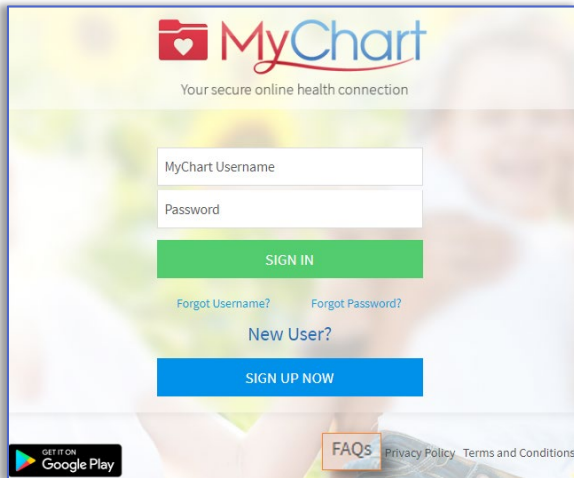
3. When ready, click **Begin Visit**
Remember: **Begin Visit** will activate 30 minutes prior to the scheduled appointment time



MyChart Technical Support
Website: www.mychart.com

Phone: 855-849-3364

Email: mychartsupport@hcahealthcare.com



Frequently Asked Questions

Q. How do I sign up for MyChart?

A. Patients who wish to participate will be issued a MyChart activation code during their clinic visit. You may also request an Instant Activation code from your clinic, which will allow you to click a link provided in your email to complete your registration.

Q. When can I see my test results in MyChart?

A. Your test results are released to your MyChart account after your physician has reviewed them. Your provider is able to determine which types of test results are able to be accessed through MyChart. Further, tests of a very sensitive nature are not released to MyChart.

Q. Why are certain test results not shared electronically via MyChart?

A. Your provider is able to determine which types of test results are able to be accessed through MyChart. Tests of a very sensitive nature are not released electronically.

Q. If some of my health information on MyChart is not correct, what should I do?

A. Your MyChart information comes directly from your electronic medical record at your doctor's office. Ask your doctor to correct any inaccurate information at your next clinic visit. Your health information is reviewed and updated at each visit.

Q. I forgot my password. What should I do?

A. You may contact our MyChart Patient Support Line at 1-855-849-3364 to request a new, secure password. You may also click the "Forgot Password" link on the sign-in page to reset your password online.