

MyChart Patient Guide – iPhone/iPad

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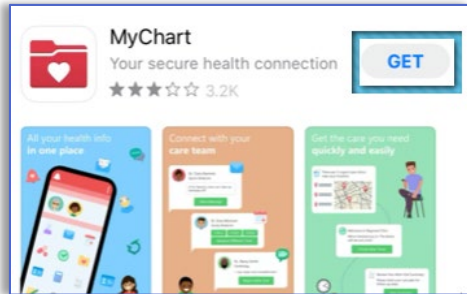
Download MyChart App

In order to access TeleVisits or Video Visits on your Smartphone or mobile device, the MyChart mobile app should be used. Internet browsers are not recommended.

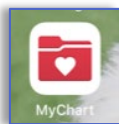
1. Locate the App Store on your iPhone/iPad



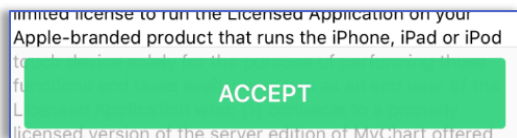
- 2.
3. In the top search window, type “MyChart”, then select on the MyChart option shown below



- 4.
5. Select the **Get** button to download the MyChart app
6. Once downloaded, open the MyChart app

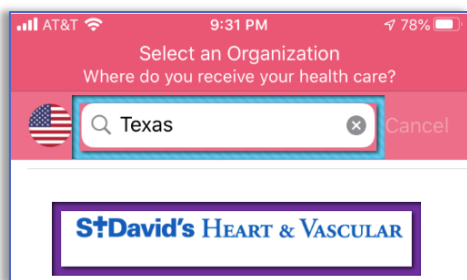


7. Read the License Agreement and click **Accept** if you agree to the terms
8. Select your healthcare provider's state – such as Georgia, Texas, Utah (may auto populate)



9. Scroll to your organization; please call your clinic if unsure. Once selected, you can login

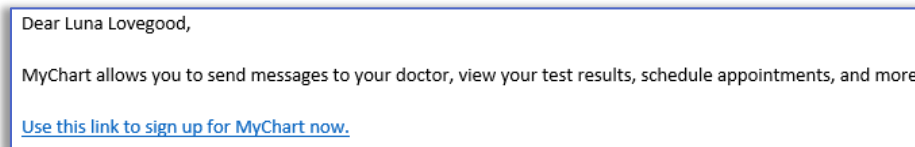
For example, if you are an Austin Heart, Texas Cardiac Arrhythmia, or other St. David's affiliated clinic patient, locate and select the St. David's Heart & Vascular



Logging In

1. To log onto your MyChart account, first download and open the MyChart Application on your iPad/iPhone (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



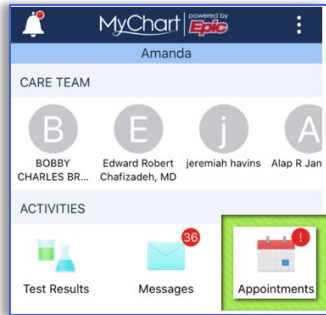
- c. You can also grant another adult access to your MyChart account. Ask your clinic for the **MyChart Proxy** form, to begin the process
3. For more information: select the **Learn More** tab, click on **Frequently Asked Questions**
- Enrollment Questions
 - Your Medical Record
 - MyChart for My Family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

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

eCheck-In

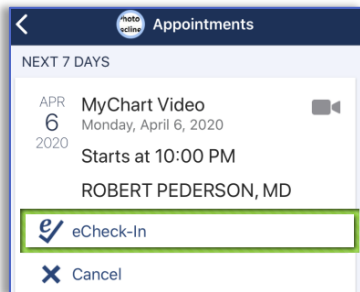
eCheck-in can be done up to 3 days prior, but no later than 10 minutes before your appointment. You will be prompted to review the forms necessary to update, prior to your visit.

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



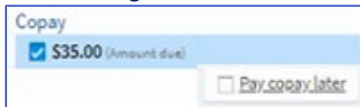
2. Next, select the **eCheck-In** option.

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:

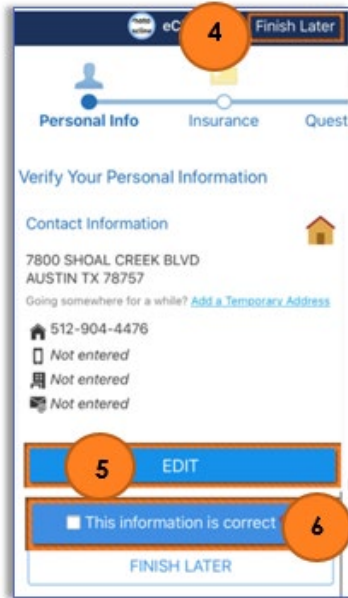
- Pay for Visit Copay, once insurance information is registered & verified
- Contact Information
- HIPAA
- Past Medical History
- Consent to Communicate



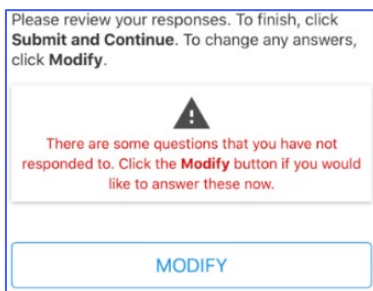
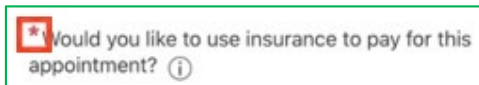
4. If you are unable to continue, you can select the **Finish Later** (or pay later) option

5. To edit the listed information, select **Edit**.

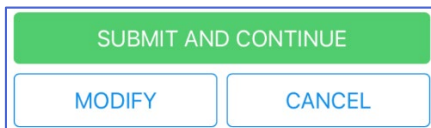
6. If asked to verify the information, select the checkbox for **This information is correct**



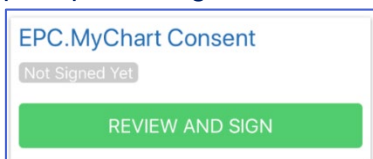
7. A red asterisk * means the question **must** be answered before you can proceed to the next section



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



10. 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**



11. 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.

iOs Version – 13.4 or higher

1. On your Apple device, navigate to the Settings App



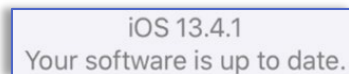
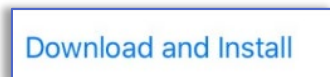
2. Scroll down and select **General**



3. Next, select **Software Update**



4. If you do not have the most recent software version, you will need to **Download and Install**



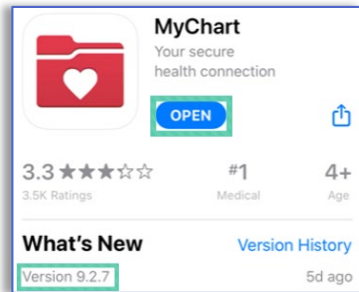
If the software version is up-to-date, a message will display

MyChart Version – 9.2.7 or higher

Feature does not work if you access website via an internet browser on your mobile device. **You MUST use the mobile App**

To proceed with a telehealth visit, you must be the on the most recent version of the **MyChart Application**

1. Open the **App Store** on your apple device
2. Search for “MyChart”
3. Select **MyChart**; review the **What’s New** section to find the version
 - a. **Open** will show if you have the application’s most recent version
 - b. Select **Update or Install** to update to the most recent version

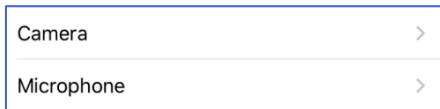


Allow Video and Microphone

1. On your Apple device, open **Settings**
2. Select **Safari**



3. Scroll to bottom of the screen and select **Camera**



4. **Allow**
5. Select **Allow**, then select the Safari back option in the upper left to go back a screen
6. Select **Microphone**, then **Allow**

Background Applications

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)

Turn off Private Browsing

This feature will not work appropriately if using the Private Browsing feature on your apple device

1. Open Safari on your device
2. Select the Open Window icon



3. In the bottom left, verify the Private feature is *not* highlighted. If it is, de-select **Private**



Internet Connection

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

During visit: Flip Camera Screen

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

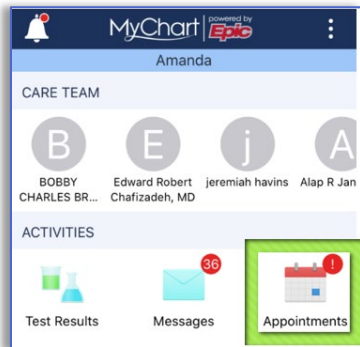


MyChart Video Visit Feature

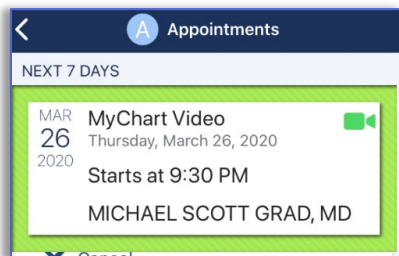
To Schedule a Video Visit or TeleVisit appointment, please call your clinic. Remember you must use the downloaded **MyChart** application and not the browser, when on your mobile device.

MyChart Application instructions:

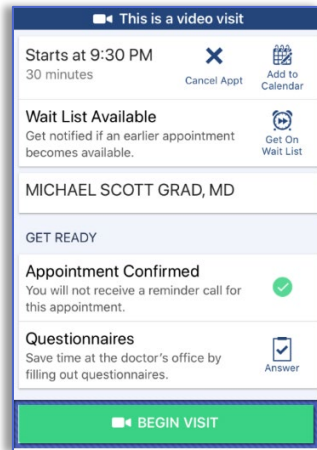
1. Once logged in, select **Appointments** on your MyChart App Homepage



2. Select your scheduled MyChart Video visit



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

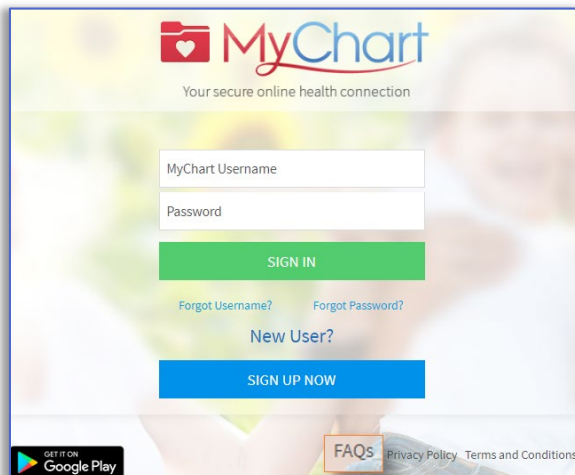


MyChart Technical Support

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.