MyChart Tutorial Outline

I. Opening and Security

A. MyChart security is our number one priority. Here is some important security information to help you better understand MyChart.
   1. It’s important that you know that you and only you can access your MyChart account.
   2. The information you provide to us is encrypted, which means that it is always protected, and can only be unscrambled after you have entered your personal username and password.
   3. Your health information will never be sent to you by email. It is always stored and only accessible through your MyChart account.
II. Account Registration

A. There are two ways to create your MyChart account.
   1. You may request an activation code from your Medical Group the next time that you have an appointment or you may request an activation code online. To request an activation code online, click on the Request Access button under New User on the right hand side of the MyChart home page. After you submit the form, you will receive an activation code at the email account we have on file in 1 to 3 business days.

B. Once you receive your activation code visit https://mychart.bartonhealth.org and click on the Sign Up Now button.
C. Once you have clicked on the Sign Up Now button you will be prompted to enter your Activation Code that you received at your provider's office or through your secure request via email, as well as the last four numbers of your Social Security Number and your birthday.
D. You will now create a password and choose a security question and answer. Remember that passwords are case sensitive, and they must be at least 7 characters long and have at least one numerical digit.

E. Once those tasks are complete, you will click next and agree to the terms and conditions. You will now have access to your MyChart account.

III. Test Results & RX Requests: The most used features in MyChart.

A. Test Results and prescription request is the most widely used features and functions in MyChart.
   1. Viewing your test results is easy in MyChart. Many test results are automatically released into your MyChart account within 2 business days. However, some tests are released at the discretion of your physician, and some may take several weeks to process. If you don’t see a test resulted listed, please contact your physician.

   2. Test results will appear in two places. You can locate your test results by clicking on Message Center and then Inbox or in My Medical Record and then Test Results.
3. Click on the test result for further details which may include comments from your physician.
B. RX Requests

1. You may view your medications in MyChart by clicking on My Medical Record and then Medications.
2. You may also request medication refills by clicking on the Request a refill link. Once you make the request, it will be sent to the physician that prescribed the medication. If you don’t see a medication refill listed, please contact your pharmacy.
IV. Make an Appointment.

A. One of the best features of MyChart allows you to schedule an appointment online, in real time, with your primary care physician, based on their availability.
  1. To schedule an appointment in MyChart, log into MyChart and click on Appointments and then Schedule an Appointment.
2. Choose the type of visit you will need for your appointment from the drop down menu.
3. You will then choose the location of your visit from the drop down menu.

4. Then choose the Provider that you wish to see from the drop down menu.

5. You can choose a date range and day of the week along with either the morning or afternoon.
6. You may then choose an appointment time slot that works best for you.
7. Once you have done this you will need to verify the date and time and type in the reason for your visit.
8. You will then receive a confirmation that your appointment is scheduled with detailed information regarding your appointment.
V. Reset ID/Password
   A. As a MyChart user our goal is to make it as easy as possible to access your account while still upholding the highest standards of security. To reset your username or password, please make sure you are viewing the MyChart login page.
   B. If you have forgotten your MyChart username you can recover your username by clicking Forgot MyChart Username under the Username white box.
C. Once you fill in the required information and submit, an email will be sent to the email account we have on file. This email will contain information on resetting your username. If you do not have an email account on file with us or if it has not been updated, please contact your Medical Group.

D. If you have forgotten your password, please click Forgot password under the white password box.
E. First you will need to verify your personal information and click next.

F. You will then be asked to answer the security question you established when you signed up for MyChart and click submit.
G. You will then be asked to create your new password, verify it and click submit. You will now have access to your MyChart account.

VI. MyChart Customer Support

A. Please contact your Medical Group for further questions regarding MyChart.