

HAWAI'I PACIFIC HEALTH

MyChart

by Hawai'i Pacific Health

PATIENT USER GUIDE

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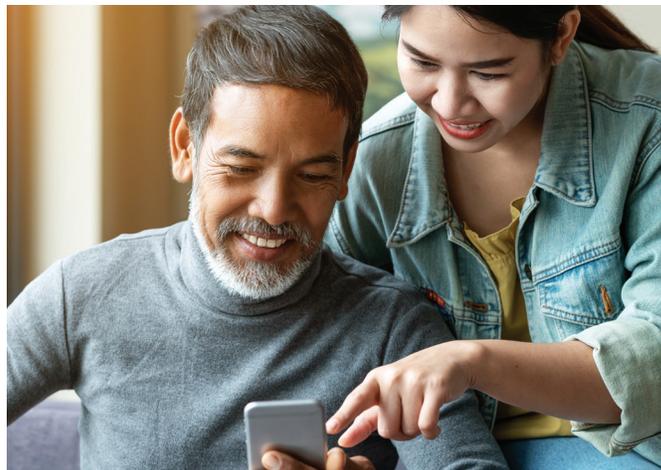
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What is MyChart

MyChart is an online patient portal that provides you with access to your health care information and allows you to connect with your doctor around the clock in a way that's convenient for you.

With MyChart, you have 24/7 access to:

- Schedule appointments
- Email your doctor with questions
- View summaries of your doctor visits
- Get prescription refills and update medications
- View test results
- Download your medical records online
- Update allergy information
- Track appointments and immunizations
- Pay bills online
- Fill out forms in advance and save time during registration



Important Resources and Information

Visit MyChart at www.hawaiipacifichealth.org/mychart.

For questions or issues, please call our MyChart Customer Support line:

- Toll Free: 1-877-228-1894
- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663

Sign up for a MyChart account

To sign up for MyChart, you must be at least 18 years of age. To get the process started, you'll first need a MyChart activation code. Below are a few ways to get this code:

1. Call your doctor's office. Our front desk is able to send you a text message or email that contains a secure link to activate your MyChart account.
2. Request an activation code online at <https://mychart.hawaiipacifichealth.org/signup>
3. Call our MyChart Customer Support line at 1-877-228-1894 and request an activation code.

Please note, an activation code received online or from our MyChart customer support link will expire 30 days after it's generated.

Once you receive your activation code, you can activate your account via the Internet or the mobile MyChart app.

To activate your account via the Internet:

1. Go to the MyChart site at www.hawaiipacifichealth.org/mychart
2. Click the Sign Up button on the right-hand side of the screen
3. Fill out the requested information and click Submit
4. After completing the process, you'll be provided your MyChart account

To activate your account via the MyChart mobile app:

1. Refer to the following pages of this guide for instructions to install the MyChart app onto your mobile device
2. Once the app is installed, click the Sign Up Now button to start the activation process

Log into MyChart

1. In your web browser, enter www.hawaiipacifichealth.org/mychart to access the login page
2. Enter your MyChart username and password
3. Click Log In



If you forget your MyChart username or password

1. In your web browser, enter www.hawaiipacifichealth.org/mychart to access the login page
2. Click either the Forgot USER ID or PASSWORD links at the top of the screen
3. When prompted, please answer the security questions to verify your identity
4. Once complete, your username and password information will be sent to the email address on file

If you are still having trouble logging in, please feel free to call our MyChart Customer Support line at 535-7725 on O'ahu or toll free 1-877-228-1894 from the neighbor islands.



PAY BILLS ONLINE*

- See billing summary.
- Sign in or pay as guest.

[Pay bills as guest >](#)

[How to pay bills online >](#)

MyChart Home Page

After logging into MyChart, you'll be taken to the Home Page. This page is personalized for you and you can access a variety of MyChart services and features. Every time you log into MyChart, you will see your own Welcome! Page that has actions or reminders listed just for you.

The screenshot displays the MyChart Home Page for a user named Jane. At the top, there is a navigation bar with the MyChart logo and several icons: a person icon for 'Jane', a heart for 'Health', a calendar for 'Visits', an envelope for 'Messaging', a credit card for 'Billing', a book for 'Resources', and a profile icon for 'Profile'. The user's name 'Jane Aloha' and a 'Log Out' link are visible on the right side of the navigation bar.

The main content area is titled 'Welcome!' and contains two notification boxes. The first box says 'Save time while you save paper! Sign up for paperless billing (available for Hawaii Pacific Health accounts only)'. The second box says 'View your 2 accounts with 4 new statements available.' Below these is a 'To Do' section with a sub-header 'Overdue health reminders' and a blue button labeled 'REQUEST APPT'. To the right of this section is a calendar for January 2020, showing days of the week (S, M, T, W, T, F, S) and dates from 1 to 31. The current date is APR 3, 2020.

On the right side, there is a 'Quick Links' sidebar with several options, each with a corresponding icon: 'View test results', 'Refill medications', 'Ask a question', 'E-Visit', 'Schedule an appointment', 'Review health summary', 'View billing summary', and 'Share your record'.

MyChart Mobile App

Download the MyChart App

You're able to access MyChart wherever you go by downloading the MyChart mobile app. The app is compatible with both Android and iPhone platforms. To download and install the app:

1. Search for "MyChart from Epic" in the iTunes App or Google Play Stores on your mobile device
2. Click Install
3. Open the app on your mobile device
4. When asked to "Select Health care Provider," choose Hawai'i
5. Scroll down the list and click the Hawai'i Pacific Health logo
6. From there, you'll be able to begin using MyChart on your device



MyChart

Epic Systems Corporation

E Everyone

INSTALL

Proxy Access

Request a MyChart account for others

MyChart allows approved individuals to have access to the medical records of family members. This includes parents of minors, legal guardians or adult children who have health decision-making authority for their parents.

To obtain authorized access, you must have your own MyChart account activated and complete the appropriate Proxy Access Form below.

Proxy Access for Children

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows. To request access, please complete the [Child Proxy Access Form](#) and return it to the doctor's office where the child receives care.

- When the child is 13 years of age or younger, a parent or legal guardian with proxy access has complete access to the child's medical record
- When the child is 14 through 17 years of age, proxy access will be limited to certain information and MyChart functions
- When the child becomes an adult at 18 years of age, a parent will no longer have proxy access.
- In the case of legal guardians, depending on the situation and capacity of the now 18 year old to manage their own health care, proxy access may be continued upon request and review.

Proxy Access for Adults

Adult patients 18 years of age and older generally monitor and manage their own MyChart accounts. However, if a patient is 18 years of age or older and wants or needs to have another adult to serve as their proxy representative, the patient can complete the [Adult Proxy Access Form](#) and return it to their doctor's office. The most common example of proxy access for adult patients is when older parents want their health care to be managed by their adult children.

Access a family member's medical record

You will receive an email once your proxy request form has been processed and approved. From there, you'll be able to log into your personal MyChart account and view the account of the child or adult for whom you have proxy authorization.

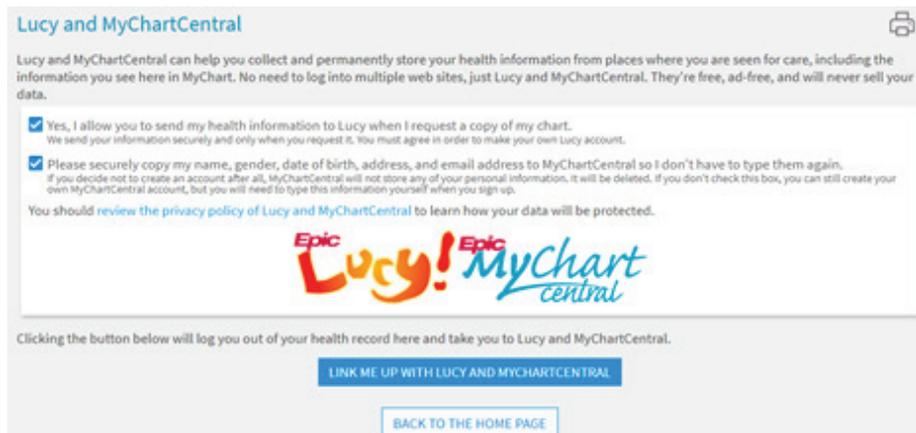
Lucy and MyChart Central

Lucy and MyChart Central are features in MyChart that allow you to collect and store all your medical information. Lucy specifically allows you to add or upload external documents from other places you've received care. MyChart Central, on the other hand, links your HPH MyChart account with any other MyChart accounts you may have with other organizations.



Create a MyChart Central account

1. Log into MyChart
2. Click the Health tab then Lucy under Medical Tools
3. To access Lucy, click the "Yes, I allow you to send my health information to Lucy when I request a copy of my chart" option
4. Click the "Link me Up with Lucy and MyChart Central" button
5. Follow the instructions on the different screens to set-up your account
6. After completing the required fields, you'll receive an email to activate your MyChart Central account
7. Click the link in the email to complete your MyChart Central account



Your MyChart Central Account

Once you've activated your MyChart Central account, you'll be able to link to MyChart accounts you may have at other health care organizations.

1. Click the Health tab and click Lucy
2. Click the Add a New Health care Organization button
3. Click the down arrow next to Organization to view accounts you have with other health care organizations. Click the name of the organization account you'd like to link to
4. Enter your MyChart password and click Link This Chart

Accessing Lucy

Lucy is accessible via your MyChart account and can be used to upload documents and records.

1. Click the Health tab and click Lucy
2. Click the Lucy link at the top of the screen
3. From there, you'll be able to update information in your Personal Health Record such as allergies and medications.
4. You'll also be able to add or upload documents from your personal computer. To do this, click the "Add a Document from My Computer" button

You can also control what your health care providers can and cannot see:

1. Within the Personal Health Record or Document section of Lucy, click the "What can my health care providers see" link
2. Click Share or Don't Share



My Personal Health Record

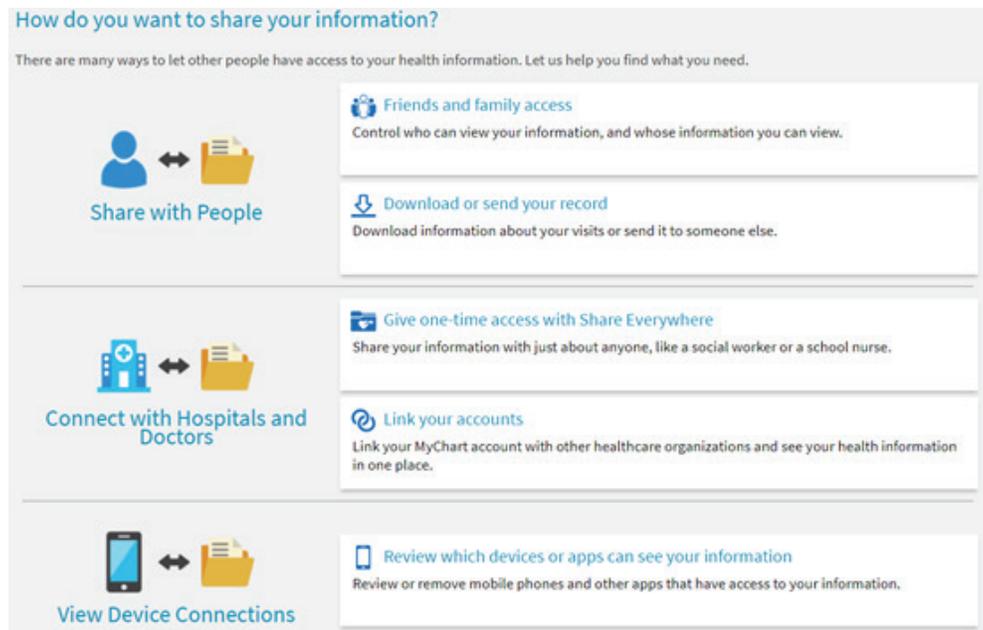
Options ▶

Lucy will help you to keep a personal health record that contains your allergies, medications, medical conditions, and other important information about your health. Data that you enter in your personal health record can be shared with clinicians who take care of you. **What can my healthcare providers see?** ←

Share your record

To share your health records:

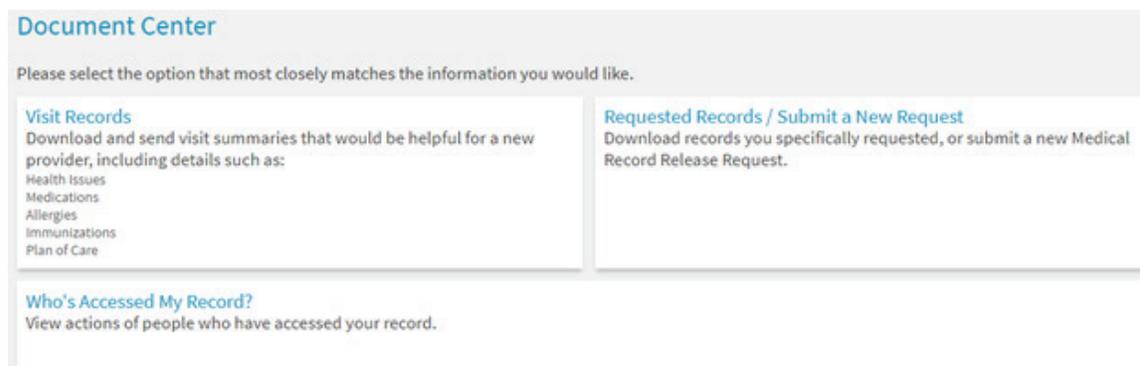
1. Log into your MyChart account
2. Click the Health tab then click Share My Record
3. Choose one of the options on the right side of the screen and follow the directions on the screen



View, download and send visit records

To view or download your health records:

1. Click the Health tab then click Document Center
2. Click the Visit Records link. From there, you'll be able to filter visit records for single visits, by date range or all visits.
 - a. Click the View button to see the information or click the Download button to save the information on your computer
 - b. When downloading your records, you will be asked to protect the file with a password



Messaging

View messages from your doctor

You can read messages sent by your doctor or other clinic staff:

1. Click the Messaging tab then click Message Center
2. Here, you'll be able to see an inbox with all messages from your doctor and their staff as well as messages you've sent them

Ask your doctor for medical advice

1. Click the Messaging tab then click Message Center
2. Click the Ask a Question button and click the option that best suits your needs including:
 - a. All options except non-medical questions will be sent to your doctor

Click New Medical Question for simple medical questions that do not require immediate response. You'll be asked to select a recipient from a drop-down list of doctors you've seen. Type your message and click sent when finished. You also have the option of uploading or attaching an image.

You can also request Medication or Prescription Refills for medications you're currently taking.

E-Visits are another quick way to receive medical advice from your doctor. You'll be asked to select from a list of specific conditions and answer a few questions. Your responses will be sent to your doctor and they will get back to you as soon as possible.

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency. For urgent medical questions please call your provider.

New Medical Question You have a simple medical question that doesn't require an immediate response.	Request a Medication Refill You would like to request a refill or renewal of a current medication.
Symptom-Specific E-Visit You would like to receive medical care online for a common problem by answering a few questions.	Non-Medical Question You have a question related to a bill, your insurance, or another non-medical concern. Note: these questions will not be sent to your healthcare providers.

[BACK TO THE HOME PAGE](#)

Letters

You can also review letters your doctor's office has sent to you including health reminders, results from different tests as well as general letters.

1. Log into your MyChart account
2. Click the Messaging tab then click Letters
3. Select the letter to view it. You can also print a copy for your records

View past or upcoming appointments

You can view past or future appointments by clicking the Visits tab then Appointments and Visits.

Click an upcoming or future appointment and click Details to see information about the appointment. This will allow you to see information about the visit including:

- Date, time and location of the visit
- Any pre-visit instructions or questionnaires to fill out from your doctor
- Directions to the clinic

You may also eCheck-in to your appointment 3-days prior to save time. Doing this ahead of time lets the clinic know you will be keeping your appointment, confirms your contact and insurance information and updates your medication list and allergies all before you start your appointment.

1. Click the ECHECK-IN button next to the appointment
2. Follow the instructions on the different screens to complete the process

You can also click the Cancel and Reschedule Appointment buttons next to your appointment if you're not able to make it that day / time.

DEC
20
Fri

Office Visit with John Smith, MD

🕒 Arrive by 7:50 AM HST

Starts at 8:00 AM HST

Internal Medicine - Straub Clinic Mililani

95-1249 Meheula Pkwy Ste 187

Mililani HI 96789-1791

808-625-6444



ECHECK-IN

DETAILS

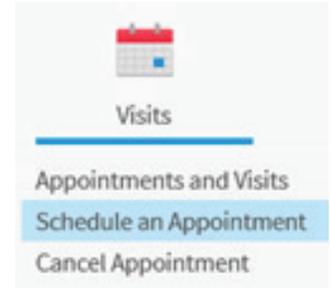
Reschedule Appointment

Cancel Appointment

Request or schedule an appointment

To request or schedule an appointment with your doctor:

1. Go to the Visits tab then click Schedule an Appointment
2. You'll be able to select a specific provider you'd like to see or identify the type of appointment you'd like to be seen such as an office visit physically at the clinic or a video visit that you can conduct from the comfort of your home



Depending on the type of appointment you choose, you may be directed to request or schedule an appointment

- For appointment requests, you'll be asked to enter the provider you want to see, the reason for the visit, as well as preferred dates and times for your visit. After submitting your request, someone from the clinic will reach out to you to verify an appointment date and time that works best for you.
- When you schedule an appointment, you don't need to wait to hear back from your doctor's office. Instead, you'll be able to select a specific date and time you'd like to be seen and schedule your appointment right then and there.

A screenshot of the 'Schedule an Appointment' form in the MyChart application. At the top, it says 'Schedule an Appointment' and includes a red 'START OVER' button. Below this is a warning: 'If you have a medical emergency, please call 911 or go to the nearest emergency department.' The form has four main sections: 'Reason for visit' (set to 'Video Visit'), 'Providers' (set to 'Elizabeth A. Kim, MD'), 'Time' (with a clock icon), and 'Verify and schedule' (with a calendar icon). Under the 'Time' section, there is a question 'What time works for you?' and a search start date of '10/28/2020'. Two dates are shown: 'Friday October 30, 2020' with time slots '8:00 AM' and '9:20 AM', and 'Saturday October 31, 2020' with time slots '9:20 AM' and '10:40 AM'. There are also buttons for 'All available times' and 'Filter times'.A screenshot showing two side-by-side selection screens. The left screen is titled 'Schedule with a provider you've seen before' and shows a selection for 'Elizabeth A. Kim, MD', a Primary Care Provider in Family Practice. The right screen is titled 'Tell us why you're coming in' and offers four appointment types: 'Office Visit' (routine medical and non-urgent in-person), 'Physical' (work, school, or annual in-person exams), 'Well Child' (age-specific physical exams for growth and development), and 'Video Visit' (routine medical and non-urgent symptom-based video appointments). Each option includes a brief description of the appointment type.

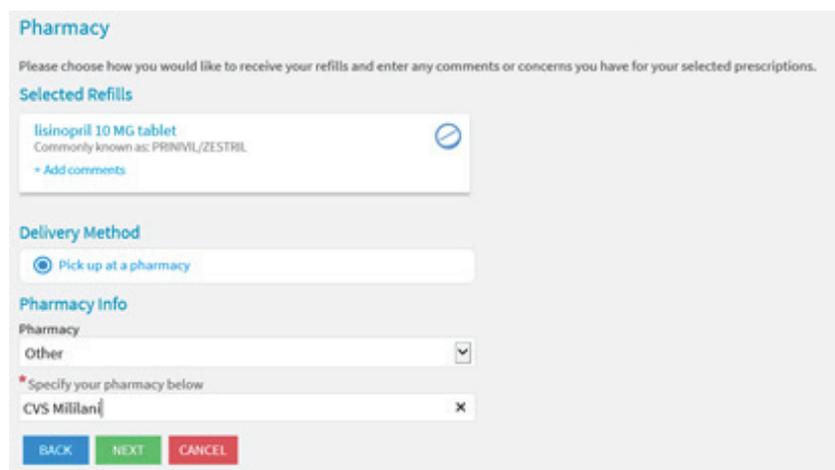
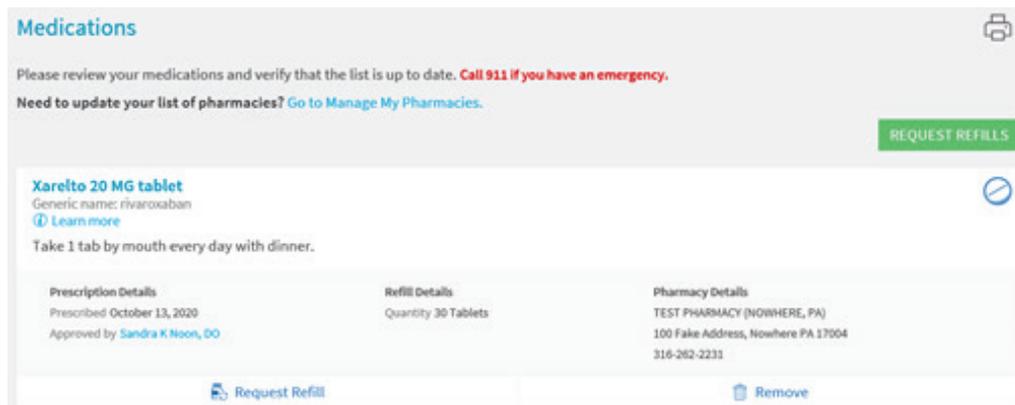
View your test results

If you had a lab or imaging test done, you'll be able to view the results in MyChart as soon as they become available.

1. Click the Health tab then Test Results
2. Click a particular test to see more information. You'll be able to see the standard range for the result and any additional information the provider notated

Manage your medications

1. Click the Health tab then Medications
2. You'll see a list of all current medications in your health record
3. Click the Request Refills button to request a refill
 - a. Click the medication(s) you'd like to request a refill for
 - b. Specify the pharmacy you would prefer your medications to be sent to so you are able to pick them up
4. Click the Learn more button to see more information about a particular medication
5. Click the Go to Manage My Pharmacies link to update the pharmacy you'd like your medications to be sent to



View a summary of your health

Click the Health tab then Health Summary. This will provide you with a summary of the following:

- Current health issues
- Medications
- Allergies
- Immunization
- Preventive care topics

Respond to questionnaires from your clinic

Your doctor's office may ask you to fill out questionnaires in MyChart so you won't have to do so in clinic. You can respond to these questionnaires in a few different ways:

1. For general questionnaires, click the Health tab then Questionnaires
2. For questionnaires for an upcoming appointment
 - a. Click the Visits tab then Appointments and Visits
 - b. Select an upcoming appointment and click Details
 - c. Open the questionnaire by clicking it in the Questionnaires section of the appointment details
3. Your doctor may also send you a questionnaire in a MyChart message.
 - a. Click the Messaging tab then Message Center to view the message

Track health readings

Your doctor may ask that you record specific health readings such as glucose or blood pressure at home and send your results to them in MyChart on a regular basis. In such cases, you may be asked to use MyChart's Track My Health feature. This allows your physician to automatically receive your readings so they can monitor your progress.

1. Click the Messaging tab then Message Center to view a message your physician sent you with information about Track My Health and a flowsheet to record your readings
 - a. Click the link in the message to activate Track My Health
2. To record your readings, click the Health tab then Track My Health
3. Click the flowsheet's name and click Add New Data to enter today's readings
4. Enter your readings, date and time then click Continue
5. Click submit when complete

You can also view past results by clicking the Health tab then Track My Health. Click the specific flowsheet to view trended information of results.

Billing and Insurance

Set-up paperless billing

You're able to pay your bills in MyChart. To set-up paperless billing so you don't receive statements in the mail:

1. Click the Billing tab then Billing Summary
2. Click the "Save time while you save paper! Sign up for paperless billing" icon at the top
3. Follow the directions on the screen and click Sign Me Up

Billing Summary



Save time while you save paper! Sign up for paperless billing

Making payments with online bill pay

1. Click the Billing tab then Billing Summary
2. The Billing Summary page will display all your current bills at Hawai'i Pacific Health
3. Click the Pay Now button next to each account of bill to make a payment
4. Follow the instructions on the screens to select a payment amount and method then submit

Pay as a guest

You can also pay your bills without logging into MyChart or if you don't have a MyChart account all together. To do this, you will need a guarantor account number to access your information.

1. Go to the MyChart log in page www.hawaiipacifichealth.org/mychart.
2. Click the Guest Pay link
3. Follow the instructions on the screen to access your account and pay your bill



PAY BILLS ONLINE*

- See billing summary.
- Sign in or pay as guest.

[Pay bills as guest >](#)

[How to pay bills online >](#)

Review and update your insurance information

1. Click the Billing tab then Insurance Summary
2. Here you'll be able to update, remove and add new insurance coverages
3. You'll also have the option of uploading images of your insurance card as well

Personalize MyChart

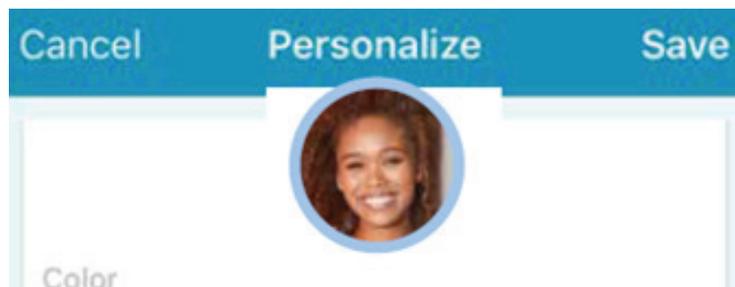
1. Click the Profile tab then Personalize
2. Click Edit to add a nickname to your profile as well as change the color scheme

To add a photo to your account:

1. Click the Profile tab then Personalize
2. Click the Guest Pay link
3. Click the pencil icon under Photo to browse and add a photo to your account

Criteria for acceptable photos:

- Only the patient should be in the photo
- Patient photo should be of the complete face, taken from the front, from the top of the head down to the shoulders (no sunglasses or hats)
- Photo should be clear without the use of filters (i.e. Snapchat)



Update your personal information

1. Click the Profile tab then Personal Information
2. Click Edit to update your contact information, emergency contacts and other details about you including ethnicity, language, race, and religion

Change your MyChart password

1. Click the Profile tab then Security Settings
2. Enter your current password and your new password
3. Click Save Password

You can conduct video visits with your doctor on your mobile device or computer. A video visit is a scheduled appointment with your health care provider and can be done via MyChart. A video visit recreates an in-person experience by allowing you to discuss your needs with your provider. The process is easy and secure.



Video visit requirements

To have a video visit with your doctor, you'll need the following:

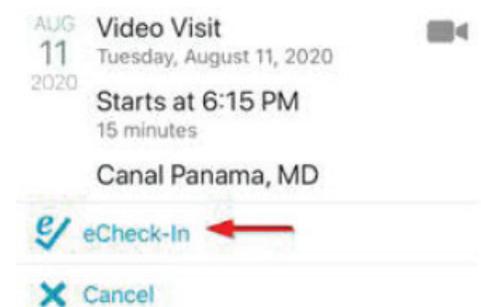
1. An active MyChart account*
2. One of the supported browsers on your computer or mobile device
 - a. Microsoft Edge
 - b. Google Chrome
 - c. FireFox
 - d. Safari
3. An Internet or WiFi connection
4. If you're using a mobile device, please ensure it has a battery life of at least 50% at the beginning of the video visit

*If you prefer to not sign-up for MyChart, please call your doctor's office and they will work with you to provide a video visit using other approved platforms

eCheck-In

To start your video visit, you will be asked to complete our eCheck-in process. This can be done 3-days prior to your appointment.

1. Log into MyChart
2. Click the Visits tab then Appointments and Visits
3. Find your video visit and click the ECHECK-IN button next to the appointment
4. Follow the instructions on the different screens to complete the process. Once you click eCheck-in, you will be asked a series of health questions, complete a hardware check of your computer or mobile device and complete a patient consent.
5. When complete, you'll see a screen that says "eCheck-In Complete"



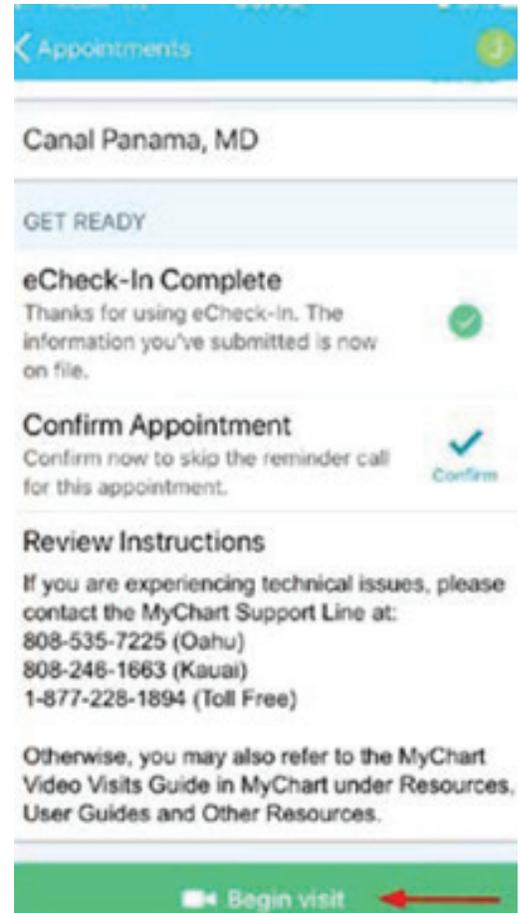
Video Visits

On the day of the visit

You may join your video visit up to 30 minutes prior to your appointment

1. Log into MyChart
2. Click the Visits tab, click your appointment, then click Begin visit when you are ready to join
3. When prompted, please allow your device's Internet browser to gain access to your camera and microphone
4. You will then be placed into a virtual waiting room until your physician joins the visit

For any questions or concerns, you may contact your doctor's office or reach out to our MyChart Customer Support line at 535-7725 on O'ahu or toll-free 1-877-228-1894 from the neighbor islands.



Learn More

Frequently Asked Questions (FAQs)

Click the link below for a list of Frequently Asked Questions
www.hawaiipacifichealth.org/mychart/faqs

MyChart Support

For questions or issues, please call our MyChart Customer Support line:

- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663
- Toll Free: 1-877-228-1894

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