

# ONLINE USERS GUIDE

## MyChart

by Hawai'i Pacific Health

(Formally known as MyHealthAdvantage)

Hawai'i Pacific Health is pleased to offer patients MyChart by Hawai'i Pacific Health. This free, online service provides you with efficient, convenient and secure access to your health record and to your healthcare provider's office.

**MyChart by Hawai'i Pacific Health provides you with many benefits:**

← Email your doctor with questions about your health

← View recent test results quickly and securely

← Get prescription refills

→ View a summary of your doctor visits

→ Help family members track their health care

→ Schedule doctor appointments

→ Pay bills online

### MyHealthAdvantage = MyChart

On April 3, 2017, the MyHealthAdvantage name changed to MyChart by Hawai'i Pacific Health.

If you were already signed up as a MyHealthAdvantage user, nothing changes – except the name. Your original account has transitioned to the new name and continues uninterrupted. There is nothing you need to do. Your user name and password are the same as before.



**HAWAI'I  
PACIFIC  
HEALTH**

KAPI'OLANI  
PALI MOMI  
STRAUB  
WILCOX

## New users can sign up for MyChart

To set up an account, you must use a computer.



MyChart is FREE with  
2 WAYS to sign up ...

If you are new to this free, online service, there are 2 ways to sign up:

- 1) **Sign up during your next office visit.**  
Let your doctor's office staff know you'd like to sign up and they will help you get started on their office computer.
- 2) **Or, go online to:**  
**[www.hawaiiapacifichealth.org/MyChart](http://www.hawaiiapacifichealth.org/MyChart)**  
and follow the signup instructions below. To complete your registration, you will need an **ACTIVATION CODE**. It can be provided by your doctor's office, requested through the website, or you can call 535-7725 on Oahu or toll-free 1-877-228-1894 from the neighbor islands.

## New users can sign up for MyChart

- ▶ **Go Online to [www.hawaiiapacifichealth.org/MyChart](http://www.hawaiiapacifichealth.org/MyChart)**
  - a. Click ENROLL NOW Button
  - b. Click Request Online Button at bottom of screen by No Access Code?
  - c. Enter your information and complete the activity to verify you are not a robot, then click the Submit button
  - d. An access link will be emailed to you
  - e. From your email, click the Sign up for MyChart button
  - f. Now verify your information, click next
  - g. Select and enter the email address you would like alerts from MyChart to go to
  - h. Review and accept the Terms and Conditions
- ▶ **If you were provided an access code during your office visit**
  - a. Go online to [www.hawaiiapacifichealth.org/MyChart](http://www.hawaiiapacifichealth.org/MyChart)
  - b. Click the ENROLL NOW button
  - c. Enter the Access Code provided
  - d. Now verify your information, click next
  - e. Select and enter the email address you would like alerts from MyChart to go to
  - f. Review and accept the Terms and Conditions

## Next, you can get the mobile app

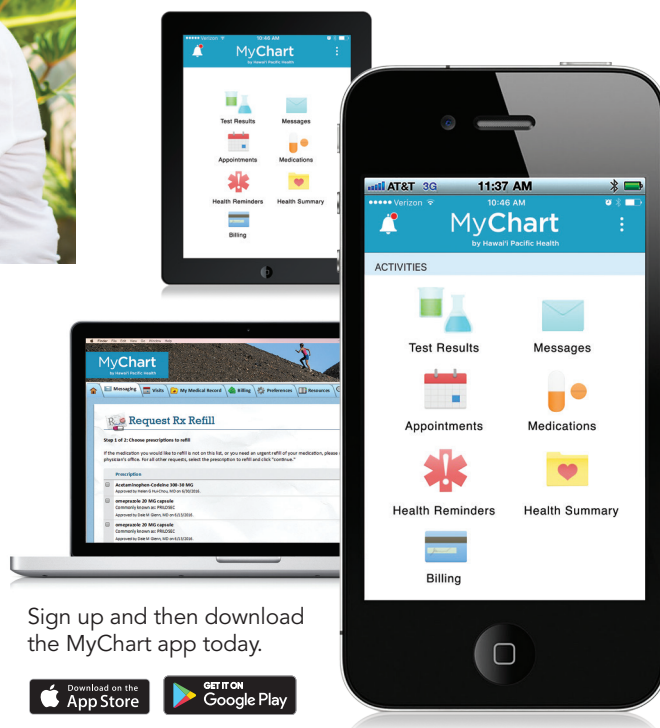
After you have successfully set up your account on a computer, then you can download the mobile app.

Take MyChart access to your electronic medical record with you where ever you go. With access to your account through your iPhone or Android, you have secure, on-the-go access to receiving health reminders, viewing your lab results, managing appointments, ordering medications, sending messages to your doctor, and more on your mobile device.

Search for MYCHART  
FROM EPIC...



- 1) Search for **"MYCHART FROM EPIC"** in the iTunes App Store or the Google Play Store.
- 2) Open the app and access Hawai'i, the state where your provider is located. Select MyChart by Hawai'i Pacific Health as your provider. Click "Install."
- 3) Login with your MyChart by Hawai'i Pacific Health username and password.



**HAWAII  
PACIFIC  
HEALTH**

KAPI'OLANI  
PALI MOMI  
STRAUB  
WILCOX

CREATING A HEALTHIER HAWAII

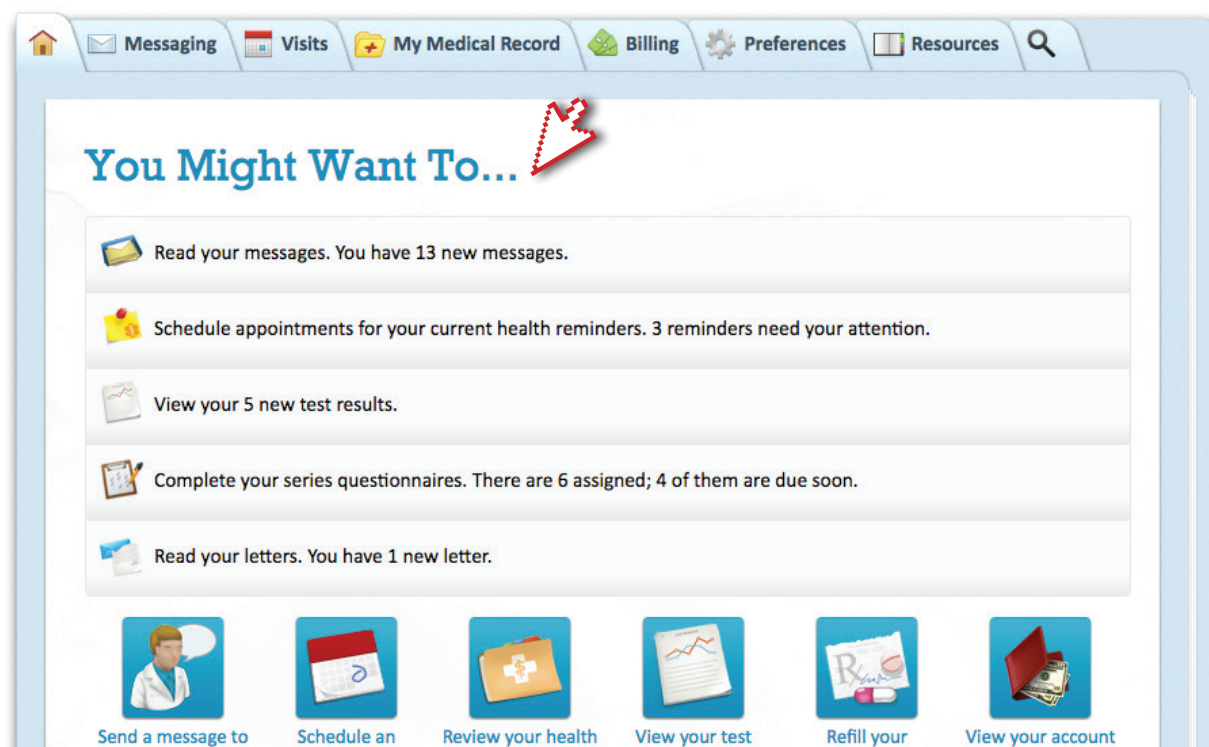
## Your MyChart Home Page

**THE HOME PAGE** is where you access your MyChart services and features.

Every time you log into your MyChart account, you will see new action items on the home page that let you know of new activity **"You Might Want To ..."** do or look into.

### STEP 1

- New email messages
- New instructions for an upcoming visit
- New test results
- New billing statements



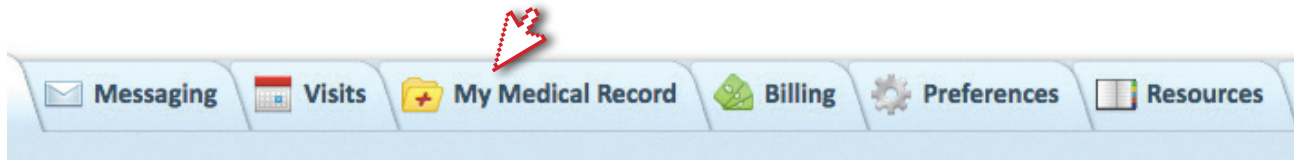
*Home Page continued on next page*



Home Page, continued

## STEP 2

**USE MENU TABS** to find what you're looking for on your MyChart account.



**EASY NAVIGATION**  
from the home page ...

## Finding Your Way Through MyChart

Choose a link from the main menu bar to start using MyChart's many features and services. Here are **7 examples** to get you started. To learn more about MyChart, click on other menu tabs and drop-down options.

### 1. Email your doctor with questions about your health

From the "**Messaging**" tab, click on the "**Get Medical Advice**" option. Select your doctor's office from the drop-down menu, type in your **Subject**, and then type in your **message**. When you're done, press the **Send** button.

**Get Medical Advice**

For questions that need to be answered within 72 hours, please contact your physician's office via phone. For emergencies, please call 911. MyChart is used for non-urgent issues. Thank you.

When using MyChart, it must pertain to the patient the account is associated to. For questions about other family members, please use the My Family Records feature to access their account. If you do not have proxy setup to access other family members, please complete the [Proxy Authorization Form](#) and return it to your physician's office.

From: MyChart Hawaii [30000003]

To the office of: Physician, Family, MD

If you do not see your Physicians name listed, please call their office directly.

Subject: Enter Text Here

Doctor, I have rash on my face and neck since yesterday. Could it be reaction from the meds I started taking? Please advise. Thank you.

Send Cancel

[Back to the Home Page](#)

*Finding Your Way Through continued on next page*

## *Finding Your Way Through, continued*

These are a few examples of situations where you may want to email your doctor:



- **You want to describe symptoms** to ask if there is something you can do at home. For example, I've had a runny nose, sore throat, and cough for 2 days. Should I come in, or what cold medicine do you recommend? Or, I was working in my yard and twisted my back again. I think I am going to need some more time with Doug in physical therapy. Can you authorize that for me?
- **You want to follow-up** on how you're doing: I'm now exercising 15 minutes a day, 5 days a week. Is it okay to increase to 30 minutes a day? Or, Just letting you know that I've been cigarette free for 1 week. Or, I'm scheduled for the diabetes education class next week. Or, I received my shingles shot at Longs Kailua yesterday.
- **You're taking home readings** and are reporting them in: My blood pressures this week are Sun 140/86, Mon 162/92, Tue 156/84, Wed 146/86, Thurs 148/88, Fri 154/88, Sat 146/86.

## 2. View recent test results

From the “**My Medical Record**” tab, click on the “**Test Results**” option. Click on the test result that you want to see. For a printed copy, click on the printer icon in the upper right corner.

VIEW TEST RESULTS online ...



In an effort to keep you informed regarding your medical care, your lab results are being made available to you. You will find these results have the most value when they are interpreted for you by your physician. You may receive a message from your physician within a few days, otherwise please make an appointment to discuss any concerns you have with your physician. You may use MyChart to make an appointment if you don't already have one scheduled.

Please contact your clinic for lab results prior to your MyChart activation date and for results related to cytology or pathology. Also, imaging and cardiology results are not released through MyChart. Thank You.

Click on a row to see your test results.

Search this list   Test results per page: 10

Date	Test	Ordered By	Status
03/14/2017	CBC PLT W/AUTO DIFF	Family Physician, MD	Final result
03/14/2017	GLUCOSE,BY MONITORING DEVICE	Family Physician, MD	Final result

## 3. Get prescription refills

From the “**Messaging**” tab, click on the “**Request Rx Refill**” option. Click on the prescription listed to reorder a supply or for a new or different prescription, write an email to your doctor. For a printed copy, click on the printer icon in the upper right corner.

**Request Rx Refill**

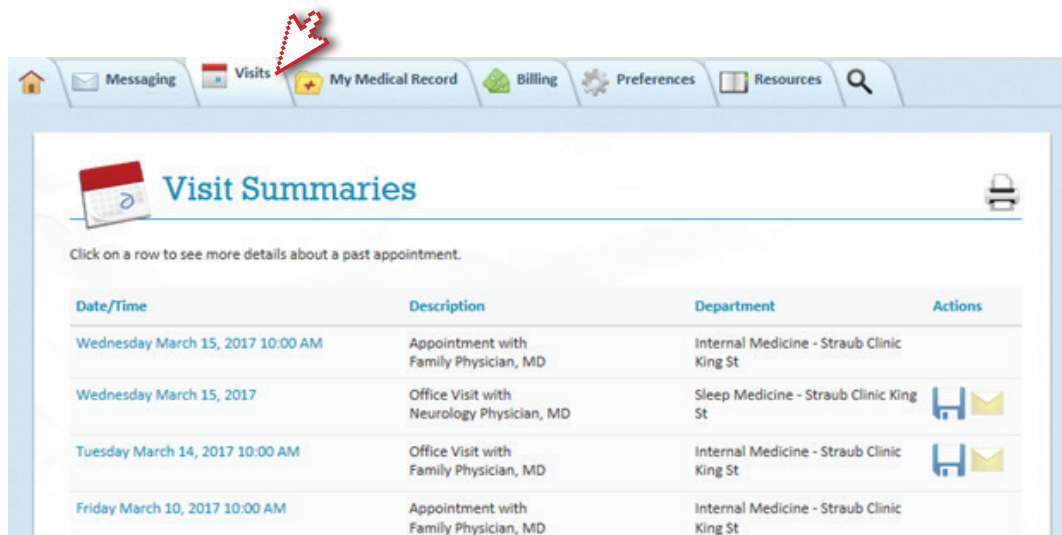
Step 1 of 2: Choose prescriptions to refill

If the medication you would like to refill is not on this list, or you need an urgent refill of your medication, please call your physician's office. For all other requests, select the prescription to refill and click "continue."



## 4. See a summary of your doctor visits

From the **"Visits"** tab, click on the **"Visit Summaries"** option. Click on the visit summary that you want to see. For a printed copy, click on the printer icon in the upper right corner.



## 5. Schedule doctor appointments

From the **"Visits"** tab, click on the **"Schedule an Appointment"** option. Select from the **"Reason for visit"** option, enter **"Continue"** and progress with each screen to provide the information requested.

**SCHEDULE AN APPOINTMENT**  
online ...



## 6. Pay bills online

From the **"Billing"** tab, click on the **"Billing Account Summary"** option. Click on **"See Account Detail"** to view your bill and to make an online payment. For a printed copy of your bill or online payment, click on the printer icon.

You can  
**PAY YOUR BILLS**  
online ...



**Billing Account Summary**

Click **Account Detail** or **See More Payments** to see more information about a particular account. If you have an amount due on an account, click **Pay Bill** to pay online using a credit card.

Account	Account Type	Last Payment	Amount Due
Guarantor #600305 Mychart Hawaii Hawaii Pacific Health	Physician Billing <a href="#">See Account Detail</a>	\$5.35 11/18/2013 <a href="#">See More Payments</a>	\$82.08 <a href="#">Pay</a>
	Hospital Billing <a href="#">See Account Detail</a>	No payments on this account in the last year. <a href="#">See More Payments</a>	\$28.89 <a href="#">Pay</a>

[Back to the Home Page](#)

## 7. Help family track their health care

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

### PROXY ACCESS FOR CHILDREN

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows:

- When the child is aged zero to 13, a parent or legal guardian with proxy access has complete access to the child's medical record.
- When the child turns 14 and through the age of 17, proxy access will be limited to certain kinds of 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 his or her own health care, proxy access may be continued.

### PROXY ACCESS FOR ADULTS

Adult patients 18 and older generally monitor and manage their own MyChart accounts. However, if a patient turns 18 and wants or needs to have another adult serve as proxy representative, that young-adult patient can complete a Proxy Authorization Form. The most common example of proxy access for adult patients is when older parents want their health care managed by their adult children.



### *Can I view a family member's health record in MyChart?*

Yes, you can. This is called Proxy access and allows a parent (or guardian) or authorized adult to view a family member's chart. To do so, you must first log into your own personal MyChart account, after which you can view the account of the child or adult for whom you have proxy authorization.

*Proxy access continued on next page*

*Proxy access, continued****How do I get proxy access to a family member's account?***

You must have your own MyChart account and authorized proxy access. If the patient is a child through the age of 17, the child's parent can request and complete the Proxy Authorization Form. If the patient is an adult 18 and older, the patient can request and complete the Proxy Authorization Form.

You can obtain the MyChart Proxy Authorization Form by requesting it at your next visit to the clinic. Proxy access is usually activated within 4 business days.

- ▶ **ASK FOR THE FORM IN PERSON** Adult patients can ask for a proxy form when they visit the clinic or hospital. You can also complete and turn it in at that time.
- ▶ **DOWNLOAD THE FORM FROM YOUR COMPUTER** The Proxy Authorization Form is posted on the login page at [www.hawaiiipacifichealth.org/MyChart](http://www.hawaiiipacifichealth.org/MyChart).
  - a. Click ENROLL NOW Button
  - b. Click Request Online Button at bottom of screen by No Access Code?
  - c. Under Help Family Members Track Their Health Care – click on blue Proxy Activation Form
  - d. Print it out, complete the form, and turn it in to your doctor's office.

