



# MyChart Patient Guide

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# Table of Contents

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Table of Contents .....	2
Account Settings: Change Your Shortcuts .....	4
Account Settings: Change Password .....	6
Account Settings: Multi-factor authentication settings.....	8
Account Settings: Communication Preferences .....	10
Account Settings: reduce number of test result notifications (enable daily summary) .....	11
Account Settings: Deactivate Account .....	13
Account Settings: Update Personal Information .....	14
Settings: Change language .....	16
Appointments: Cancel .....	17
Appointments: Schedule an Appointment .....	19
Appointments: Schedule a Mammogram .....	23
Appointments: view After Visit Summary and/or Clinical Notes.....	27
Appointments: use the Wait List .....	29
Billing: Request Financial Assistance .....	32
Billing: View your Account.....	33
My Record: Download Past Visit Records.....	36
My Record: Request my Medical Records .....	38
Insurance: Add Insurance Coverage .....	39
Messaging: Ask a Medical Question.....	41
Medication Refill Request .....	43
Messaging: Archive messages.....	46
Messaging: Review archived messages.....	47
Messaging: View your new messages .....	48
Messaging: View your sent messages .....	49

Proxy Invite (18+ patients only) .....	50
Proxy Access Overview.....	53
Proxy Sharing: How to remove another person’s access to your account .....	57
Proxy Sharing: How to view another person’s record that you have access to.....	59
Update Advance Care Planning .....	60
View and/or Complete Questionnaires .....	61
View Test Results.....	62
Review Terms and Conditions .....	65

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# Account Settings: Change Your Shortcuts

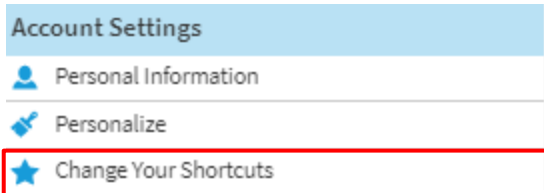
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You can change the shortcuts you see in the menu bar at the top of each page when viewing your MyChart account.

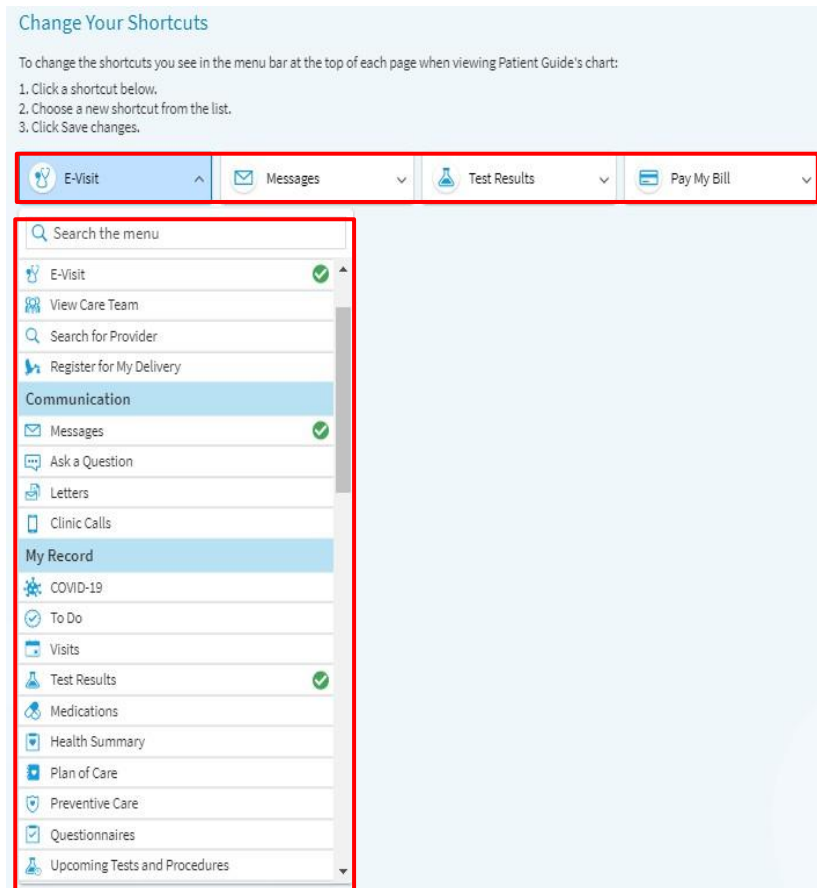
1. Select the **Menu**



2. Under Account Settings, Select **Change Your Shortcuts**



3. Select a shortcut and choose a shortcut from the list.



#### 4. Select **Save changes**

**Change Your Shortcuts**

To change the shortcuts you see in the menu bar at the top of each page when viewing Patient Guide's chart:

1. Click a shortcut below.
2. Choose a new shortcut from the list.
3. Click **Save changes**.

Visits Messages Test Results Pay My Bill

**Save changes**

Menu Visits Messages Test Results Pay My Bill

**Change Your Shortcuts**

To change the shortcuts you see in the menu bar at the top of each page when viewing Patient Guide's chart:

1. Click a shortcut below.
2. Choose a new shortcut from the list.
3. Click **Save changes**.

Visits Messages Test Results Pay My Bill

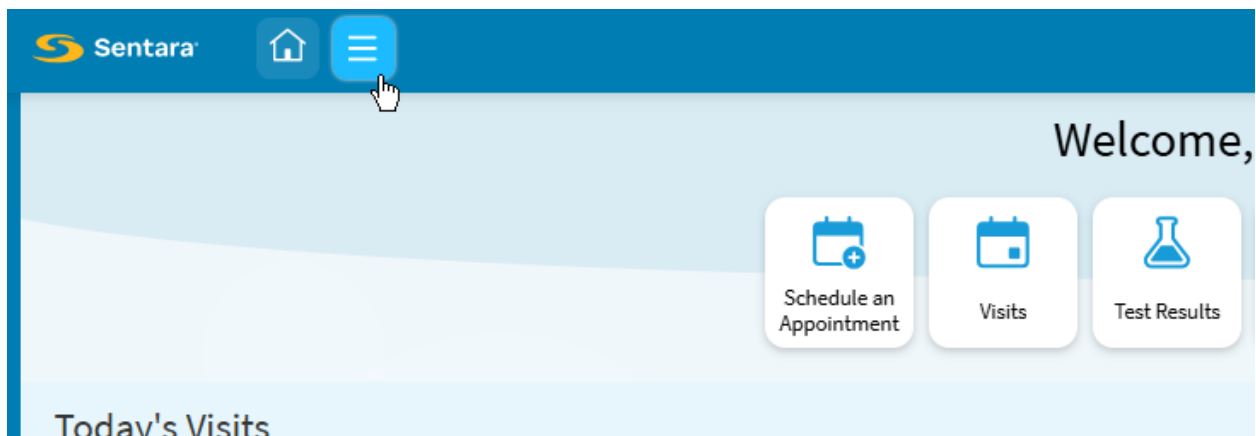
Save changes **✓ All changes have been saved.**

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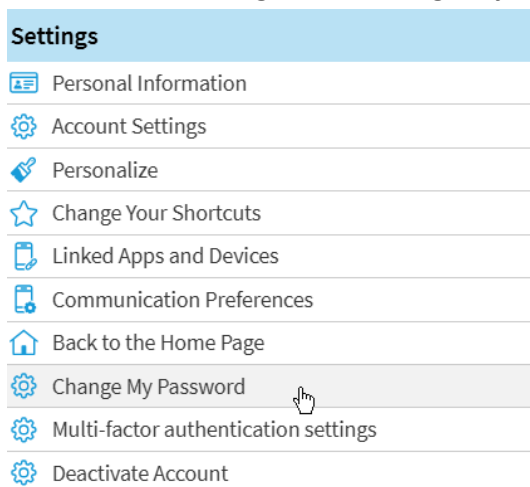
# Account Settings: Change Password

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1. Select the **Menu**



2. Under **Settings**, select **Change My Password**



3. Enter your new password into the Password and Confirm password fields, then click Submit

Please keep your password confidential to protect your medical information.



### Tips When Creating Your Password

- Must include a character or symbol (e.g., !@#\$%^&\*)
- Cannot be your username, first or last name (ex. Michael or Jones)
- Cannot use common words (ex. baseball, password, mychart)
- Cannot use last 10 passwords

Password 👁

- ✗ Cannot match the value of First Name, Last Name, Username
- ✗ One lowercase character, one uppercase character, one number, one special character
- ✗ Must be at least 8 characters long
- ✗ Cannot contain more than 2 repeated consecutive characters
- ✗ Cannot contain common passwords

Confirm Password 👁

Submit

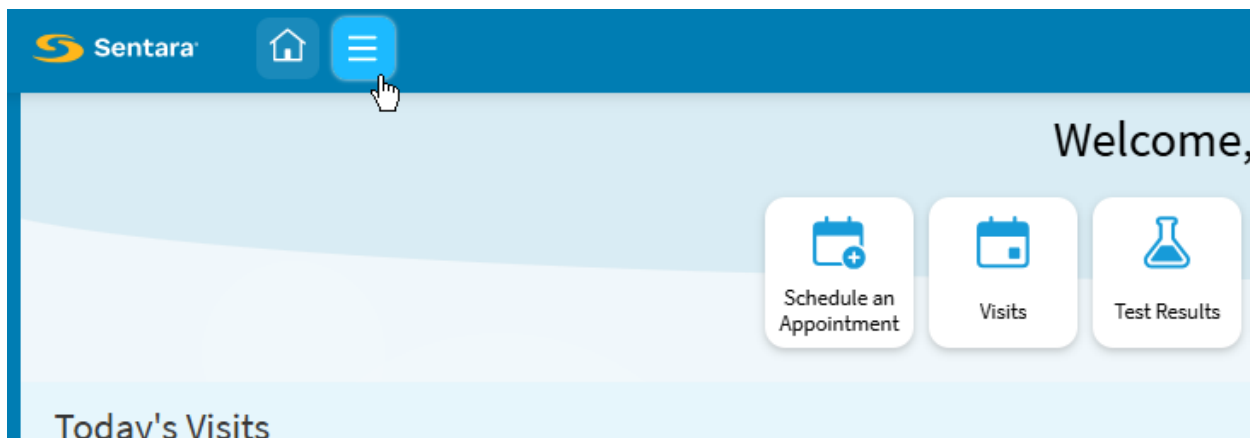
[Cancel](#)

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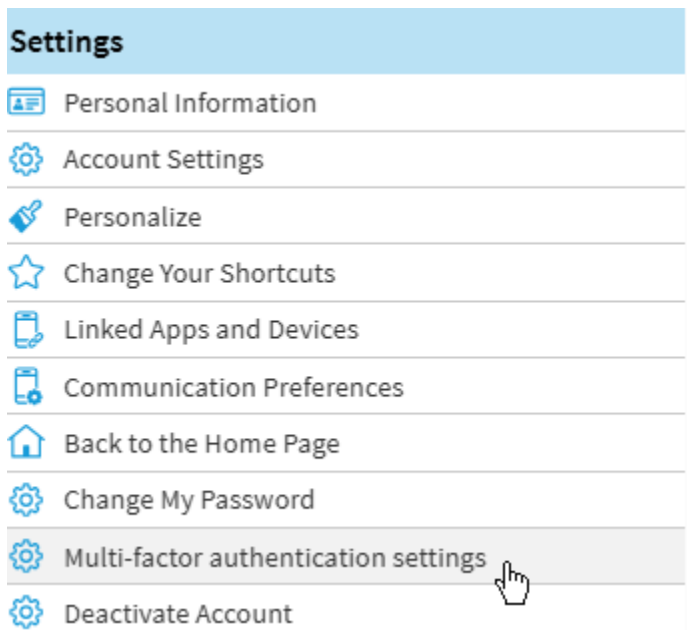
# Account Settings: Multi-factor authentication settings

---

1. Select the **Menu**



2. Under **Settings**, select **Multi-factor authentication settings**



3. If you have multi-factor authentication ENABLED for your Sentara MyChart account, you can follow the prompts on the page to disable multi-factor authentication

### Multi-factor Authentication

Multi-factor authentication is currently enabled for your Sentara MyChart account.

Sentara recommends keeping multi-factor authentication enabled, to enhance the security of your Sentara MyChart account.

Select Cancel if you want to keep multi-factor authentication enabled. Select Continue if you are sure you want to disable multi-factor authentication.

Continue

Cancel

- OR if you have multi-factor authentication DISABLED for your Sentara MyChart account, you can follow the prompts on the page to enable multi-factor authentication

### Multi-factor Authentication

Multi-factor Authentication is currently disabled for your Sentara MyChart account.

Sentara recommends enabling multi-factor authentication, to enhance the security of your Sentara MyChart account.

Continue

Cancel

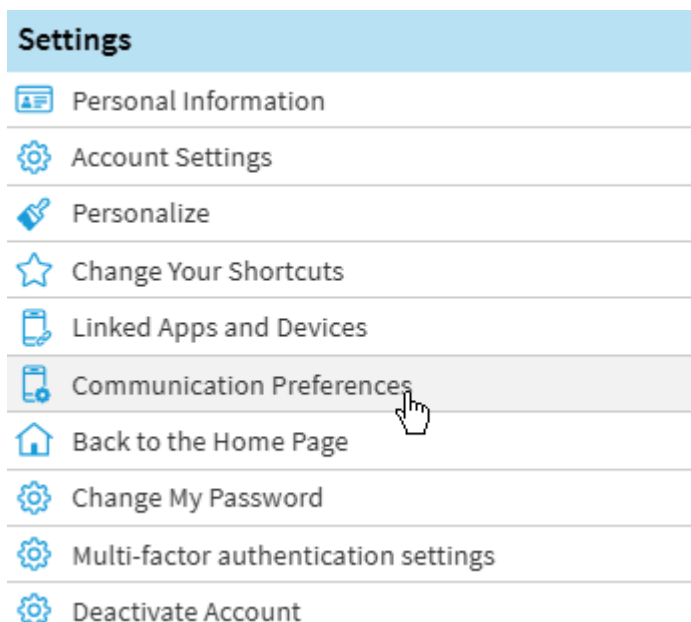
[MyChart Help & FAQs](#)

# Account Settings: Communication Preferences

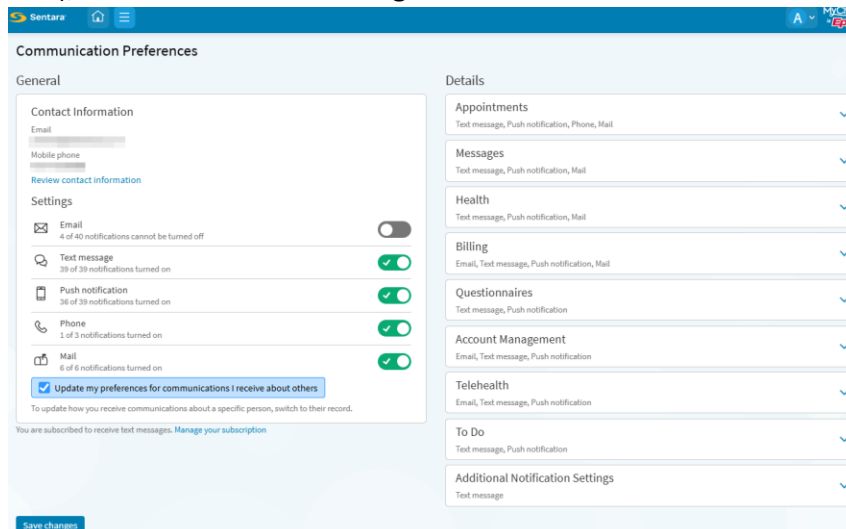
1. Select the **Menu**



2. Under **Settings**, select **Communication Preferences**



3. Select how you would like to receive your MyChart notifications (email, text, push, call, or mail), and then select **Save changes**



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# Account Settings: reduce number of test result notifications (enable daily summary)

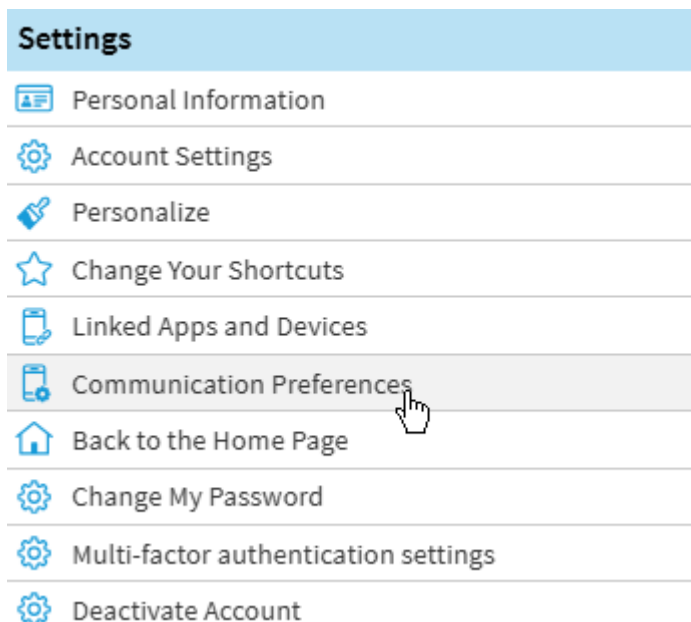
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If you want to reduce the number of test result notifications you receive, follow these steps to set up a daily test result notification summary. **Please be aware that turning on the daily summary may cause you to not be notified immediately about your test results!**

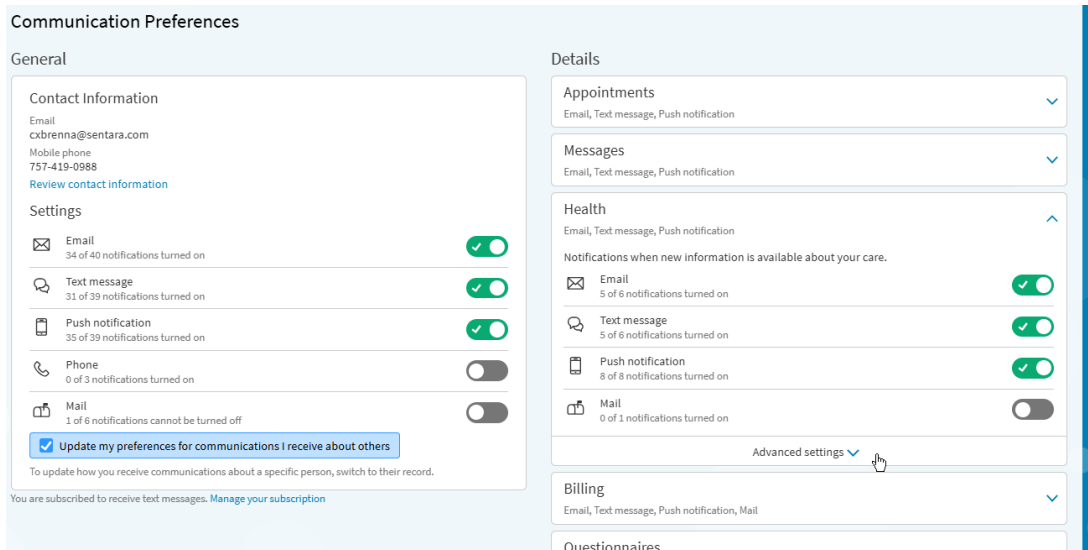
1. Select the **Menu**



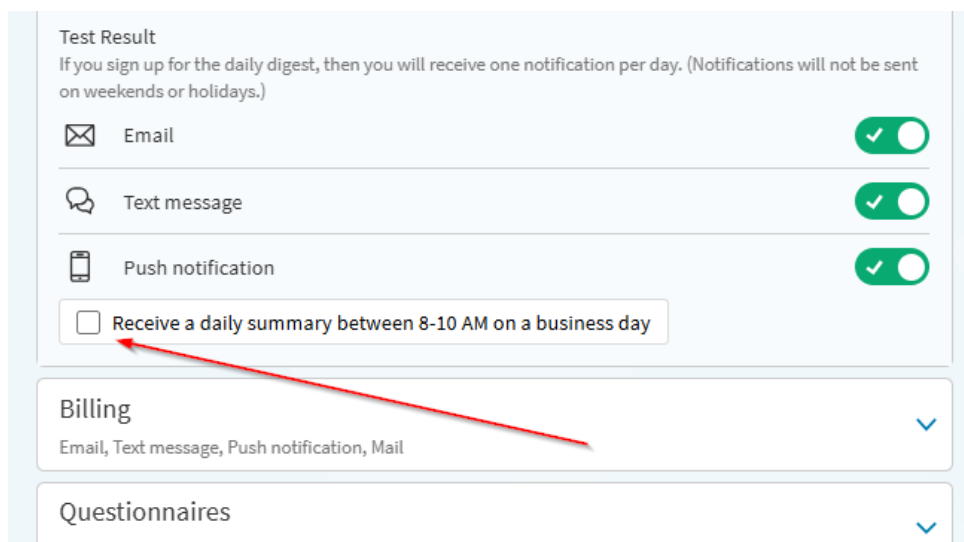
2. Under **Settings**, select **Communication Preferences**



3. Select **Health** (in the "Details" column)
4. Select **Advanced Settings**



5. Scroll down to Test Result
6. **Check the box for Receive a daily summary between 8-10 AM on a business day**



7. Select the **Save changes** button

*If you want to undo this action in the future, repeat the above steps but uncheck the box (instead of checking it).*

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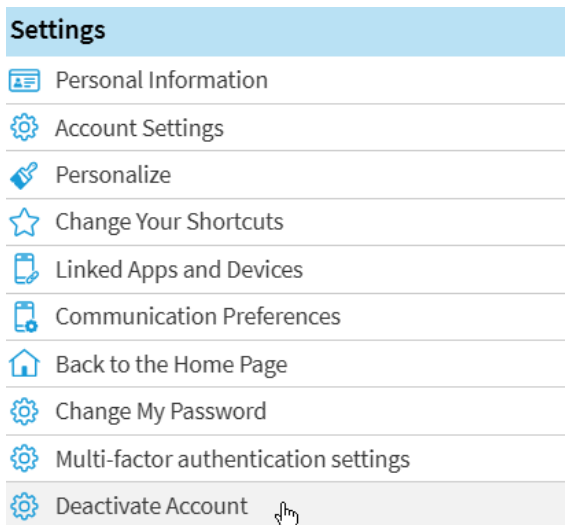
# Account Settings: Deactivate Account

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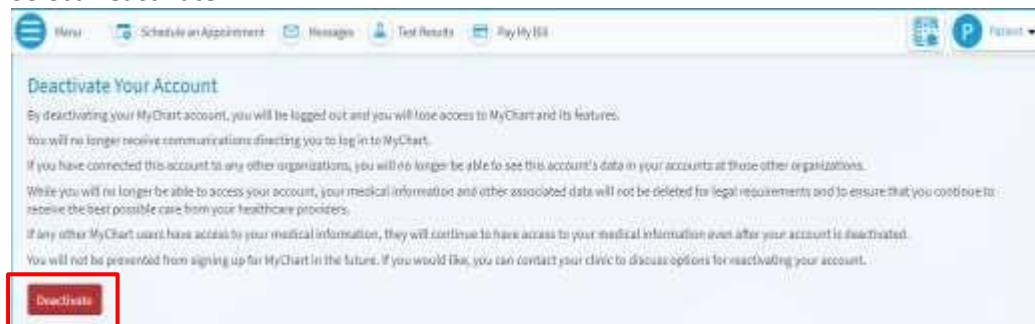
1. Select the **Menu**



2. Under **Settings**, select **Deactivate Account**



3. Select **Deactivate**



---

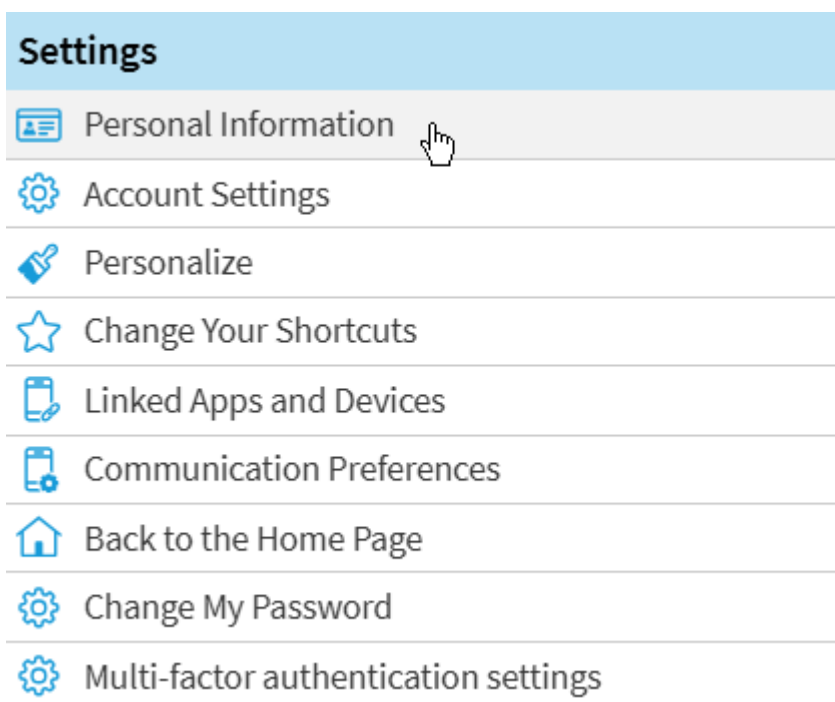
# Account Settings: Update Personal Information

---

1. Select the **Menu**



2. Under **Settings**, select **Personal Information**



3. On the page, you can click **Edit** under **Contact Information** to edit your contact information (1), or click **Edit** under **Details About Me** to edit your personal details (2), or use the **Emergency Contacts** feature to Edit/Remove/Add contacts as needed (3)


## Personal Information





Wanda

### Contact Information

 Some contact information needs to be verified

 Address  
101 Happy Ln  
Vienna VA 22180-6782

 Contact methods  
 Email: [blacked out]  
Mobile: [blacked out]  
Home: [blacked out]

Verify information

1

Edit

### Details About Me

 [Learn more about these terms](#)

Preferred first name

—

Race

Other/Unknown

Ethnicity

Not Hispanic or Latino

Preferred language

English

[More about me](#) 

2

Edit

### Emergency Contacts

These people may be contacted in the event of an emergency. If you're looking for information about Health Care Agents, please go to the [End-of-Life Planning](#) page.

3

#### My Dad (Primary)

Father

 Contact methods

Email: —

Mobile: [blacked out]

 Edit

 Remove

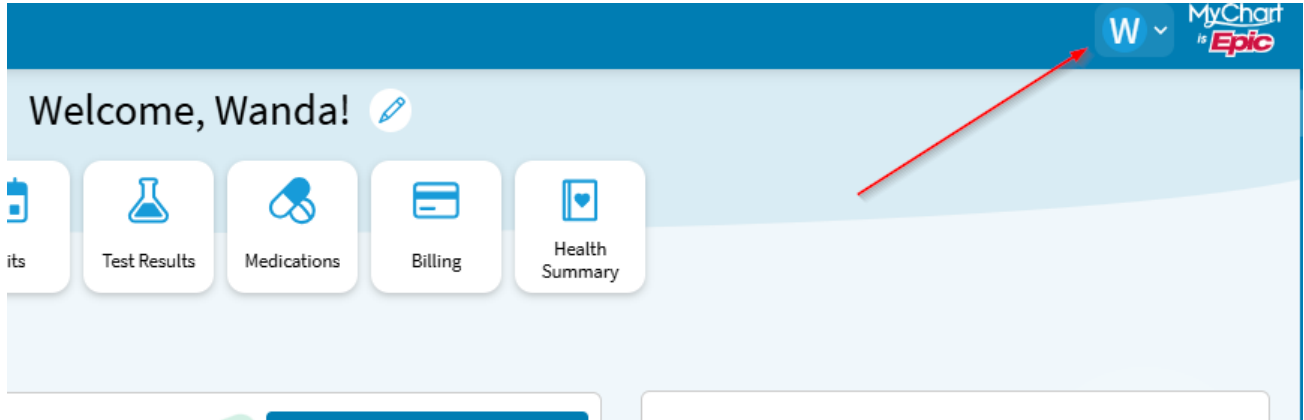
[+ Add contact](#)

---

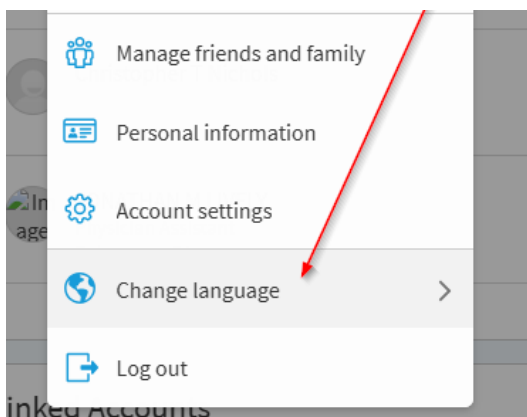
# Settings: Change language

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1. Select **initial/name icon** in the top right corner



2. Select **Change language**, then pick your desired language to switch to

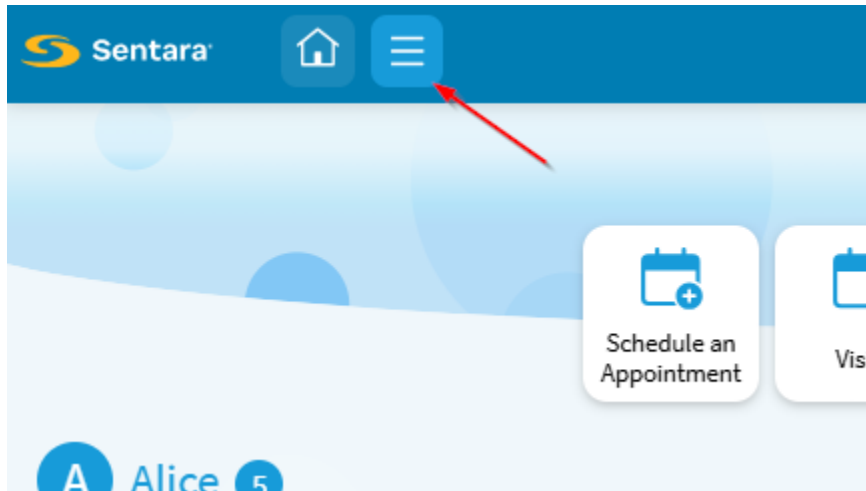


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# Appointments: Cancel

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1. Select the **Menu**



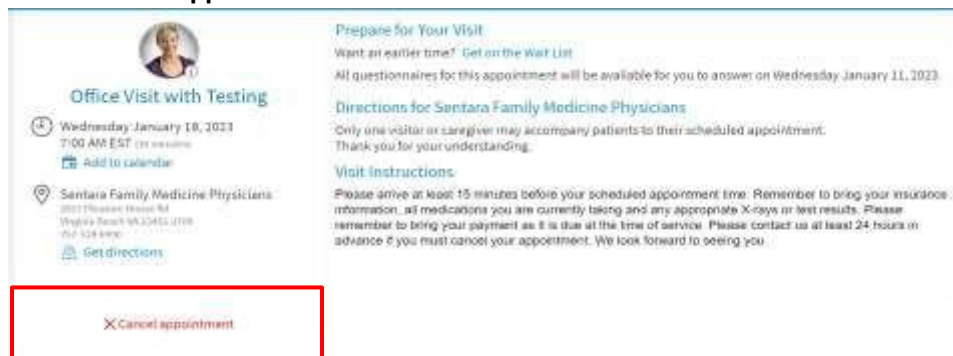
2. Under **My Record**, Select **Visits**



3. Select the appointment you wish to cancel



4. Select **Cancel Appointment**



5. Select and/or enter the reason for cancelling your appointment in the comments section and then select **Confirm Cancellation**

Select a reason for cancellation:

Condition Changed

Day/Time/Location Inconvenient

Family Err

Rescheduled Appointment

Something else (patient/proxy use only)

Comments:

Confirm cancellation

Back

---

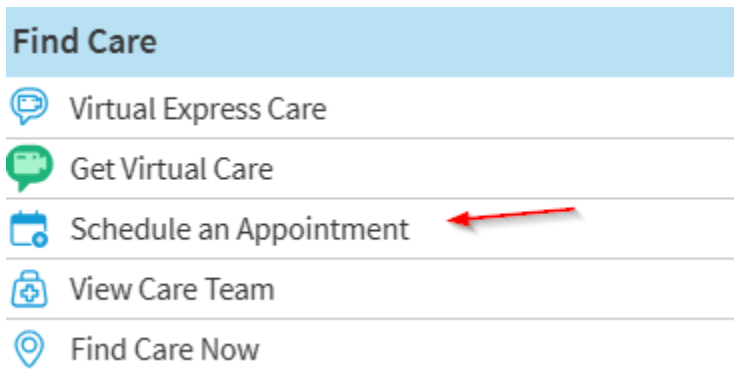
# Appointments: Schedule an Appointment

---

1. Select the **Menu**














2. Under **Find Care**, select **Schedule an Appointment**




3. Select a provider who matches your needs OR select a specific reason for scheduling an appointment, to see your options for appointments.
- Please note that the list of providers available will be based on who is on your care team and providers that you have past and/or future appointments with.
  - Please note that the list of providers shown in this image is just an example – your list may differ.
  - Please note that your available reasons for scheduling may differ from what you see in the example.

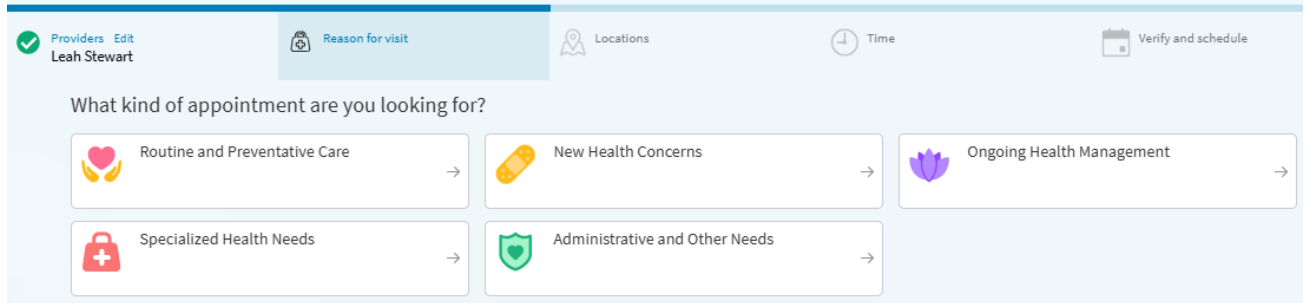
**Schedule an Appointment**  
For medical emergencies, please call **911**.

Schedule with a specific provider OR Tell us why you're coming in

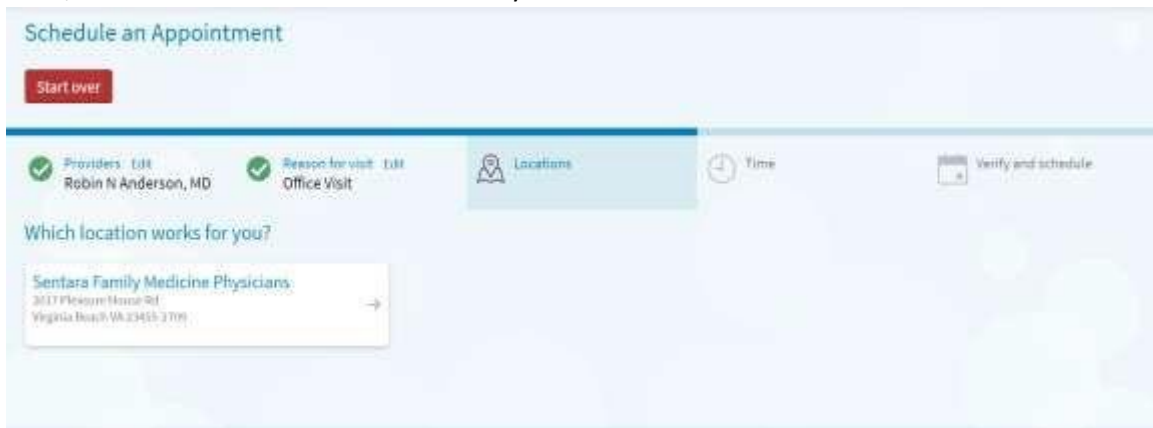
 Kathy A Macdonald Day →	 Lauren M Padmore →	 <b>Find Care Now</b> Includes same day emergency room, urgent care and walk-in options →	 <b>Virtual Care</b> Schedule a virtual care visit →
 Leah Stewart Family Practice →		 <b>Mammography</b> Schedule an appointment for a mammogram →	 <b>Lab</b> Routine lab visit →
		 <b>Physical Therapy</b> Schedule an appointment for virtual physical therapy →	 <b>Alternative Medicine</b> Includes massage therapy and chiropractic care →
		 <b>Weight Management</b> Bariatrics care →	 <b>All options</b> List of specialties and services available →

 Need help scheduling? Please call your provider's office.

- After you select the provider OR reason for visit, follow the prompts on the screen to pick the right type of appointment for you
  - Please note that the prompts will vary depending on the provider, the reason for visit, etc., and can include questionnaires



- Then, select which location works best for you



- Then, select a time & date that works best for you. Use the Search Criteria/Filters to filter the results as you see fit.



6. Under the **Insurance on File** section you can update, remove, and/or add insurance coverage. Select **This information is correct** once you have made any changes and/or verified the information is correct

8. Review the Appointment details and ADD your comment and/or reason for scheduling the visit
- Select **Schedule it** once you are ready to schedule

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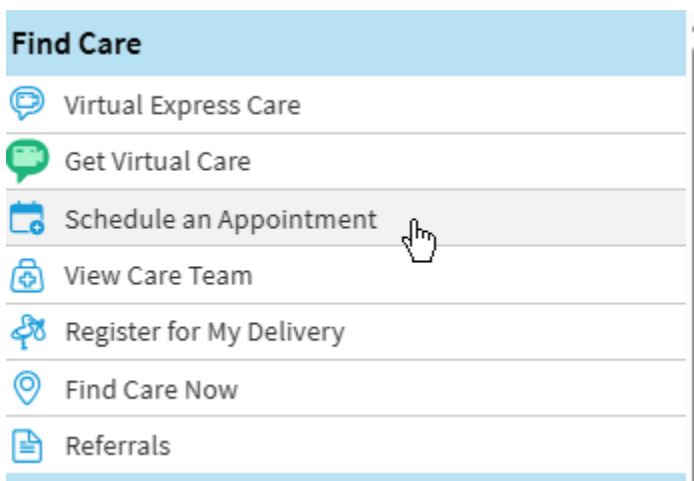
# Appointments: Schedule a Mammogram

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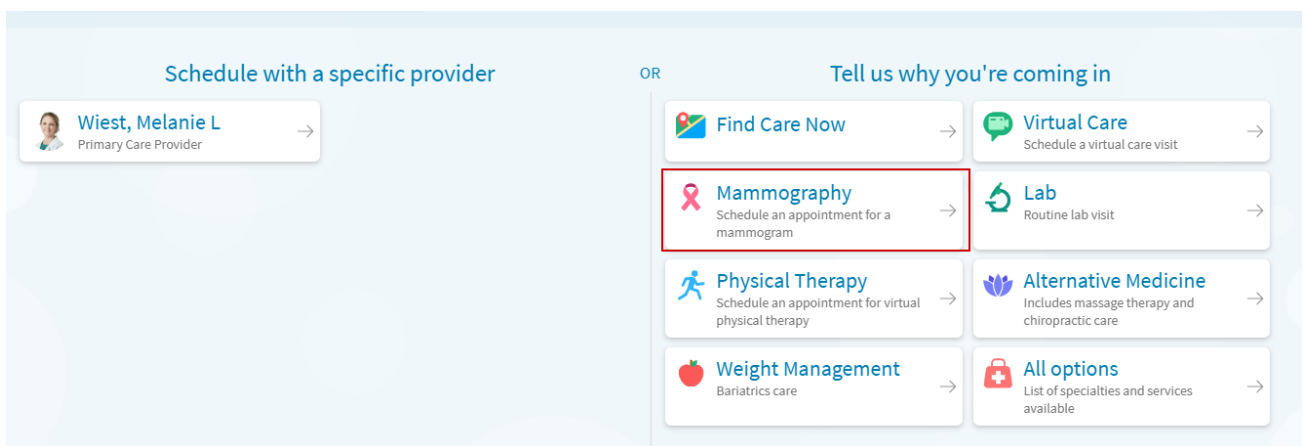
1. Select the **Menu**



2. Under Find Care, select **Schedule an Appointment**



3. Select **Mammography**



4. Select the mobile van or screening mammogram option

# Mammography (Imaging)

 Routine Annual Screening Mammogram – Mobile Van →

 Routine Annual Screening Mammogram →

5. Complete the screening questionnaire and select **Continue**
6. Select the location where you would like to have your mammogram and select **Continue**

### Schedule an Appointment Start over

✓ Specialty Edit Mammography ✓ Reason for visit Edit 3D Screening Mammogram 📍 Locations 🕒 Time 📅 Verify and schedule

Which locations work for you? All Near me Near home  →

<input type="checkbox"/> Any location Schedule at any available location.	<input type="checkbox"/> Dorothy G Hoefler Comprehensive Breast Center Port Warwick 11803 Jefferson Ave, Suite 130 Newport News VA 23608 128.3 miles from home	<input type="checkbox"/> Sentara 29N Mammography Breast Center 3283 PROFFIT ROAD CHARLOTTESVILLE VA 22911 92.1 miles from home	<input type="checkbox"/> Sentara Advanced Imaging Center Gloucester 5659 Parkway Drive, Suite 130 Gloucester VA 23061 108.6 miles from home
<input checked="" type="checkbox"/> Sentara Advanced Imaging Center Independence 800 Independence Blvd Virginia Beach VA 23455 148.1 miles from home	<input type="checkbox"/> Sentara Advanced Imaging Center St. Luke 20209 SENTARA WAY CARROLLTON VA 23314 137 miles from home	<input type="checkbox"/> Sentara Albemarle Medical Center Breast Center 1144 N. Road Street Elizabeth City NC 27909 183.0 miles from home	<input type="checkbox"/> Sentara Belle Harbour Women's Imaging 3920A Bridge Road SUITE 300 SUFFOLK VA 23435 143.5 miles from home
<input type="checkbox"/> Sentara Careplex Imaging 3000 Coliseum Drive Hampton VA 23668 131.5 miles from home	<input type="checkbox"/> Sentara Fort Norfolk Diagnostic Center 301 Riverview Ave Suite 830 NORFOLK VA 23510 145.8 miles from home	<input type="checkbox"/> Sentara Greenbrier HealthPlex Breast Center 713 Volvo Parkway, Suite 105 Chesapeake VA 23320 153.1 miles from home	<input type="checkbox"/> Sentara Halifax Regional Hospital Breast Center 2204 Wilborn Avenue South Boston VA 24592 182.2 miles from home
<input type="checkbox"/> Sentara Lake Ridge Advanced Imaging Center 12825 Minnieville Road Lake Ridge VA 22192 20 miles from home	<input type="checkbox"/> Sentara Lorton Station Women's Imaging Center 8966 Lorton Station Blvd Ste 200 Lorton VA 22079 15.5 miles from home	<input type="checkbox"/> Sentara Martha Jefferson Comprehensive Breast Center 595 MARTHA JEFFERSON DRIVE CHARLOTTESVILLE VA 22911 97.0 miles from home	<input type="checkbox"/> Sentara McLeskey Comprehensive Breast Center 6251 E. Virginia Beach Blvd Suite 105 NORFOLK VA 23502 147.9 miles from home
<input type="checkbox"/> Sentara Norfolk Comprehensive Breast Center 800 Gresham Drive Norfolk VA 23507 145.7 miles from home	<input type="checkbox"/> Sentara Northern Virginia Comprehensive Breast Center 2300 Opitz Boulevard Woodbridge VA 22191 22.3 miles from home	<input type="checkbox"/> Sentara Obici Comprehensive Breast Center 2800 Godwin Boulevard Suffolk VA 23454 148.3 miles from home	<input type="checkbox"/> Sentara Princess Anne Comprehensive Breast Center 1975 Glenn Mitchell Drive Suite 100 Virginia Beach VA 23458 154.7 miles from home
<input type="checkbox"/> Sentara Princess Anne Comprehensive Breast Center 1950 Glenn Mitchell Drive Suite 208 Virginia Beach VA 23458 154.7 miles from home	<input type="checkbox"/> Sentara Spring Creek Mammography Breast Center 29 JEFFERSON COURT ZION CROSSROADS VA 22942 89.6 miles from home	<input type="checkbox"/> Sentara SRMH Funkhouser Women's Center 2275 Health Campus Drive Harrisonburg VA 22801 104.1 miles from home	<input type="checkbox"/> Sentara Ultrasound Associates Womens Imaging Center 5055 SEMINARY RD #104 ALEXANDRIA VA 22311 5.8 miles from home
<input type="checkbox"/> Sentara Virginia Beach Comprehensive Breast Center 1080 First Colonial Road Suite 100 Virginia Beach VA 23454 150.4 miles from home	<input type="checkbox"/> Sentara Williamsburg Comprehensive Breast Center 400 Sentara Circle WILLIAMSBURG VA 23188 108.5 miles from home		

Continue 1 location selected

7. Select the appointment location & time that is best for you

The screenshot shows the 'Schedule an Appointment' interface. At the top right is a 'Start over' button. Below the header, there are four status indicators with checkmarks: 'Specialty Edit Mammography', 'Reason for visit Edit 3D Screening Mammogram', 'Locations Edit Sentara Advanced Imaging Center Independence', and 'Time'. A 'Verify and schedule' button is also present. The main heading is 'Select a time for your 3D Screening Mammogram appointment'. The date is 'Thursday December 22, 2022'. A grid of time slots is displayed, with the 7:30 AM slot on Thursday selected. Below this, the date changes to 'Saturday December 24, 2022' with time slots from 8:00 AM to 11:30 AM. On the right, a 'Search Criteria' panel shows 'Locations: Sentara Advanced Imaging Center Independence' and 'Start search on: 12/22/2022'. A 'Refine Search' section allows filtering by day (Monday-Friday) and time (AM/PM).

8. Under the **Insurance on File** section you can update, remove, and/or add insurance coverage. Select **This information is correct** once you have made any changes and/or verified the information is correct.

The screenshot shows the 'Schedule an Appointment' interface with the 'Time' field updated to 'Thursday December 22, 2022 7:30 AM'. A message states: 'This time slot is reserved for you until 2:13 PM. Please complete scheduling by then.' Below this is the 'Verify your insurance' section. Under 'Insurance on File', it says 'You have no insurance on file.' There is a '+ Add a coverage' button. At the bottom left, a green box with a checkmark contains the text 'This information is correct', which is highlighted with a red border.

9. Review the Appointment details and ADD your comment and/or reason for visit. Select **Schedule it** once you are ready to schedule.

Reason for visit [Edit](#)  
Routine Annual Screening Mammogram

Questionnaire [Edit](#)

Locations [Edit](#)  
Any location near home

Time [Edit](#)  
Friday April 17, 2026 12:30 PM

[Verify and schedule](#)

**You're almost done...**  
This appointment time is reserved for you until 4:20 PM.

Screening Mammogram with SLR MAMMO RM 2

Friday April 17, 2026 12:30 PM (30 minutes) [Edit](#)

Sentara Lake Ridge Advanced Imaging Center  
12825 Minnieville Road  
Lake Ridge VA 22192-3602  
703-523-1560 [Edit](#)

Favorite this appointment to easily schedule again later

What is the most important thing you want addressed during this visit?

\*Comments  
Annual mammogram

484 of 500 characters remaining

[Schedule it](#)

**Directions for Sentara Lake Ridge Advanced Imaging Center**  
SLR MAMMOGRAPHY - We are located at Sentara Lake Ridge Advanced Imaging Center at 12825 Minnieville Road, Suite 100, Lake Ridge, VA 22192. Please arrive 15 minutes prior to appointment, please park in front of the Non-Emergency Doors. Please enter and check-in at the Outpatient Advanced Imaging Center on the 1st floor. Please call Central Scheduling at 703-523-1560 if you need to reschedule your appointment, or have questions about your exam. Please call SLR Mammography at 703-523-9854 if you are in a wheelchair or cannot stand on your own feet will. Previous mammogram reports and films are **IMPERATIVE** for your care. Please obtain and bring any prior mammogram images and reports, taken at non-Sentara facilities, to us 2 DAYS PRIOR your scheduled appointment. Unsupervised children under the age of 14 are not allowed during your visit. Please arrange for appropriate childcare during your outpatient test/procedure.

**Visit Instructions**  
A screening mammogram is an x-ray of the breast that helps reveal changes in the breast before they can be felt by a woman or her doctor.

In a screening mammogram, two views are taken of each breast.

If you have any of the following conditions:  
nipple discharge  
palpable breast lumps  
thickening or dimpling of the breast  
implants  
follow up to an abnormal mammogram  
personal history of breast cancer

[View full instructions](#) if it is your first mammogram after a benign breast biopsy, then you should have a diagnostic mammogram, not a "SCREENING" mammogram.

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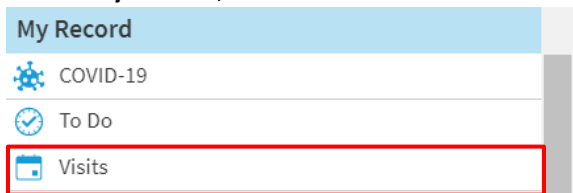
# Appointments: view After Visit Summary and/or Clinical Notes

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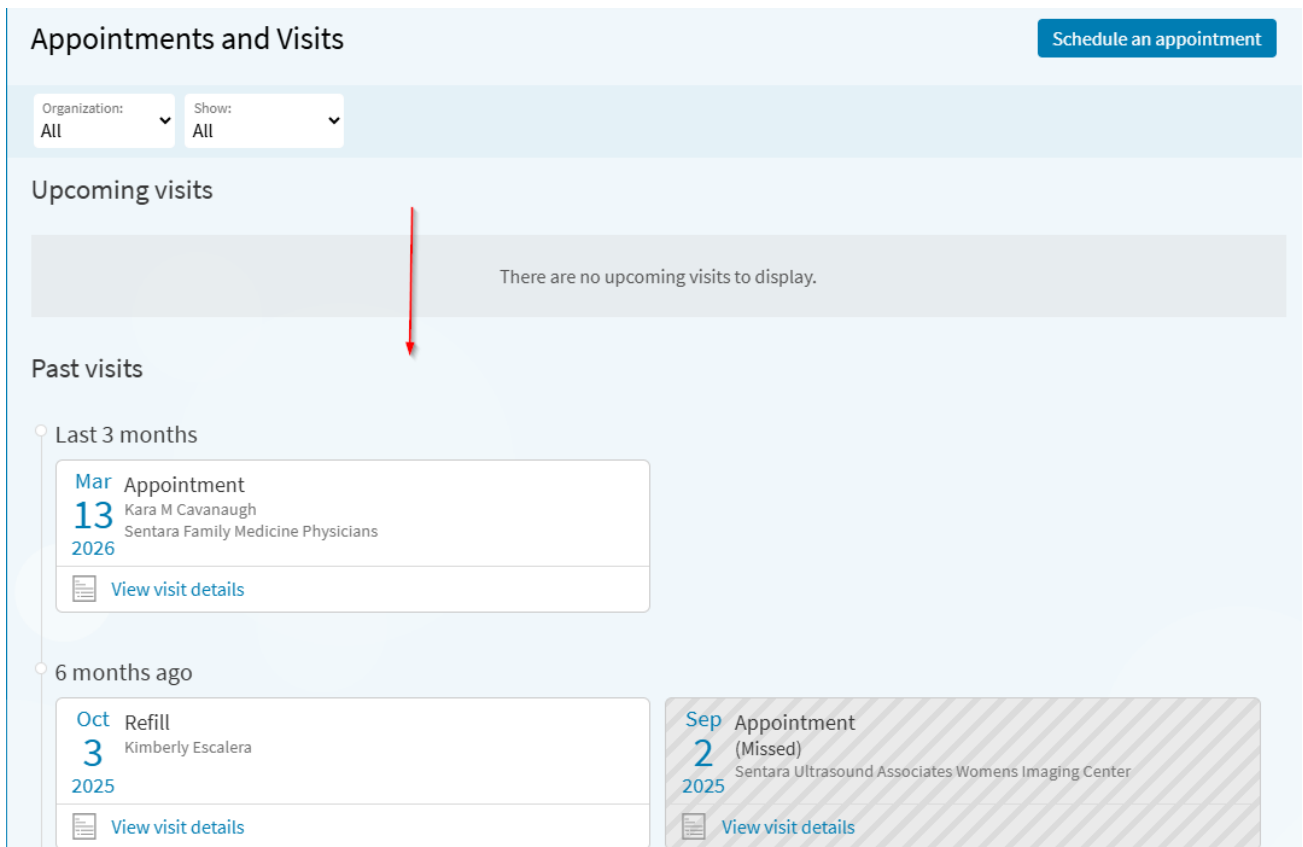
1. Select the **Menu**



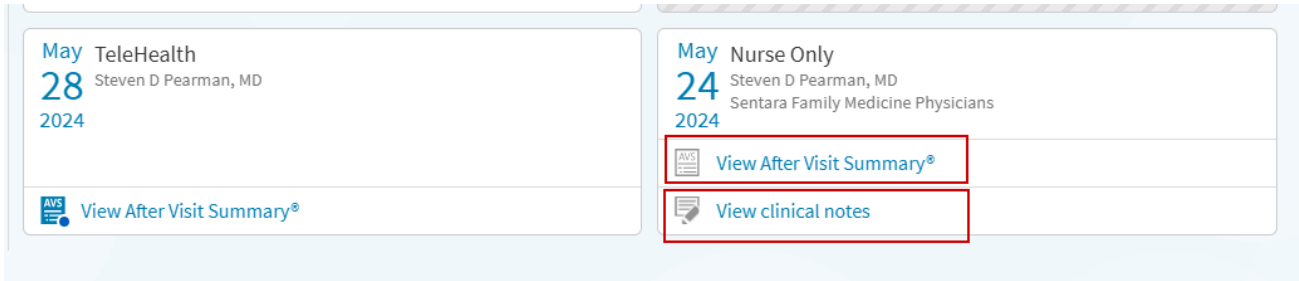
2. Under **My Record**, Select **Visits**



3. Scroll down to Past Visits

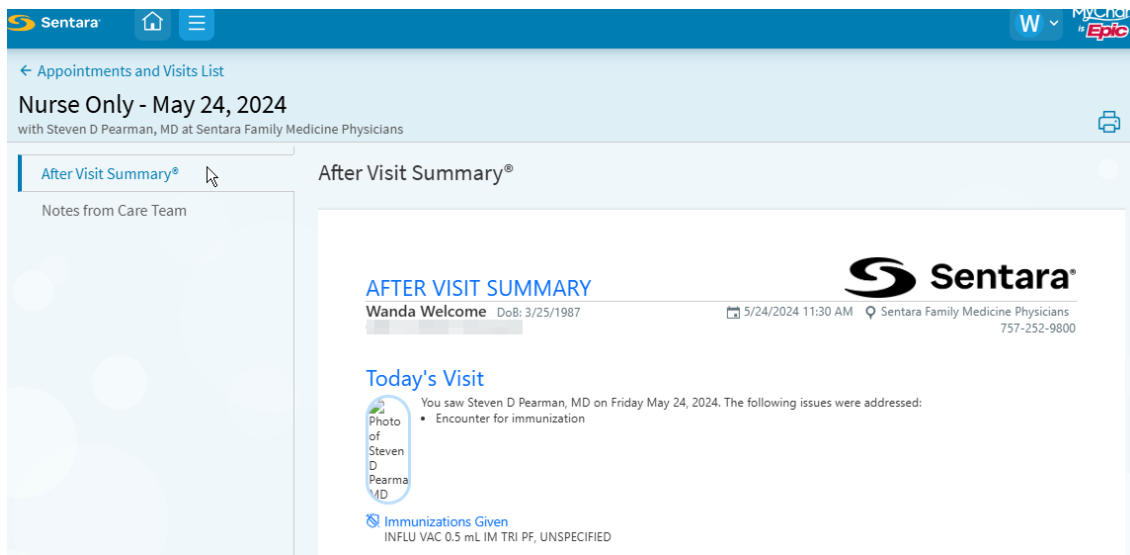


4. Find the past visit you want to view the After Visit Summary and/or clinical notes for, and then select either **View After Visit Summary** or **View clinical notes**



5. Once the After Visit Summary or Clinical notes (Notes from Care Team) page loads, you can view your selected option

*Note – if the visit has both options available, you can click the After Visit Summary and Notes from Care Team tabs on the left-hand side to switch between them*



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# Appointments: use the Wait List

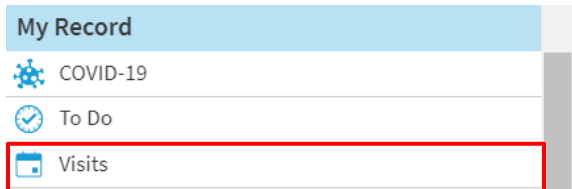
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The Wait List feature allows you to receive earlier times for your upcoming appointments (availability permitting).

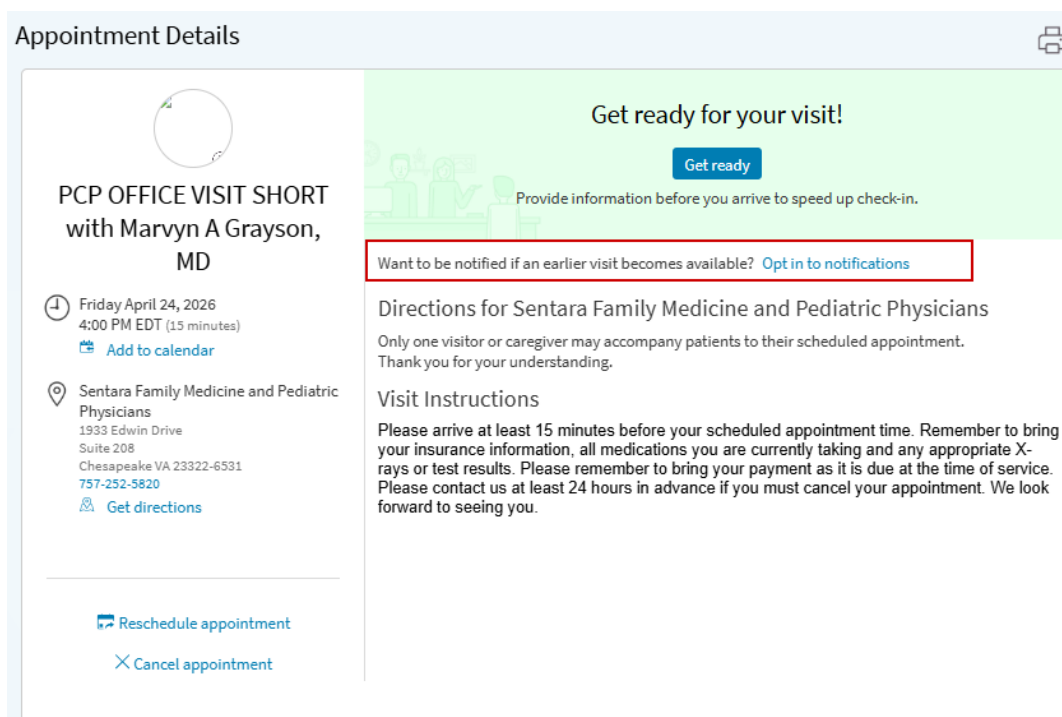
1. Select the **Menu**



2. Under **My Record**, Select **Visits**



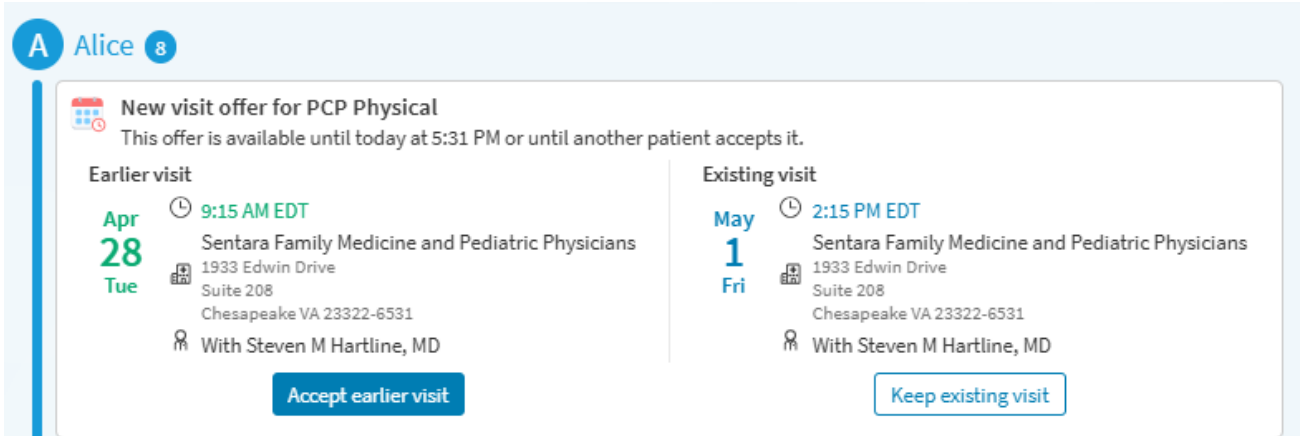
3. Select the upcoming appointment you want to get an earlier time for (if an earlier time becomes available)
4. Select **Opt in to notifications**



**IF** an earlier appointment becomes available, you will receive an alert via text or email. You can also see the appointment offer in MyChart. The appointment offers expire and are claimed on a FIRST COME, FIRST SERVED basis – make sure to act fast!

*(Please review the **Account Settings: Communication Preferences** section of this document for instructions on updating your email/text/etc. notification settings)*

5. Once you've been notified of an offer, sign into MyChart and you'll see your new appointment time offer on the home page (you may need to scroll down)

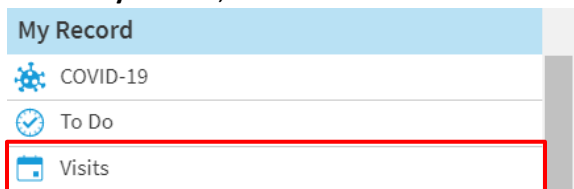


6. Select **Accept earlier visit** to accept the new time or select **Keep existing visit** to decline the offer

7. OR go to the impacted appointment's appointment details page: first, select the **Menu**



8. Under **My Record**, select **Visits**



9. Select **Details** on the appointment you received an offer for

Apr  
23  
Thu

PCP OFFICE VISIT SHORT with Leah Stewart  
🕒 Starts at 9:15 AM EDT (15 minutes)



Sentara Family Medicine Physicians  
2017 Pleasure House Rd  
Virginia Beach VA 23455-2709  
757-318-6900  
[📍 Get directions](#)

\$124.50 Prepay due

Get ready

Details

10. Then, select **Accept earlier visit** to accept the new time or select **Keep existing visit** to decline the offer

### Appointment Details



You can move this visit to an earlier time.

This offer is available until today at 5:31 PM or until another patient accepts it

**Earlier visit**

**APR 28 2026**

**PCP Physical**  
Steven M Hartline, MD  
Sentara Family Medicine and Pediatric Physicians  
1933 Edwin Drive  
Suite 208  
Chesapeake VA 23322-6531  
9:15 AM EDT

[Accept earlier visit](#)

**Existing visit**

**MAY 1 2026**

**PCP Physical**  
Steven M Hartline, MD  
Sentara Family Medicine and Pediatric Physicians  
1933 Edwin Drive  
Suite 208  
Chesapeake VA 23322-6531  
2:15 PM EDT

[Keep existing visit](#)

**PCP Physical with Steven M Hartline, MD**

🕒 Friday May 01, 2026  
2:15 PM EDT (30 minutes)  
[📅 Add to calendar](#)

**Get ready for your visit!**

[Make payment](#)

**\$109.50**

Save time by completing payments ahead of time.

You will be notified if an earlier visit becomes available. [Opt out of notifications](#)

All questionnaires for this appointment will be available for you to answer on Friday April 24, 2026.

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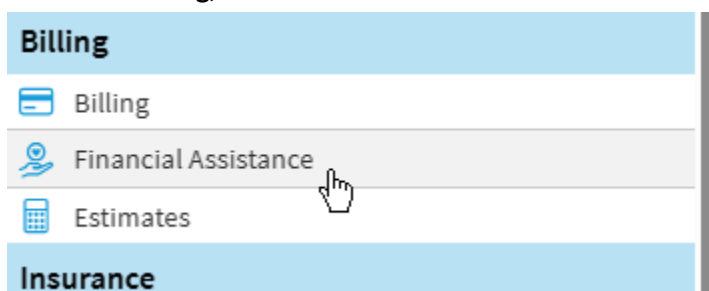
# Billing: Request Financial Assistance

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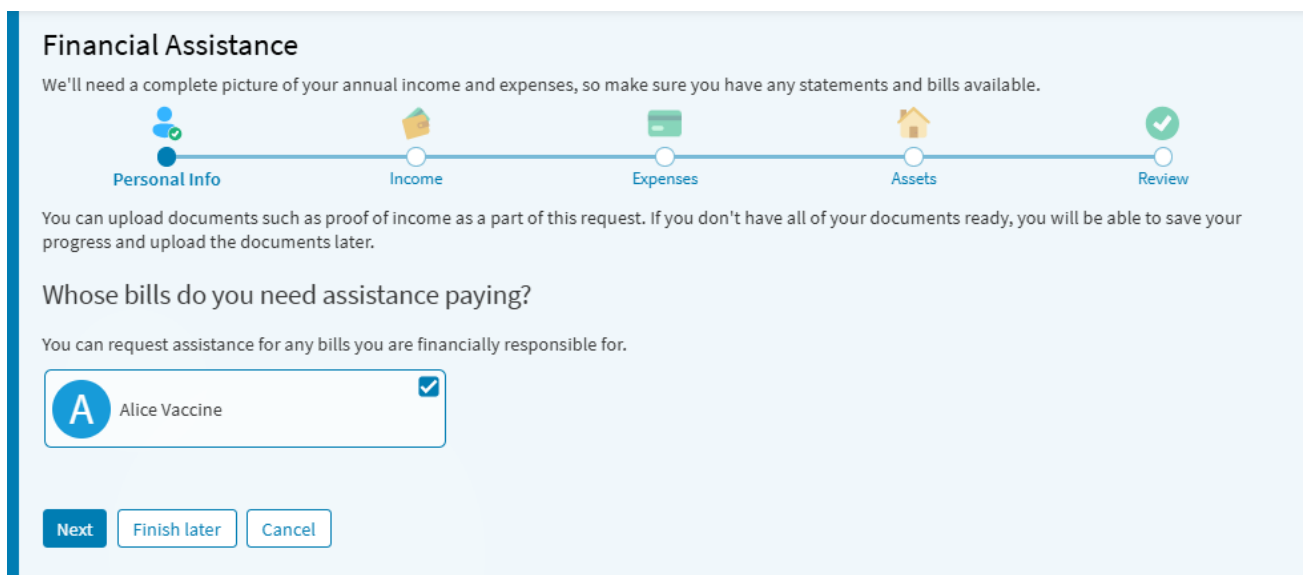
1. Select the **Menu**



2. Under **Billing**, Select **Financial Assistance**



3. Select the person's bill you need assistance with paying, and then select **Next**



4. Follow the prompts to complete the financial assistance application

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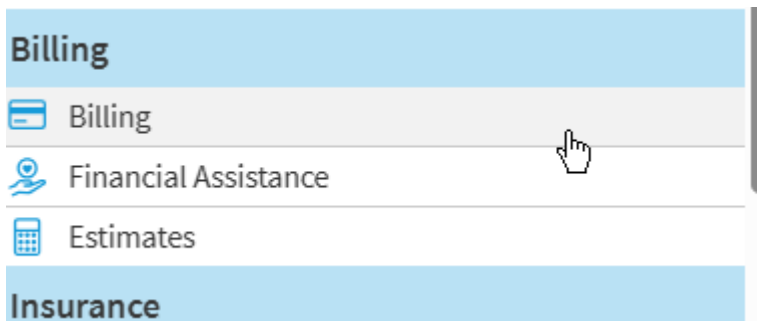
# Billing: View your Account

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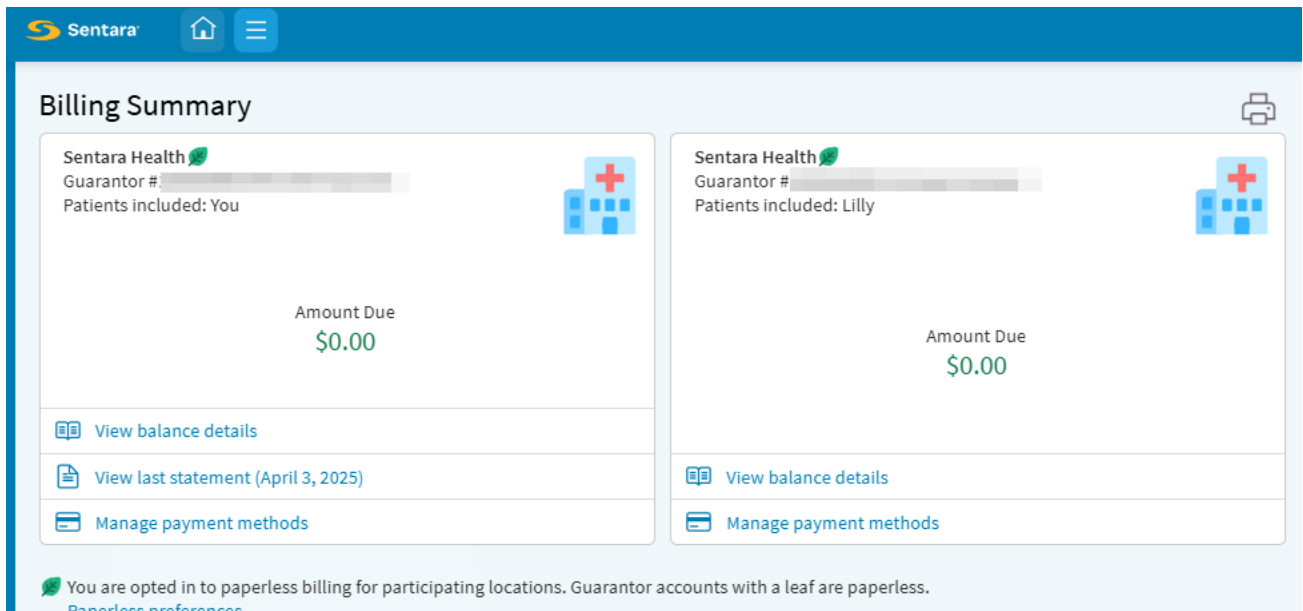
1. Select the **Menu**



2. Under **Billing**, select **Billing**



3. You can then view your provider account and/or hospital account. Click **View balance details** to see more information (outstanding balance(s), guarantor information, list of recent payments to the account, etc.)



4. You can make payments towards your balance(s) by selecting **Make a payment** on the balance you'd like to make a payment towards

**Sentara Health**

Guarantor # [REDACTED] (Ava Rehab)

Patients included: Ava



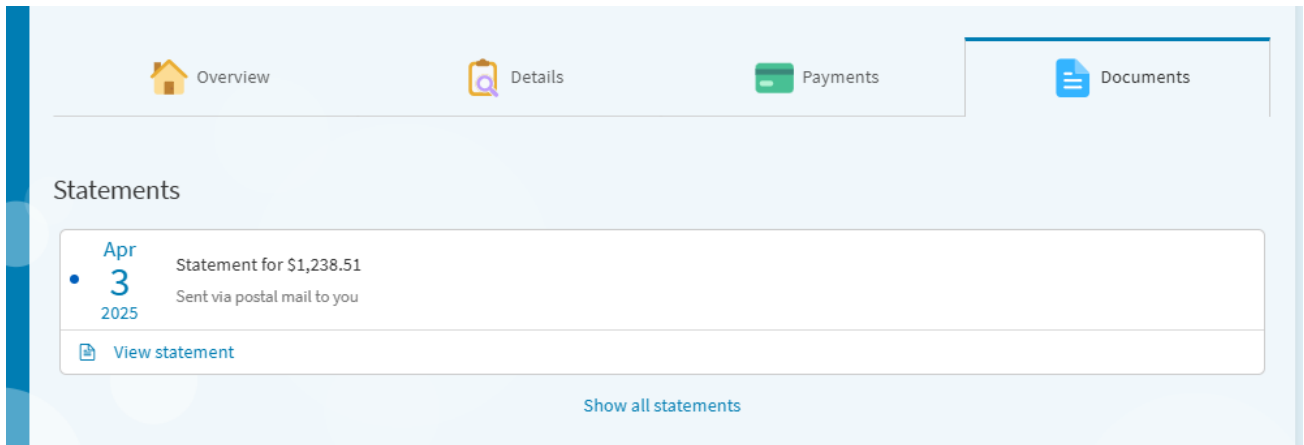
Amount Due

**\$238.50**

**Make a payment**

 [View balance details](#)

5. You can view a PDF of your last statement by selecting **Documents** and selecting **View statement** on the desired statement



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# My Record: Download Past Visit Records

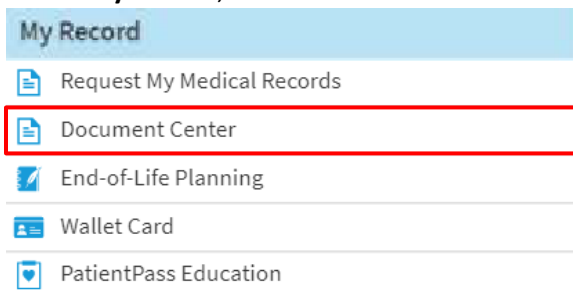
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Use MyChart to view, download, or send past visit records

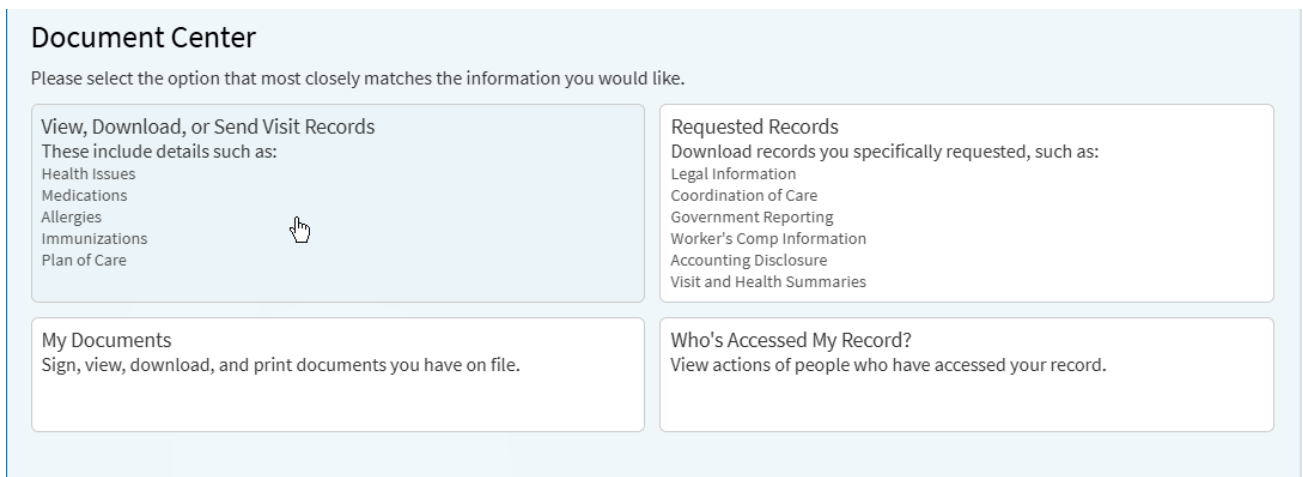
1. Select the **Menu**



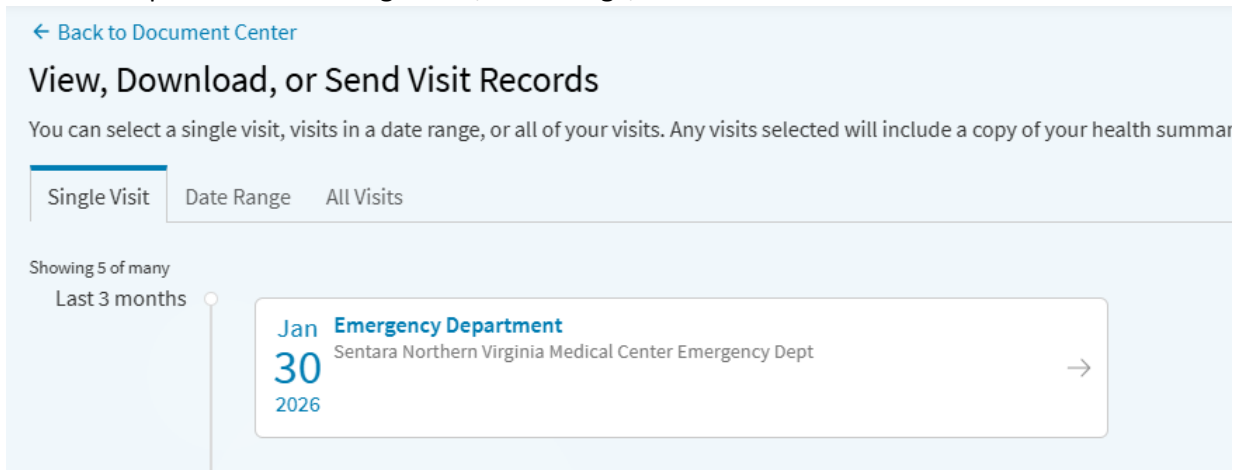
2. Under **My Record**, select **Document Center**



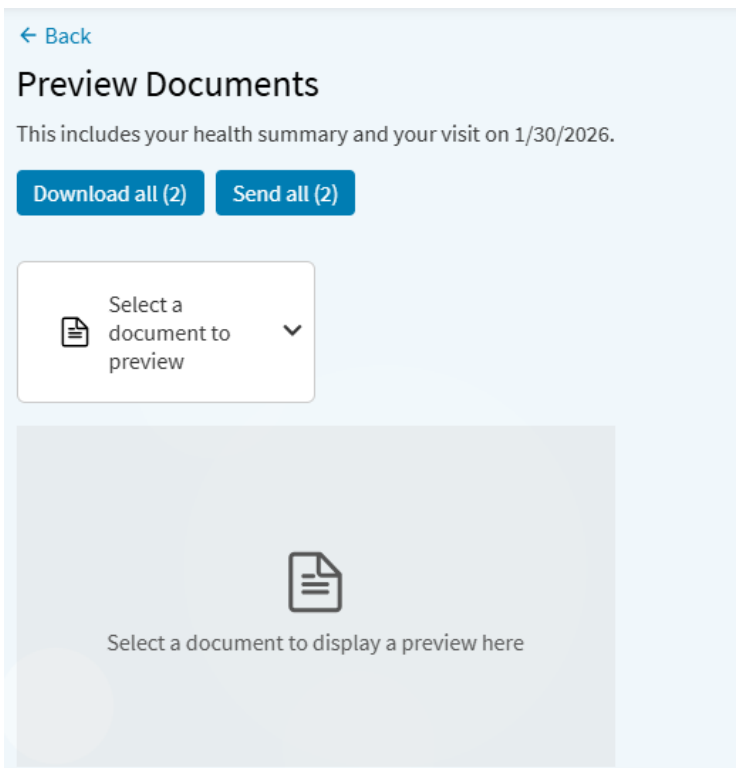
3. Select **View, Download, or Send Visit Records**



4. Download options include a **Single Visit, Date Range, All Visits**



5. Select **Download, Send, or preview**



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# My Record: Request my Medical Records

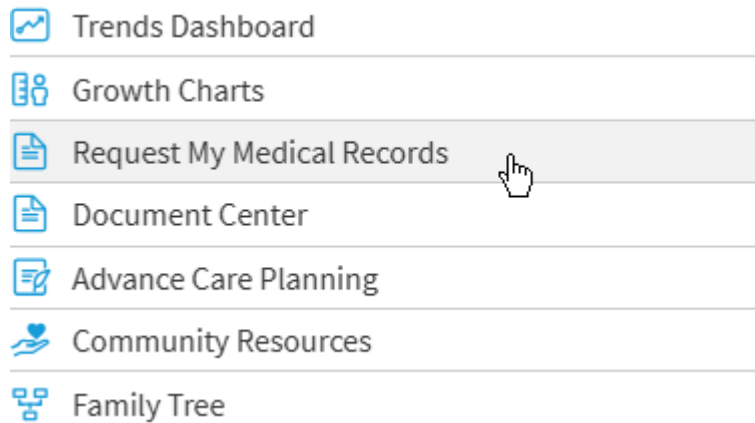
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Use MyChart to request your medical records

1. Select the **Menu**



2. Under **My Record**, select **Request My Medical Records**



3. Follow the prompts on the 3<sup>rd</sup>-party site to request your medical record(s)

*Note - Sentara does offer alternative options for requesting your medical record(s). Please go to this page for details:*

<https://www.sentara.com/patientguide/medical-records/request-your-medical-records>

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# Insurance: Add Insurance Coverage

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1. Select the **Menu**



2. Under **Insurance**, Select **Insurance Summary**



3. Select **Add a coverage**



4. Upload the front/back of your insurance card to allow our system to populate your insurance information for you OR select the **Enter manually** button to skip the image upload step.
5. After uploading, verify the information is correct and complete the remaining fields. Select Submit when finished.

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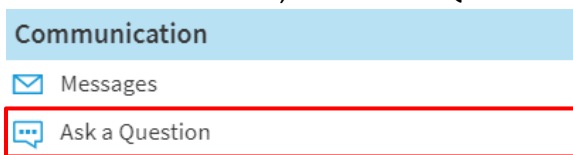
# Messaging: Ask a Medical Question

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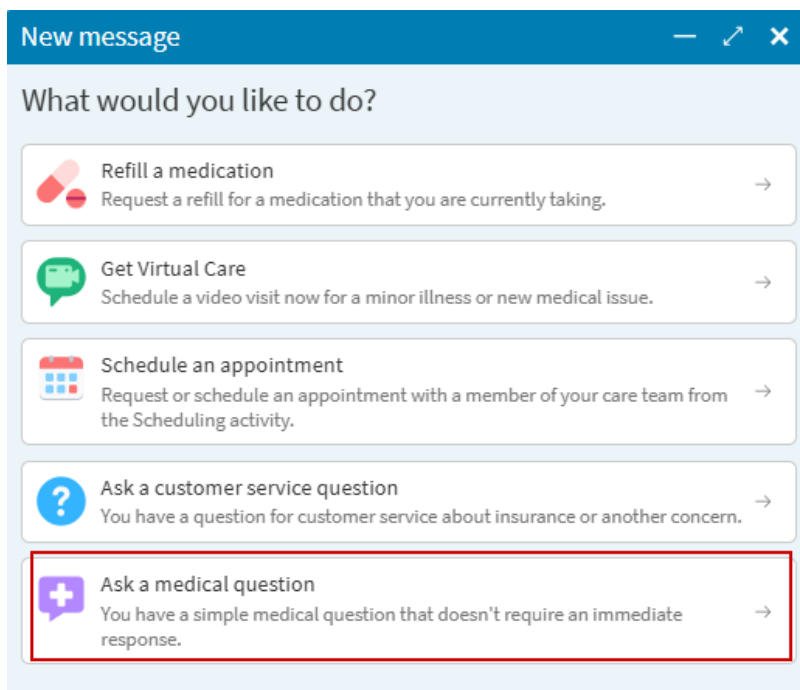
1. Select the **Menu**



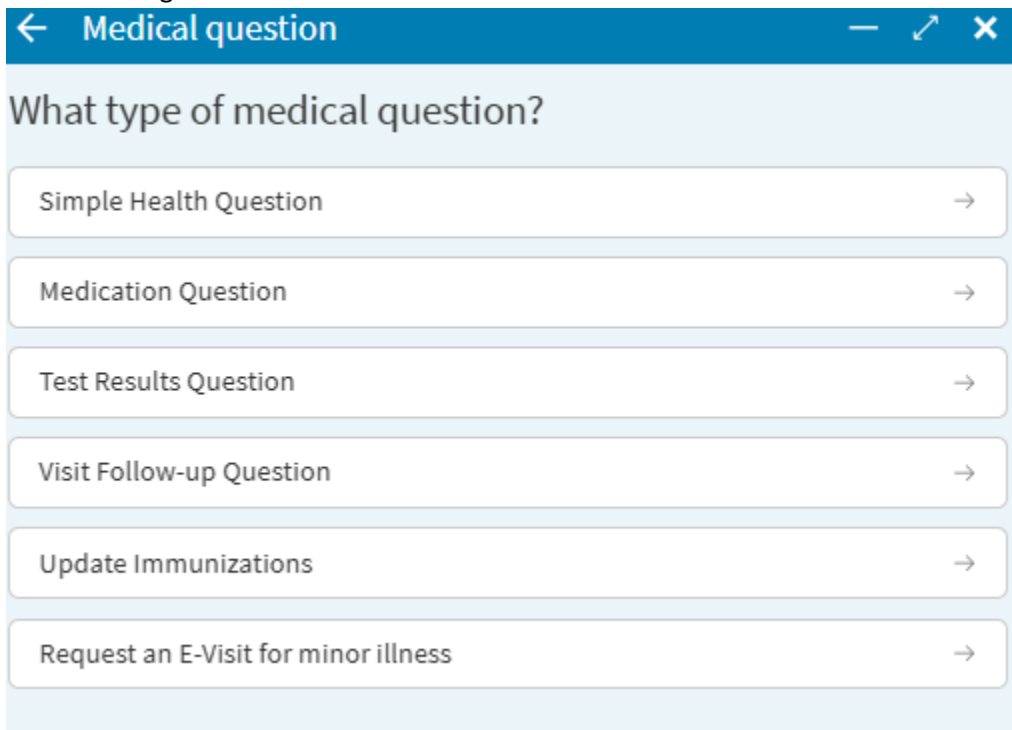
2. Under **Communication**, Select **Ask a Question**



3. Select **Ask a medical question**, review our disclaimer, then select **Next**



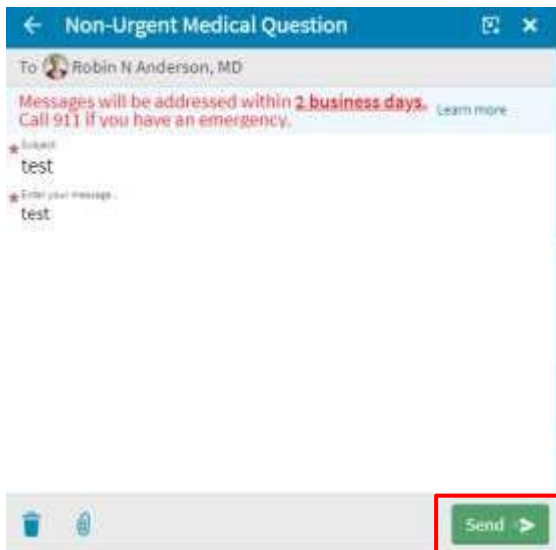
4. Select the type of medical question you would like to ask. Then, select the provider you would like to message.



The screenshot shows a mobile application window titled "Medical question". Below the title bar, the question "What type of medical question?" is displayed. There are seven selectable options, each in a rounded rectangular button with a right-pointing arrow:

- Simple Health Question
- Medication Question
- Test Results Question
- Visit Follow-up Question
- Update Immunizations
- Request an E-Visit for minor illness

5. ENTER a subject and ENTER the details of your message in the message field. When you are finished, select **Send** to send your message to the provider that you selected. You may attach a PDF or picture if needed. \* Indicates a required field



The screenshot shows a mobile application window titled "Non-Urgent Medical Question". The recipient is listed as "Robin N Anderson, MD". A notice states: "Messages will be addressed within 2 business days. Call 911 if you have an emergency." Below this, there are two fields:

- Subject: test
- Enter your message: test

At the bottom right, a green "Send" button with a right-pointing arrow is highlighted with a red box.

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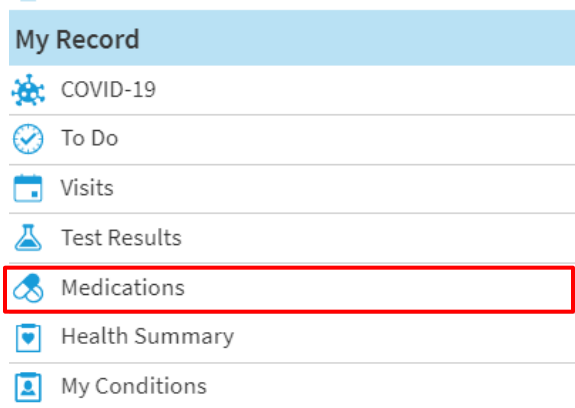
# Medication Refill Request

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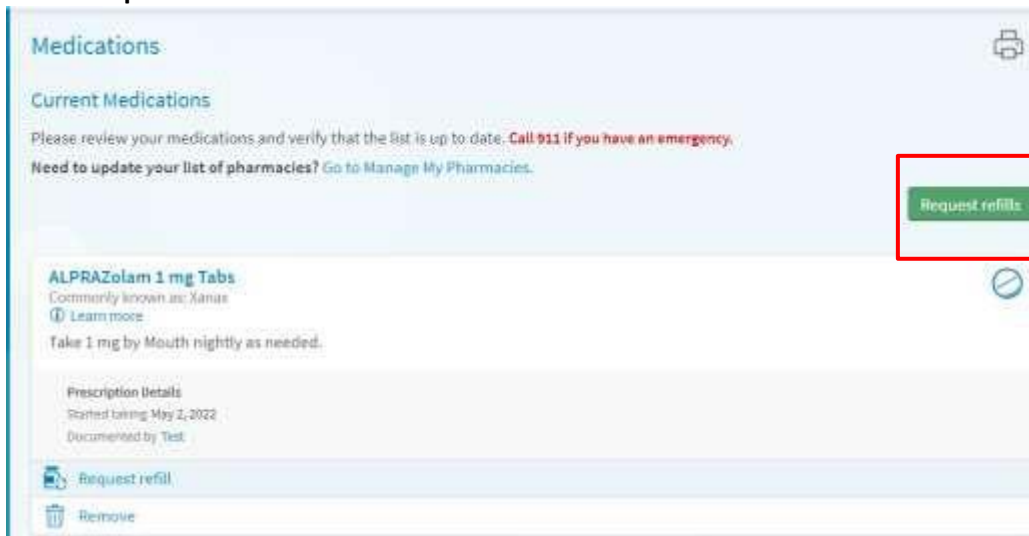
## 1. Select the Menu



## 2. Select Medications



## 3. Select Request refills



4. Select which medication(s) you would like to refill. Select **Next**.

**Refills**

**Refillable Medications**  
Choose prescriptions to refill.

**ALPRAZolam 1 mg Tabs**  
Commonly known as: Xanax  
[Learn more](#)

Take 1 mg by Mouth nightly as needed.

**Prescription Details**  
Started taking May 2, 2022  
Documented by Test

**ESscitalopram 10 mg Tabs**  
Commonly known as: Lexapro  
[Learn more](#)

Take 10 mg by Mouth Once a Day.

**Prescription Details**  
Started taking April 5, 2022  
Documented by Test

**ARIPiprazole 10 mg Tabs**  
Commonly known as: Abilify  
[Learn more](#)

**Next** Cancel

1 prescription selected

5. Enter any comments you'd like to add to your refill request (optional). Select the pharmacy you would like to use. Select **Next** and then select **Submit** to send refill request.

**Pharmacy**

Please choose how you would like to receive your refills and enter any comments or concerns you have for your selected prescriptions.

**Selected Refills**

Ascorbic Acid 500 mg Cpsr  
Commonly known as: Vitamin C  
Quantity: 30 Caps  
Day supply: 30

Enter comments for this prescription

**Delivery method**

Pick up at a pharmacy

**Pharmacy info**

Pharmacy  
CVS/pharmacy #8938 - Virginia Beach, VA - 1701 Independence Blvd

CVS/pharmacy #8938 - Virginia Beach, VA - 1701 Independence Blvd  
Pharmacy Hours: Not available

**Next** Back Cancel

1 prescription selected

## Review Your Request

### Requested Medications

Ascorbic Acid 500 mg Cpsr  
Commonly known as: Vitamin C  
Quantity: 30 Caps  
Day supply: 30

Enter comments for this prescription

### Request Details

Pharmacy  
CVS/pharmacy #8938 - Virginia Beach, VA - 1701 Independence Blvd  
1701 Independence Blvd  
Virginia Beach VA 23455  
Phone number: 757-460-2607

The following people will be able to view this message online:

Myself (Alice Vaccine)

Julian Vaccine

Submit

Back

Cancel

1 prescription selected

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# Messaging: Archive messages

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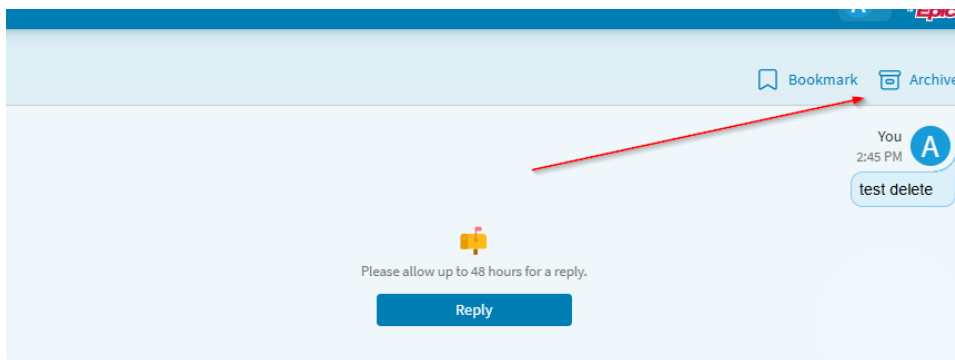
1. Select the **Menu**



2. Under **Communication**, Select **Messages**



3. Select the message you'd like to archive, then select the **Archive** button to move the message to the Archived folder



---

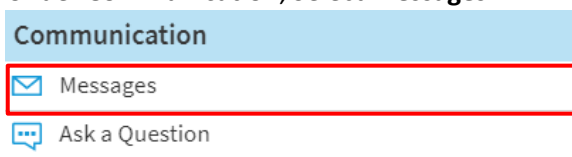
# Messaging: Review archived messages

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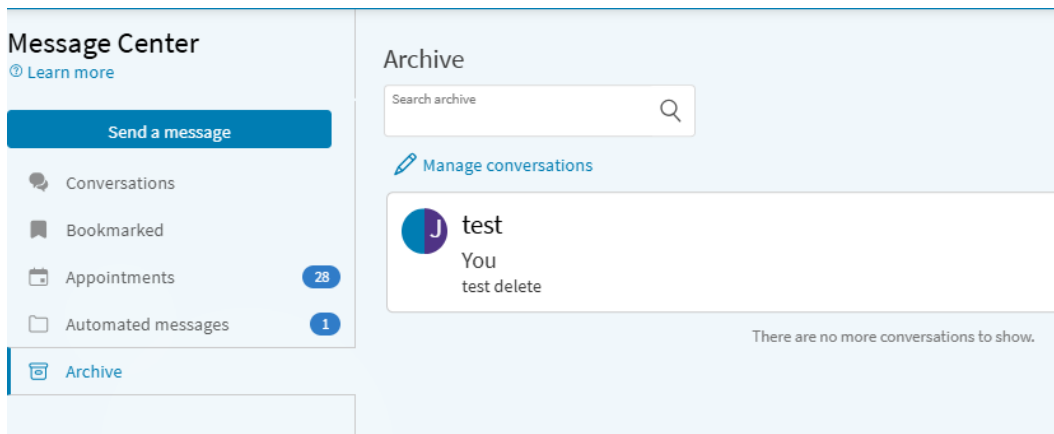
1. Select the **Menu**



2. Under **Communication**, Select **Messages**



3. Select **Archive**.



4. Select the archived message that you would like to view. If you would like to restore the message back to its conversation, select **Restore Conversation**



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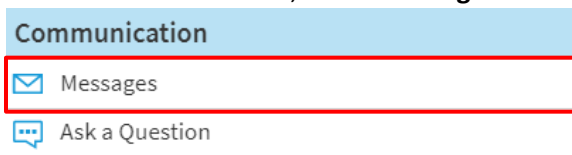
# Messaging: View your new messages

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1. Select the **Menu**



2. Under **Communications**, select **Messages**



3. Under the message center the number of unread messages is displayed next to each folder. The unread messages are bolded.



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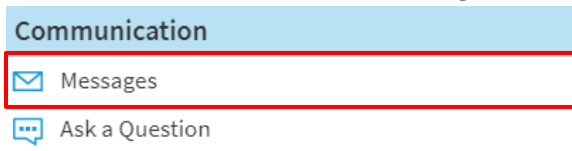
# Messaging: View your sent messages

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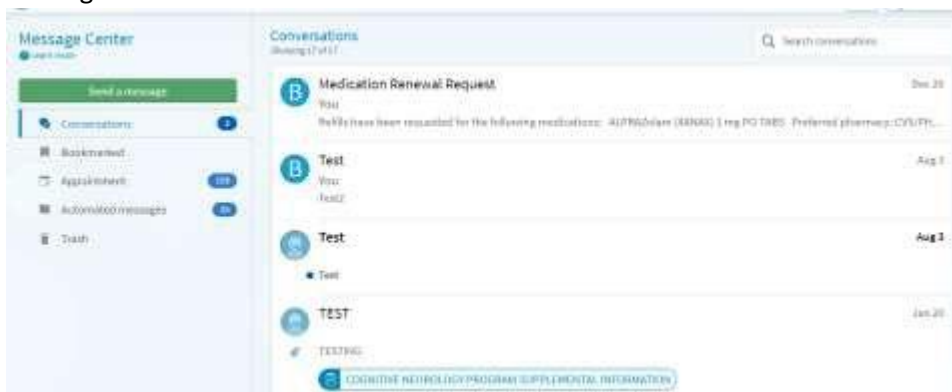
1. Select the **Menu**



2. Under **Communications**, select **Messages**



3. Under **Conversations**, any message labeled as *You* was sent by you. Messages in **bold** are unread messages.



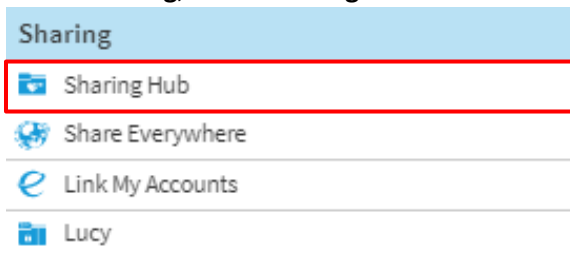
# Proxy Invite (18+ patients only)

Proxy access allows another person to access your medical record through MyChart. Adult (18+) patients who have an active Sentara MyChart account have the ability to digitally send a proxy invitation to another adult (18+) patient.

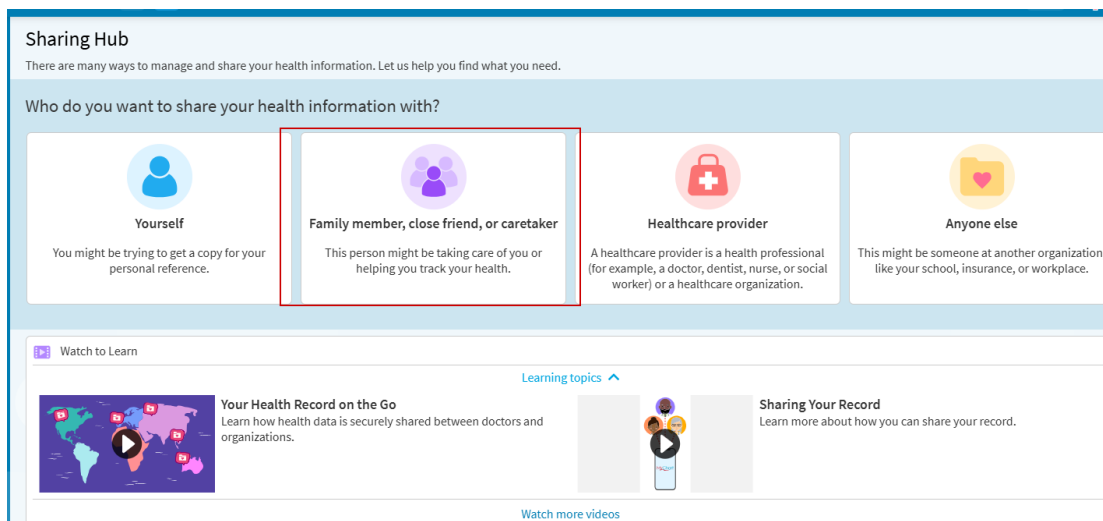
1. Select the **Menu**



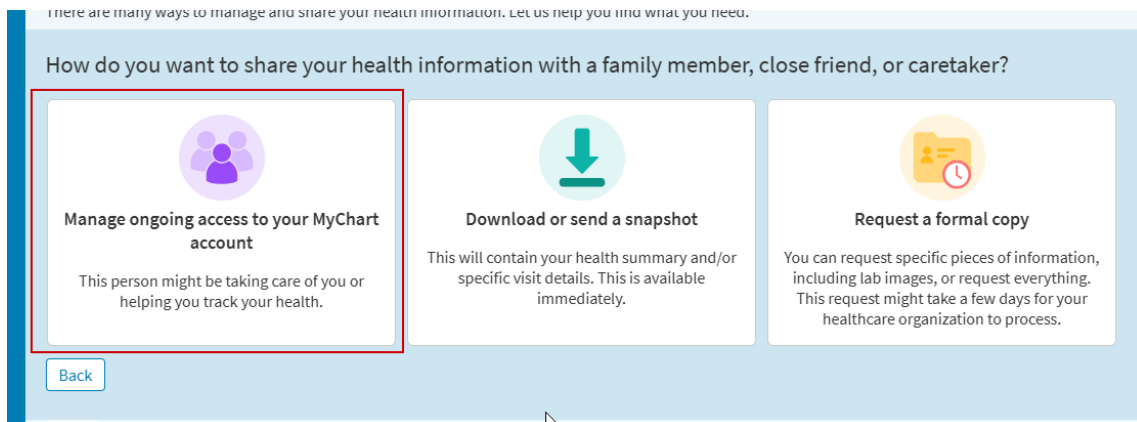
2. Under **Sharing**, Select **Sharing Hub**



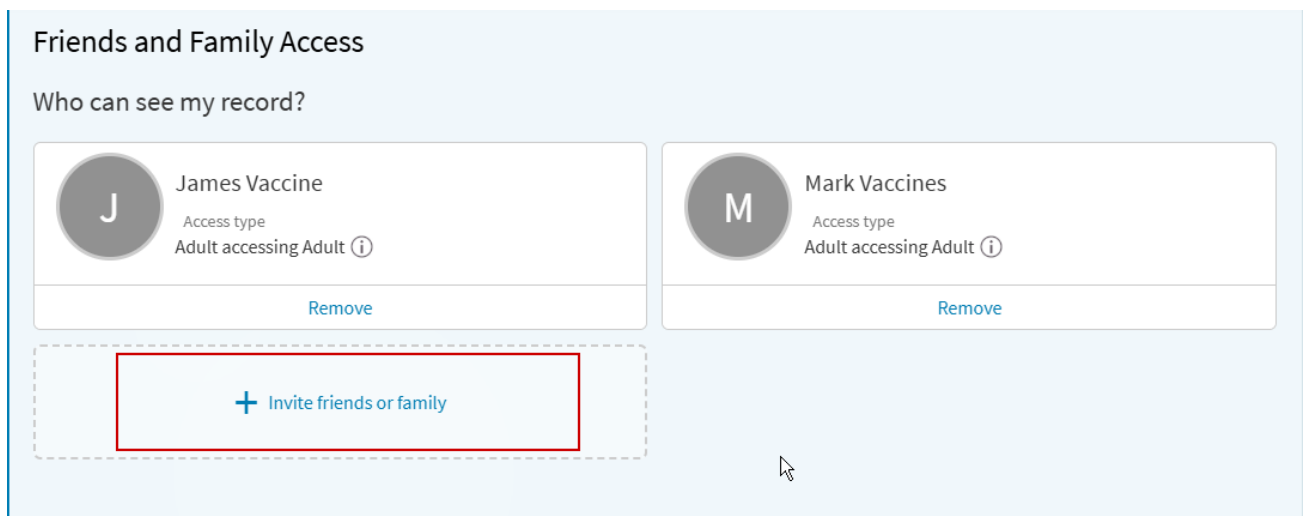
3. Select **Family member, close friend, or caretaker**



#### 4. Select **Manage ongoing access to your MyChart account**



#### 5. Select **Invite friends or family**

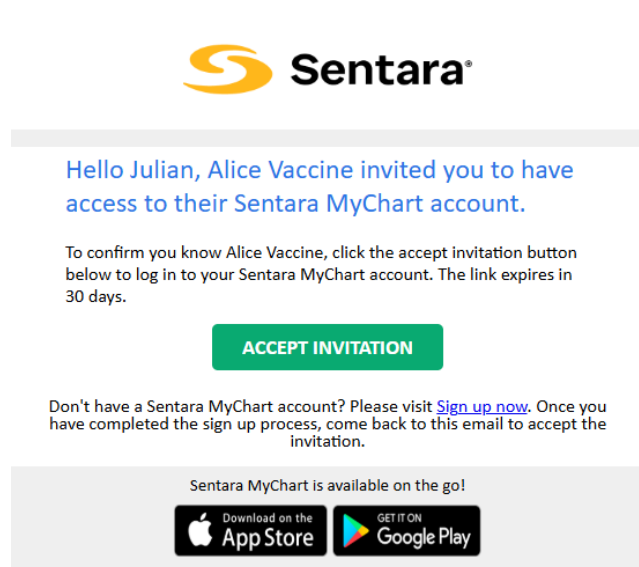


#### 6. Fill out the required information, review and accept the Terms and Conditions, and select **Send invite** \* Indicates a required field

*Note: your proxy invite is sent to the email address provided. Please verify you have the correct email address entered.*

7. Whoever you sent your proxy invite to will get this email in the email address you specified. They will need to click **Accept Invitation** to accept the invite.

*Note – to use the invite, the person clicking the button must have an active Sentara MyChart account. If they do not have an activate Sentara MyChart account, direct them to visit [Sign up now](#). Once they have completed the sign up process, they will need to come back to the email and click the **Accept invitation** button again to gain the desired proxy access.*



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# Proxy Access Overview

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Please review the following information regarding Sentara MyChart proxy access:

**Definitions:**

1. **“Parent”** means an individual with biological or adoptive rights to a child.
2. **“Legal Guardian”** means an adult person appointed by a state court to be responsible for the personal affairs of either an incapacitated adult or a minor. This person must have a court order outlining their responsibilities as a guardian.
3. **“Proxy”** as it used here means a person granted the authority to access the medical information of another person in order to help manage the care of that person.
4. **“Medical Record”** means the documents under Sentara's control, whether paper or electronic, that chronologically explain the details of a patient's history, clinical findings, diagnostic test results, pre and postoperative care, patient's progress and medication.
5. **“MyChart”** as it is used here means the electronic patient portal products, web and mobile, that Sentara licenses from Epic Systems Corporation and maintains for patients.
6. **“Incapacitated person”** is defined as a person who, for reasons other than being a minor (child), is unable to receive and evaluate information or make or communicate decisions to such an extent that he or she lacks the ability to meet his or her essential needs with respect to physical health, safety, or self-care, even with appropriate technological assistance.
7. **“Incompetent”** as used here, an individual who is unable or incapable of making their own medical decisions.

## MyChart Proxy Access Overview

MyChart users can use the proxy functionality in Sentara MyChart to give another individual access to the medical information in their MyChart account. Please review the sections below for more information.

### Proxy Access

- MyChart users have the option to grant proxy access to another person.
- Proxy relationships consist of two individuals. One of those individuals is the **Patient** whose medical records are being accessed. The other individual is the **Proxy** who will have access to the Patient's medical information in order to help manage the care of the Patient. **Any medical information that is made available to you in MyChart could also be made available to your proxy** if you grant proxy access to another individual.
- If there is information in your medical record that you do not want your proxy to see, then you should not grant proxy access to that individual.
- Please note that, by granting another individual proxy access to your account, you are also permitting Sentara and your clinical care team to share medical information about you with your proxy.

Sentara reserves the right to revoke (put an end to) proxy access at any time for any reason. If, at any time, you wish to revoke another individual's proxy relationship that you have granted, you may do so by going to the "Friends and family access" section in the "Share My Record" feature and clicking "Revoke" for the relationship you wish to revoke.

### Proxy Access for Minors Ages 14-17

Parents/guardians may have access to their minor child's MyChart account up until the child turns 14 years old. To comply with state law, when a minor patient reaches age 14, the parent/guardian will not be able to access the child's MyChart account without the child's authorization unless the child has been deemed mentally disabled or has granted his/her parent or guardian Proxy Access to the child's MyChart account.

Individuals age 14-17 may grant Proxy Access to their parent(s)/legal guardian(s) by completing the Proxy Access portion of the MyChart Proxy Form (located [here](#)), and submitting it to Sentara. If you are unable to print, sign, and bring the proxy access form (in person) to your practice, please contact your practice (or other Sentara facility, as appropriate) for assistance.

Proxy access will only be granted to parties with parental rights or legal guardianship over the minor MyChart account holder. Sentara reserves the right to request documentation verifying the parent/guardian relationship before granting proxy access. If the proxy's legal relationship with the account holder changes, the account holder must inform us immediately by calling the practice for directions or sending written notice to the practice.

Each parent or legal guardian of the minor must have their own MyChart account to establish the Proxy relationship. Proxy access to a minor's account will automatically terminate once the minor turns eighteen (18). Proxy access can be revoked at any time by the minor. If the minor wants to provide proxy access to a legal guardian, the request must be accompanied by a copy of all legal documentation verifying the individual's status as legal guardian.

### **Proxy Access for Incapacitated or Incompetent Minor Patients Ages 14-17**

In the case of a minor who has been deemed mentally incapacitated or incompetent by a medical provider who is authorized by state law to make such a determination, the parent(s)/legal guardian(s) of the minor who is requesting the access must download and sign the MyChart Proxy Access form (located [here](#)), and bring the completed proxy access form (in person) to their practice. Please note that there are additional fields on the form that must be filled out for this specific type of proxy access request. Copies of all necessary legal documentation must be provided to the practice, along with the proxy access form, for patients that are incapacitated or incompetent. If you are unable to print, sign, and bring the proxy access form in person to your practice, please contact your practice (or other Sentara facility, as appropriate) for assistance.

Proxy access will only be granted to parties with parental rights or legal guardianship over the incapacitated minor MyChart account holder. Sentara reserves the right to request documentation verifying the parent/guardian relationship before granting access. Each parent or legal guardian of the incapacitated minor must have their own MyChart account to establish the Proxy relationship. Proxy access to an incapacitated minor's account will automatically terminate once the minor turns eighteen (18) and must be re-activated. See the guidelines for Proxy access for an incapacitated or incompetent adult to reactivate the MyChart Proxy status.

Unless a court has issued an order restricting or rescinding a parent's right to make medical decisions on behalf of their incapacitated minor child, both parents have equal right to access the incapacitated minor's MyChart account. Access will be revoked only with valid copies of court orders revoking parental rights. Verbal statements by one parent are not sufficient to revoke the other parent's access. Parents and/or guardians are responsible for providing valid copies of court documentation of custodial paperwork upon request by Sentara Health.

If a situation occurs where it is in the best interest of the incapacitated minor, a parent/legal guardian may revoke consent to electronic medical record access. If this occurs, both the incapacitated minor and the parent/legal guardian will lose their access to the incapacitated minor's account.

### **Proxy Access Request for Patients 18 and Over**

Individuals over the age of 18 may request that another adult individual be granted proxy access to their Sentara MyChart account. This is done by downloading and signing the MyChart Proxy Access form (located [here](#)), and bringing the completed proxy access form (in person) to your practice.

Please note that both the patient and the person the patient is granting proxy access to will need to provide written consent on the MyChart Proxy Access Form. If you or your proxy are unable to

print, sign, and bring the MyChart Proxy Access Form in person to your practice, please contact your practice (or other Sentara facility, as appropriate) for assistance.

### **Proxy Invitation**

Adult (18+) patients who have an active Sentara MyChart account have the ability to digitally send a proxy invitation to another adult (18+) patient. This is done by signing into MyChart and accessing the Share My Record feature. The proxy invitation that you send in this workflow will be sent to the email address entered. Please be aware that Sentara is not responsible for the accuracy of the email address entered in this workflow.

The recipient of your proxy invitation will need to click the link in the email, and then will be asked to verify they are the intended recipient by answering a verification question. Please be aware that the recipient of the email must be at least 18 years old and have an active Sentara MyChart account of their own in order to complete this process. If the recipient answers the verification question correctly, they will establish a proxy relationship with your account (see the “Proxy Access” section above for details).

### **Proxy Access Request for Incapacitated or Incompetent Patients (Age 18+)**

Proxy access may be granted for the adult legal decision-maker of an incapacitated person or an individual who has been declared incompetent to make their own medical decisions. The decision maker may be a court appointed legal guardian, health care agent validly designated in a health care power of attorney, or the individual’s next of kin as determined under applicable state law.

To request this proxy access, the decision-maker requesting the access must download and sign the MyChart Proxy Access form (located [here](#)), and bring the completed proxy access form (in person) to their practice. Please note that there are additional fields on the form that must be filled out for this specific type of proxy access request.

Copies of all necessary legal documentation must be provided to the practice, along with the proxy access form, for patients that are incapacitated or incompetent. If you are unable to print, sign, and bring the proxy access form in person to your practice, please contact your practice (or other Sentara facility, as appropriate) for assistance.

*Need to give or get proxy access but don’t have a Sentara provider OR a Sentara practice? Please contact us through either of the following ways:*

- email us at [MyChart\\_Support@sentara.com](mailto:MyChart_Support@sentara.com); or
- call us at 1-833-351-4357 (Monday – Friday from 8 a.m. EST to 6 p.m. EST).

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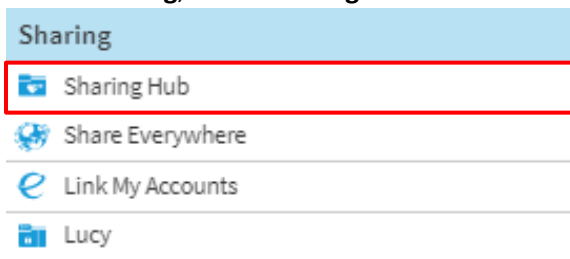
# Proxy Sharing: How to remove another person's access to your account

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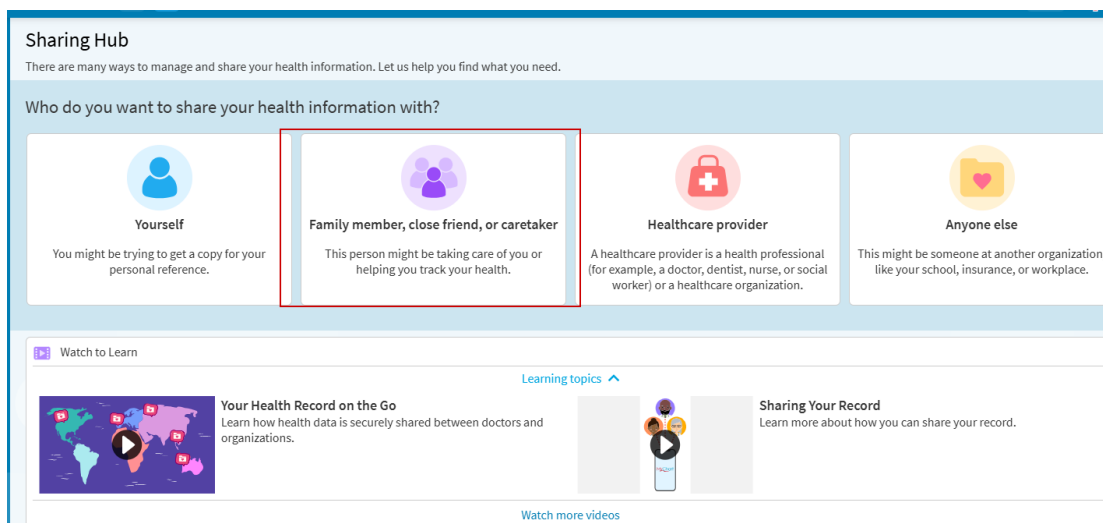
1. Select the **Menu**



2. Under **Sharing**, Select **Sharing Hub**




3. Select **Family member, close friend, or caretaker**



#### 4. Select **Manage ongoing access to your MyChart account**


There are many ways to manage and share your health information. Let us help you find what you need.

How do you want to share your health information with a family member, close friend, or caretaker?




**Manage ongoing access to your MyChart account**

This person might be taking care of you or helping you track your health.



**Download or send a snapshot**

This will contain your health summary and/or specific visit details. This is available immediately.



**Request a formal copy**


You can request specific pieces of information, including lab images, or request everything. This request might take a few days for your healthcare organization to process.

[Back](#)

6. Under **Who can see my record?** you'll see the person(s) who are able to access your record. Click **Remove** under the person whose access you want to remove. Follow the prompt to complete the removal.


### Friends and Family Access

Who can see my record?



**James Vaccine**  
Access type  
Adult accessing Adult ⓘ

[Remove](#)



**Mark Vaccines**  
Access type  
Adult accessing Adult ⓘ

[Remove](#)

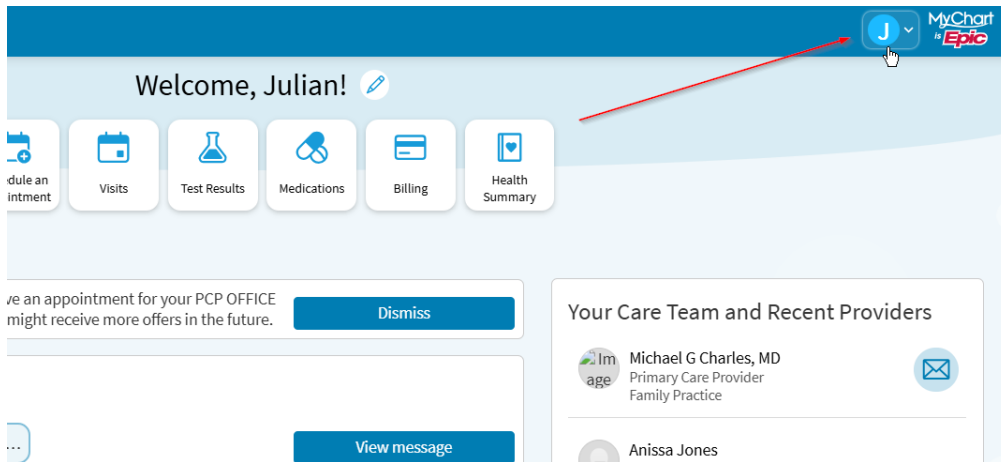
[+ Invite friends or family](#)

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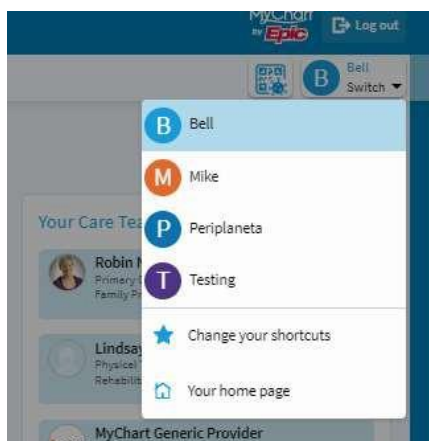
# Proxy Sharing: How to view another person's record that you have access to

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1. Click the **initial/name icon** in the top right.



2. Next, select the **Person icon** for the person you would like to access. MyChart will then update to show that person's MyChart.

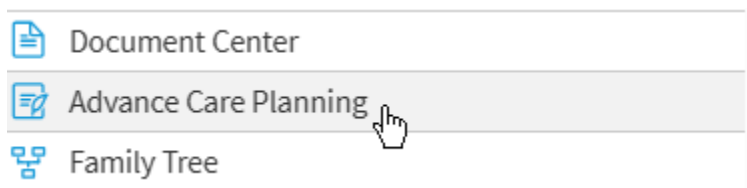


# Update Advance Care Planning

1. Select the **Menu**



2. Under **My Record**, select **Advance Care Planning**



3. You can now upload your Advance Care Plan to send to your physician's office. To upload your Advance Care plan under **Document on File**, select **Add a document**

A screenshot of the 'Advance Care Planning' page. At the top, there is a banner with a photo of hands holding coffee cups and the text: 'Having a plan is one of the best gifts you can give to those you care about.' To the right of the banner are two buttons: 'Watch Video' and 'Request Appointment'. Below the banner are two cards: 'For my loved ones' and 'For my care team', each with a 'Start' button. Further down, there are sections for 'Health Care Agents' (with an 'Add Health Care Agent' button) and 'Planning Documents' (with an 'Add a document' button). A red arrow points to the 'Add a document' button. At the bottom, there is a 'Back to the home page' button.

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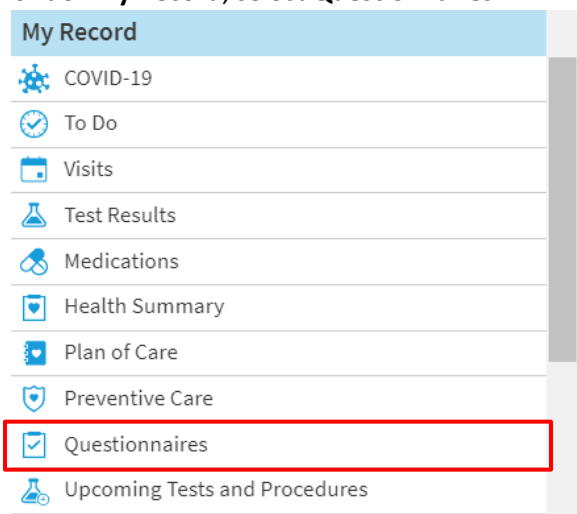
# View and/or Complete Questionnaires

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1. Select the **Menu**



2. Under **My Record**, select **Questionnaires**



3. Select the questionnaire, complete the answers, and select **Submit**

*\* Indicates a required field*



Your updated information will show in your MyChart account once your provider's office has reviewed and reconciled the information.

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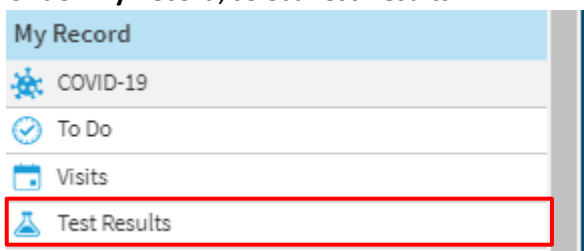
# View Test Results

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1. Select the **Menu**



2. Under **My Record**, select **Test Results**



3. Your test results will be presented in a list.

- Use the **Show results from hospital visits?** toggle to show or hide your test results from hospital visits.
- Unviewed test results are **bolded**.
- The **Abnormal** tag will be applied to results that are abnormal.
- **Select a test result** to view the details of the test result (values, provider comments, etc.)

The screenshot displays the Sentara Test Results interface. At the top, there is a search bar for test results and a settings panel on the right. The main area shows a list of individual test results under the heading "Individual Results" (Showing 16 of 16). Each result entry includes a test name, date, and provider name. The "MAM DIAG PT CLIP RT" result is highlighted with a yellow "Abnormal" tag. The "STREP A SCREEN" result has a blue notification bubble that says "New message from Sherry A Scheib, MD".

Test Name	Date	Provider	Status
MAMMO DIAGNOSTIC POST CLIP LT	Oct 24, 2024	John P Parker, MD	Normal
MR HEAD W/O CONTRAST	Oct 22, 2024	John P Parker, MD	Normal
MAM DIAG PT CLIP RT	Oct 10, 2024	Jennie L Brown, MD	Abnormal
CBC WITH DIFFERENTIAL	Jan 11, 2024	TIMOTHY B WALLS, MD	Normal
MAMMO DIAGNOSTIC W TOMO BIRADS 0 RT	Jun 07, 2023	John P Parker, MD	Normal
SARS-COV-2 (COVID-19) TOTAL AB	Jun 28, 2022	Michelle D Bushrow	Normal
STREP A SCREEN	Sep 02, 2021	Sherry A Scheib, MD	Normal

4. In the test result details page,

- Select **Additional information** to view additional information (if available) about the test result (ordering provider, collection date, result date, etc.)
- select the **Learn more about** button to view additional educational information about the test
- Compare the new result with previous results for the same test by selecting **Compare result trends** or **View trends**
- If you would like to print a copy of your test results, select the **printer icon** in the upper right corner

The screenshot displays a user interface for test results. At the top, there is a navigation bar with a back arrow and the text 'Test Results List'. Below this, the test name 'H&H' is shown, along with the collection date 'Collected on Sep 09, 2025 2:24 PM' and a printer icon. The main content area is titled 'Results' and features a 'Compare result trends' button. Two test result cards are visible: one for HGB with a value of 14 and a normal range of 11.7 - 16.0 g/dL, and one for HCT with a value of 40 and a normal range of 35.1 - 48.0%. Each card includes a 'View trends' button. To the right, there is a 'Learn more about H&H' button with a question mark icon. Below this, an 'Additional information' section is expanded, showing details such as the ordering provider (John P Parker, MD), collection date (Sep 09, 2025 2:24 PM), specimen type (Blood (Blood)), result date (Sep 09, 2025 2:38 PM), result status (Final), and the resulting lab's name and address (SENTARA REFERENCE LAB, 600 Gresham Drive, Raleigh Building, 3rd Fl, Norfolk VA 23507, 757-388-3621, James D Post, MD (Lab director)).

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## *Review Terms and Conditions*

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1. Scroll to the bottom of the MyChart home page
2. Select the **Terms and Conditions** link