



# MyChart Patient Guide

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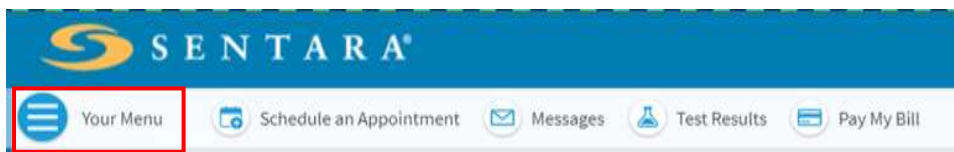
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## Account Settings: Change Your Shortcuts

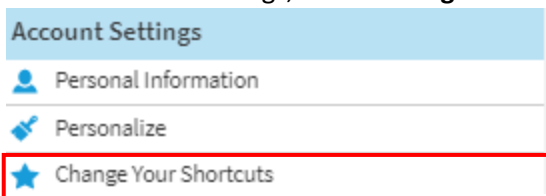
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You can change the shortcuts you see in the menu bar at the top of each page when viewing your chart.

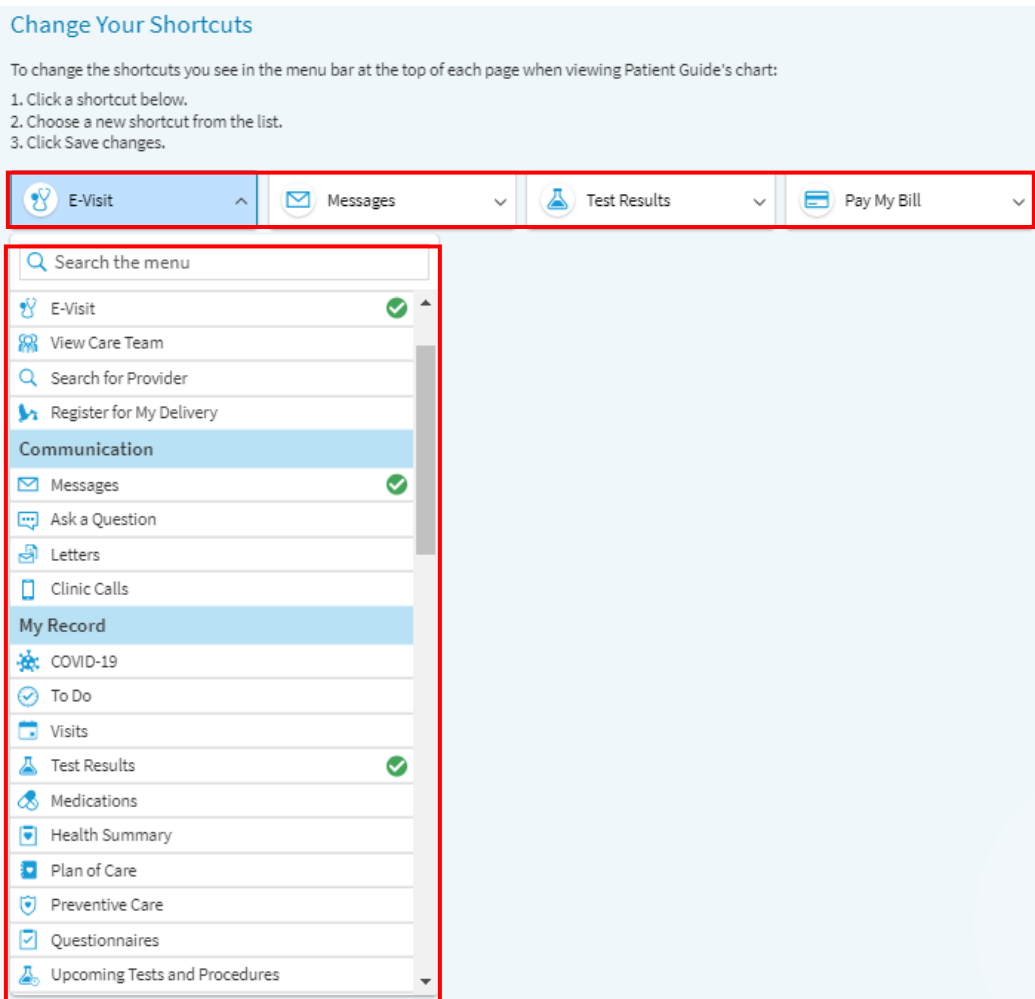
### 1. Select **Your Menu**



### 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

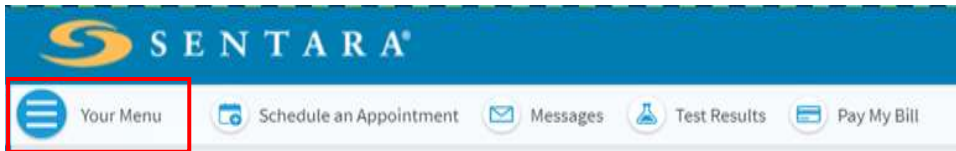
✓ All changes have been saved.

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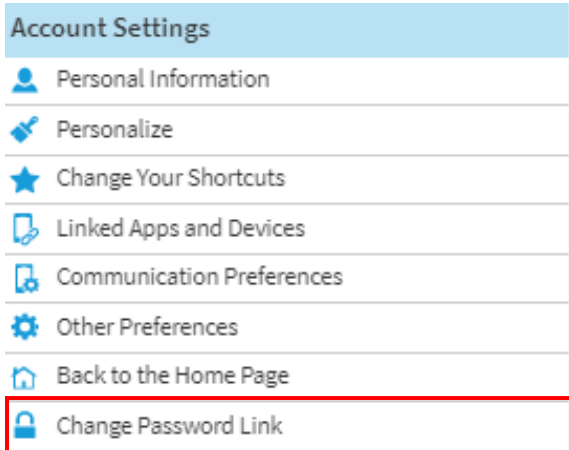
## Account Settings: Change Password

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1. Select **Your Menu**



2. Under **Account Settings**, select **Change Password Link**



3. Under **Current Password**, Select the Pencil icon, enter the required information, and then select **Save Changes**

\* Indicates a required field

A screenshot of the 'Current Password' field. It is a text input box with a red border and a pencil icon to its right, which is highlighted with a red box.A screenshot of the password change form. It includes three input fields: 'Enter your Current Password', 'Enter new Password', and 'Confirm new Password'. Each field has a red border and a pencil icon. Below the first two fields is a 'Password Strength' indicator showing a progress bar from 'Weak' to 'Medium Strong (Recommended)'. The 'Confirm New Password' field is also highlighted with a red box.

- Password**
- 8-64 characters in length
  - Should not include more than two consecutive repetitive or sequential characters (such as aaa or 123)
  - Entire password string cannot be a dictionary
  - Cannot contain the words "sentara", "mychart", "optima", "myhealth" in any casing
  - Cannot contain the user's first or last name or username

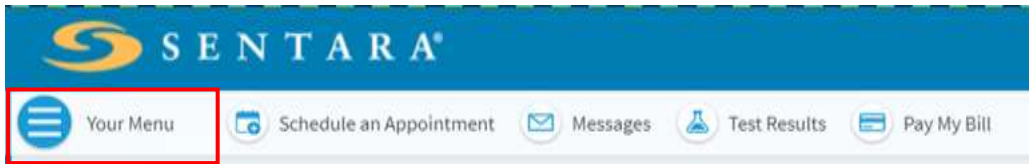
A screenshot of the bottom of the form. It features two buttons: a blue 'Save Changes' button (highlighted with a red box) and a light blue 'Cancel and Go Back' button.

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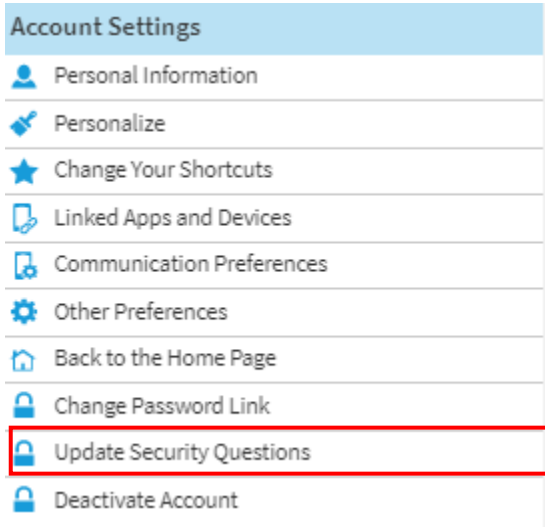
## Account Settings: Change Security Questions

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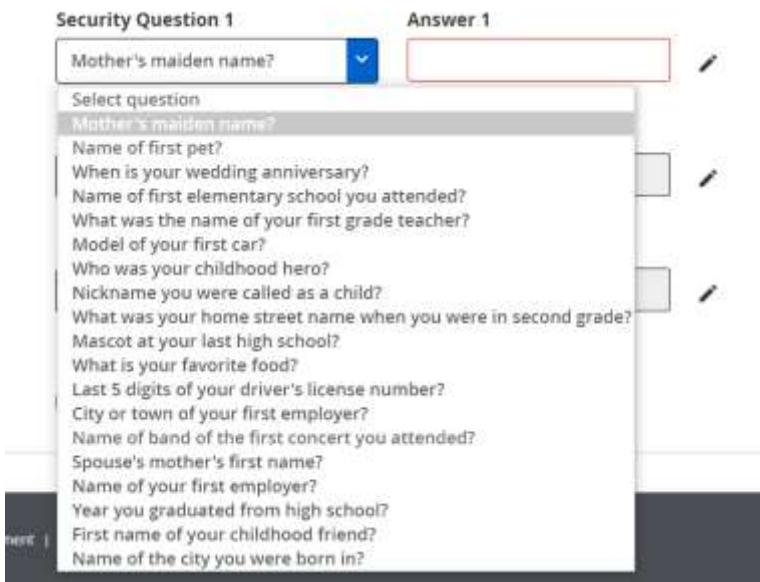
1. Select **Your Menu**



2. Under Account Settings, Select Update Security Questions



3. Choose a security question by selecting the down arrow



4. Select the Pencil icon to enter your security question answer, and then Select **Save Changes**

Security Question 1	Answer 1
Mother's maiden name?	
Security Question 2	Answer 2
Name of first pet?	
Security Question 3	Answer 3
Name of band of the first c...	

Save Changes

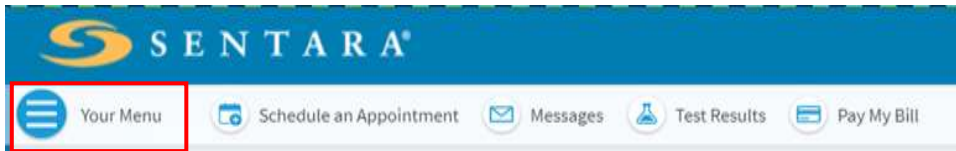
Cancel and Go Back

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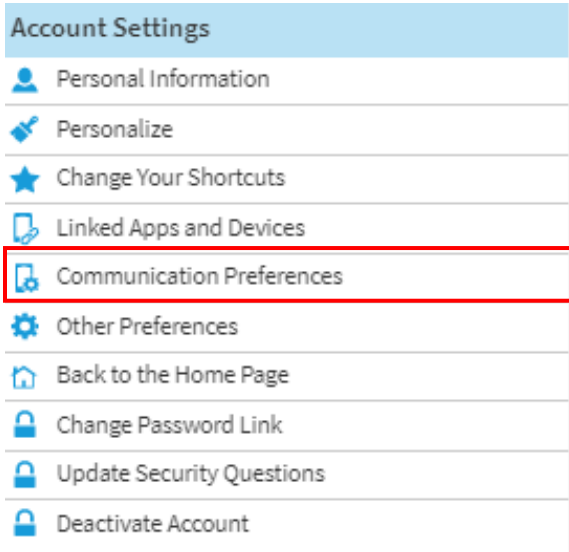
## Account Settings: Communication Preferences

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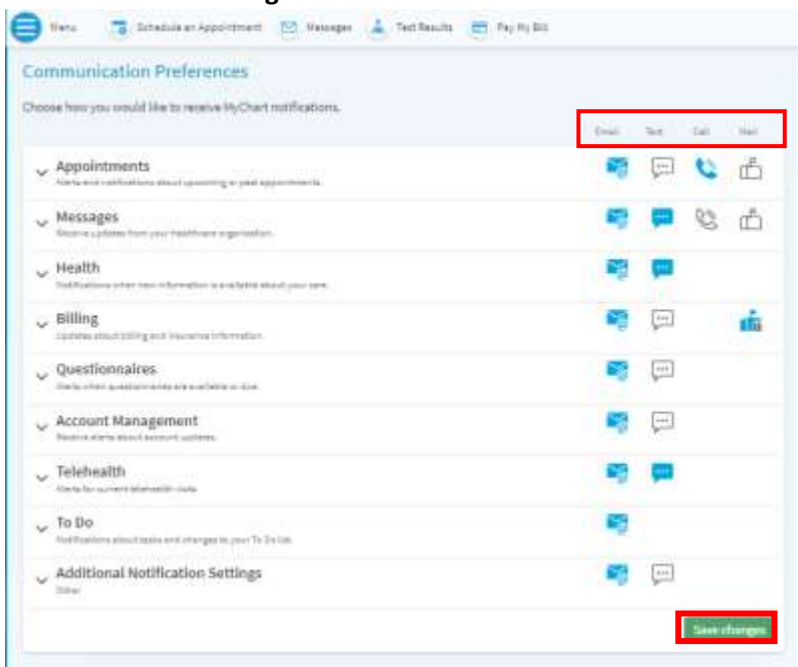
1. Select **Your Menu**



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



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

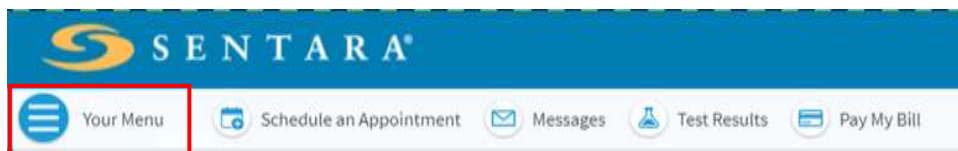


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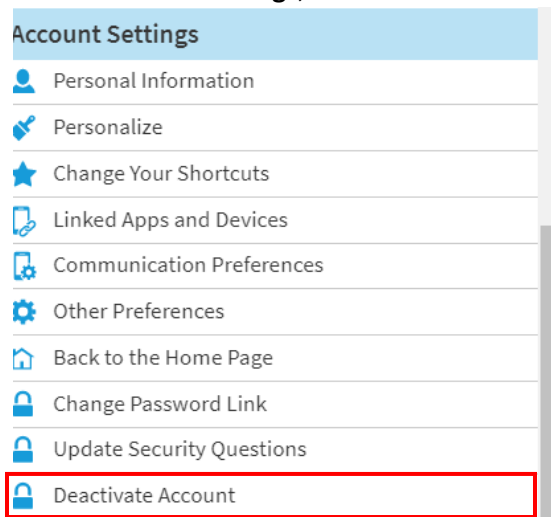
## Account Settings: Deactivate Account

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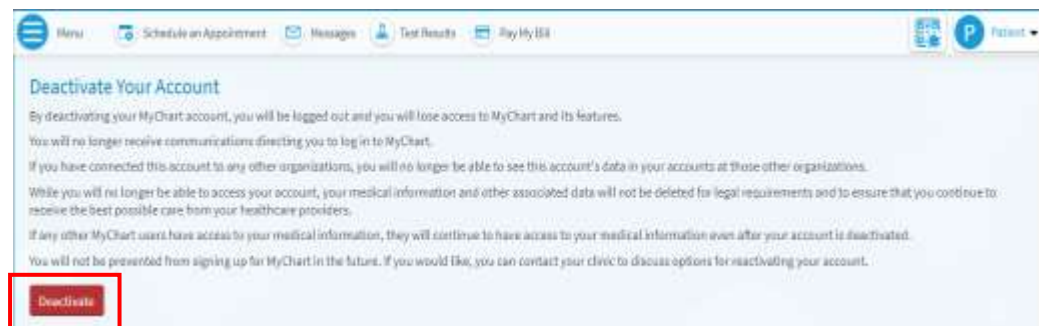
1. Select **Your Menu**



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



3. Select **Deactivate**

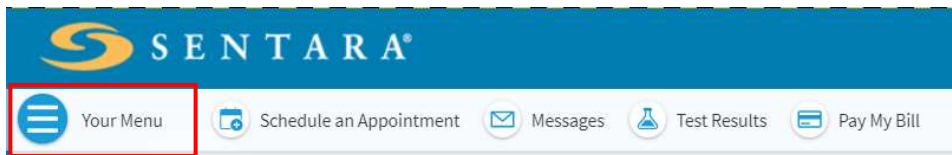


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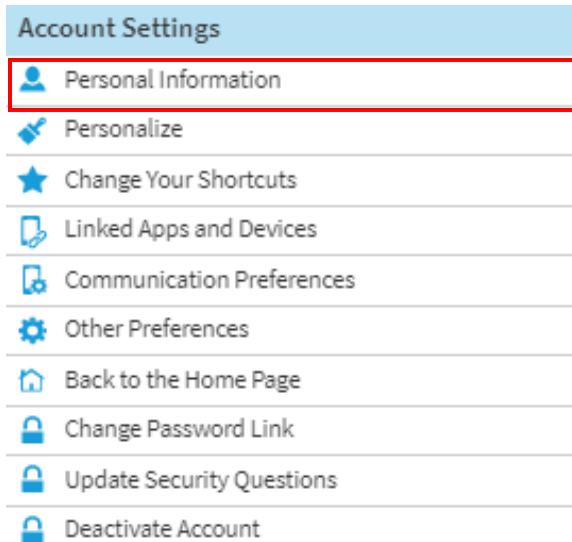
## Account Settings: Update Personal Information

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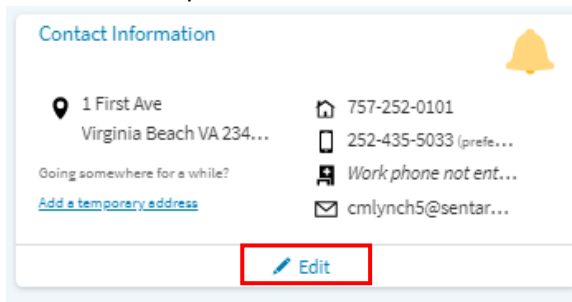
1. Select **Your Menu**



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



3. Select **Edit** to open contact information.




4. Enter contact information and/or details about me and select **Save Changes**. This will send a message to your Sentara Medical Provider. Please allow 48 hours for the information to be updated in the legal medical record at Sentara.

\* Indicates a required field

### Personal Information

Please enter contact and personal information here, and click Save Changes to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

#### Contact Information



Going somewhere for a while? [Add a temporary address](#)

Country  
United States of America

\*Street Address  
1 First Ave

\*City  
Virginia Beach

\*State  
Virginia

\*ZIP  
23456-6782

County  
DANE

Home Phone  
757-555-0000


\*Mobile Phone  
757-555-1234

Work Phone

Email  
test@sentara.com

**Save changes** Cancel

#### Details About Me



Information entered here may be visible to anyone with access to this legal medical record.

Preferred First Name  
Bell

Preferred First Name is the name by which you want to be addressed. This name can differ from your driver's license or birth certificate.

Legal Sex  
Female

Gender Identity

\*Sex Assigned at Birth  
Female

\*Marital Status  
Life Partner

\*Race  
American Indian  
Asian  
Black

Hold the CTRL key to select multiple options.

\*Ethnicity  
Not Hispanic or Latino

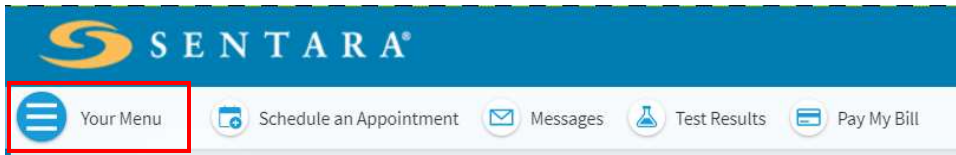
\*Language  
English

\*Religion  
None

**Save changes**

## Appointments: Cancel

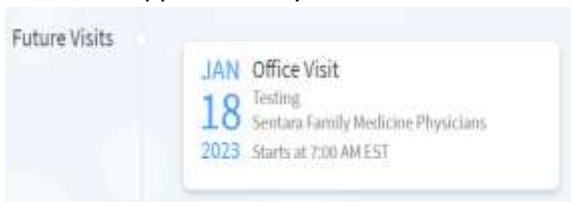
1. Select **Your Menu**



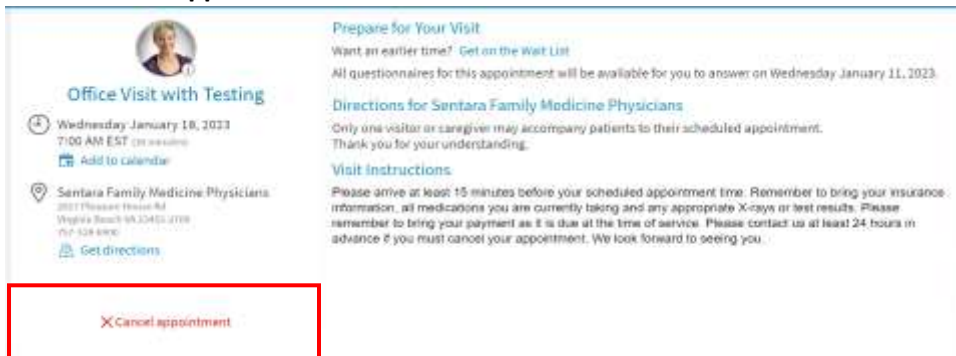
2. Under **My Record**, Select **Visits**



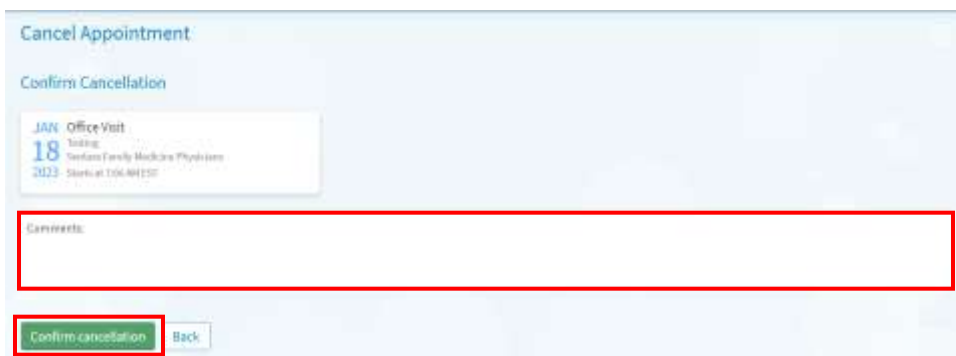
3. Select the appointment you wish to cancel



4. Select **Cancel Appointment**

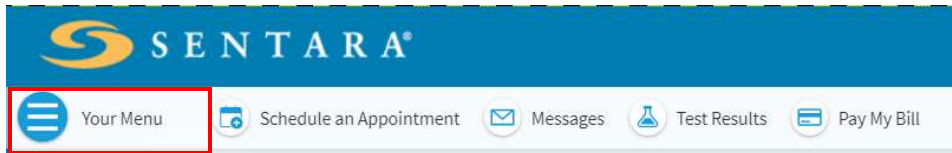


5. Enter the reason for cancelling appointment in the comments section and then select **Confirm Cancellation**

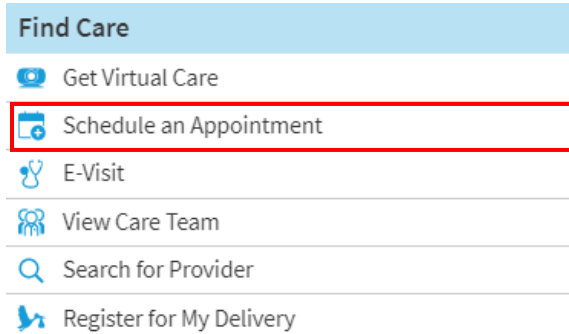


# Appointments: Mammogram

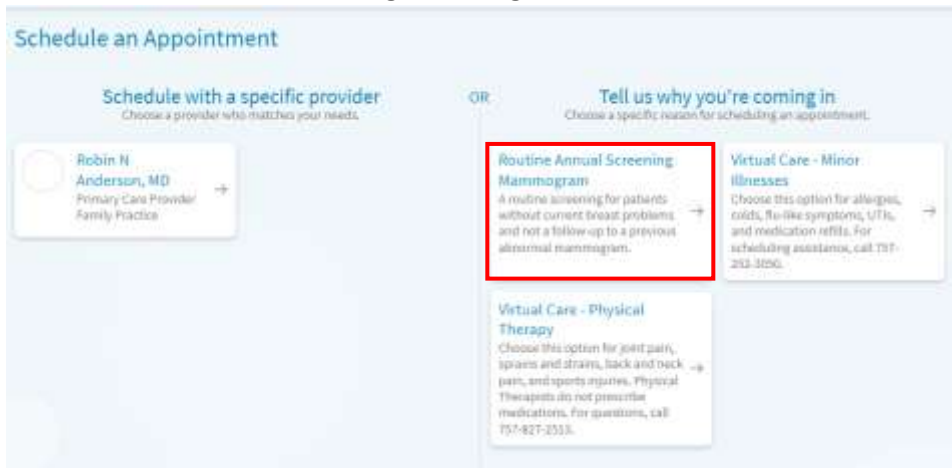
## 1. Select Your Menu



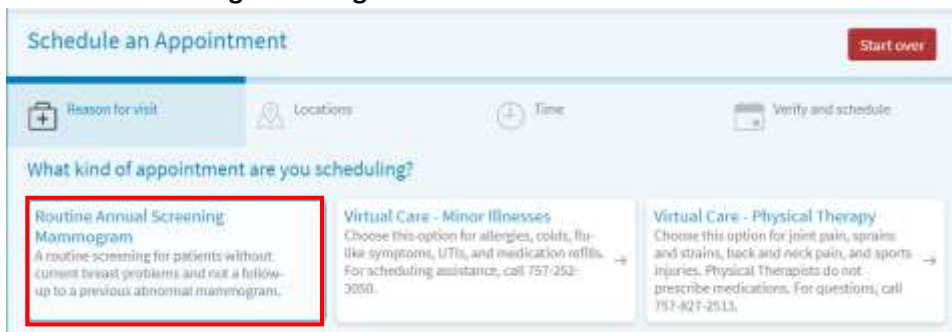
## 2. Under Find Care, select Schedule an Appointment



## 3. Select Routine Annual Screening Mammogram



## 4. Select 3D Screening Mammogram



5. Complete the screening questionnaire and select **Continue**.

\* Indicates a required field

A couple of questions

\* Indicates a required field.

\* Appointment must be 1 year and 1 day from last Screening Mammogram appointment for most insurances.

[Acknowledge](#)

\* Do you have any breast problems such as a lump, skin thickening, nipple discharge, nipple retraction or focal pain?

[Yes](#) [No](#)

\* Is this a follow up to an abnormal mammogram?

[Yes](#) [No](#)

\* Have you been diagnosed with breast cancer in the past 3 years?

[Yes](#) [No](#)

\* Do you need assistance to stand for the mammogram?

[Yes](#) [No](#)

\* Are you pregnant?

[Yes](#) [No](#)

\* Do you have a special communication need?

[Yes](#) [No](#)

\* Notice:

It is recommended you have your screening mammogram either prior the COVID-19 vaccine or wait 4 to 6 weeks after receiving the COVID-19 vaccine/booster due to the possibility of swelling in your lymph nodes.

[Acknowledge](#)

[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

Enter ZIP

<div>Any location</div> <div>Schedule at any available location.</div> <div><input type="checkbox"/></div>	<div>Dorothy G Hoefer Comprehensive Breast Center Port Warwick</div> <div>11803 Jefferson Ave, Suite 130 Newport News VA 23606 128.3 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara 29N Mammography Breast Center</div> <div>3283 PROFFIT ROAD CHARLOTTESVILLE VA 22911 92.1 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Advanced Imaging Center Gloucester</div> <div>5659 Parkway Drive, Suite 130 Gloucester VA 23061 108.6 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Advanced Imaging Center Independence</div> <div>800 Independence Blvd Virginia Beach VA 23455 148.1 miles from home</div> <div><input checked="" type="checkbox"/></div>	<div>Sentara Advanced Imaging Center St. Luke</div> <div>20209 SENTARA WAY CARROLLTON VA 23314 137 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Albemarle Medical Center Breast Center</div> <div>1144 N. Road Street Elizabeth City NC 27909 183.0 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Belle Harbour Women's Imaging</div> <div>3920A Bridge Road SUITE 300 SUFFOLK VA 23435 143.5 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Careplex Imaging</div> <div>3000 Coliseum Drive Hampton VA 23666 131.5 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Fort Norfolk Diagnostic Center</div> <div>301 Riverview Ave Suite 830 NORFOLK VA 23510 145.8 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Greenbrier HealthPlex Breast Center</div> <div>713 Volvo Parkway, Suite 105 Chesapeake VA 23320 153.1 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Halifax Regional Hospital Breast Center</div> <div>2204 Wilborn Avenue South Boston VA 24592 182.2 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Lake Ridge Advanced Imaging Center</div> <div>12825 Minnieville Road Lake Ridge VA 22192 20 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Lorton Station Women's Imaging Center</div> <div>8988 Lorton Station Blvd Ste 200 Lorton VA 22079 15.5 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Martha Jefferson Comprehensive Breast Center</div> <div>595 MARTHA JEFFERSON DRIVE CHARLOTTESVILLE VA 22911 97.0 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara McLeskey Comprehensive Breast Center</div> <div>6251 E. Virginia Beach Blvd Suite 105 NORFOLK VA 23502 147.9 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Norfolk Comprehensive Breast Center</div> <div>600 Gresham Drive Norfolk VA 23507 145.7 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Northern Virginia Comprehensive Breast Center</div> <div>2300 Opitz Boulevard Woodbridge VA 22191 22.3 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Obici Comprehensive Breast Center</div> <div>2800 Godwin Boulevard Suffolk VA 23434 148.3 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Princess Anne Comprehensive Breast Center</div> <div>1975 Glenn Mitchell Drive Suite 100 Virginia Beach VA 23456 154.7 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Princess Anne Comprehensive Breast Center</div> <div>1950 Glenn Mitchell Drive Suite 206 Virginia Beach VA 23456 154.7 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Spring Creek Mammography Breast Center</div> <div>29 JEFFERSON COURT ZION CROSSROADS VA 22942 89.6 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara SRMH Funkhouser Women's Center</div> <div>2275 Health Campus Drive Harrisonburg VA 22801 104.1 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Ultrasound Associates Womens Imaging Center</div> <div>5055 SEMINARY RD #104 ALEXANDRIA VA 22311 5.8 miles from home</div> <div><input type="checkbox"/></div>
<div>Sentara Virginia Beach Comprehensive Breast Center</div> <div>1080 First Colonial Road Suite 100 Virginia Beach VA 23454 150.4 miles from home</div> <div><input type="checkbox"/></div>	<div>Sentara Williamsburg Comprehensive Breast Center</div> <div>400 Sentara Circle WILLIAMSBURG VA 23188 108.5 miles from home</div> <div><input type="checkbox"/></div>		

Continue

1 location selected

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

### Schedule an Appointment

Start over

✓ Specialty Edit  
Mammography

✓ Reason for visit Edit  
3D Screening Mammogram

✓ Locations Edit  
Sentara Advanced Imaging Center Independence

🕒 Time

📅 Verify and schedule

Select a time for your 3D Screening Mammogram appointment

Thursday December 22, 2022

7:30 AM	7:45 AM	8:00 AM	8:15 AM	8:30 AM
8:45 AM	9:00 AM	9:15 AM	9:30 AM	9:45 AM
10:00 AM	10:15 AM	10:30 AM	10:45 AM	11:00 AM
11:15 AM	11:30 AM	11:45 AM	12:00 PM	12:15 PM
12:30 PM	12:45 PM	1:00 PM	1:15 PM	1:30 PM
1:45 PM	2:00 PM	2:15 PM	2:30 PM	2:45 PM
3:00 PM	3:15 PM	3:30 PM	3:45 PM	4:00 PM
4:15 PM				

Saturday December 24, 2022

8:00 AM	8:30 AM	9:00 AM	9:30 AM	10:00 AM
10:30 AM	11:00 AM	11:30 AM		

#### Search Criteria

Locations: Sentara Advanced Imaging Center Independence Edit

Start search on: 12/22/2022 📅

#### Refine Search

Times:

Monday 

AM

PM

Tuesday 

AM

PM

Wednesday 

AM

PM

Thursday 

AM

PM

Friday 

AM

PM

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

### Schedule an Appointment

Start over

✓ Specialty Edit  
Mammography

✓ Reason for visit Edit  
3D Screening Mammogram

✓ Locations Edit  
Sentara Advanced Imaging Center Independence

✓ Time Edit  
Thursday December 22, 2022 7:30 AM

📅 Verify and schedule

📘 This time slot is reserved for you until 2:13 PM. Please complete scheduling by then.

#### Verify your insurance

Insurance on File

You have no insurance on file.

+ Add a coverage

This information is correct

Review the Appointment detail and ADD your comments or reason for visit Ex. Annual Mammogram. Select **Click Here to Schedule now** \* Indicates a required field

### Schedule an Appointment

Start over

✓ Specialty Edit  
Mammography

✓ Reason for visit Edit  
3D Screening Mammogram

✓ Locations Edit  
Sentara Advanced Imaging Center Independence

✓ Time Edit  
Thursday December 22, 2022 7:30 AM

Verify and schedule

You're almost done...

This time slot is reserved for you until 2:13 PM. Please complete scheduling by then.

3D Screening Mammogram

Thursday December 22, 2022  
7:30 AM (15 minutes) [Edit](#)

Sentara Advanced Imaging Center Independence [Edit](#)  
800 Independence Blvd  
Virginia Beach VA 23455  
757-736-0040

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

Before scheduling...

☐ Join the wait list and be notified if earlier appointments open up

If everything looks correct, click the button below to schedule.

✓ Click Here to Schedule Now

#### Directions for Sentara Advanced Imaging Center Independence

Sentara Independence Advanced Imaging Center is located at 800 Independence Blvd, Virginia Beach. The patient entrance faces Independence Boulevard. Please bring any written orders/referrals. Please arrive 15 minutes prior to your scheduled appointment time. Should you need to reschedule your appointment or have questions about your exam, contact Central Scheduling at 757-736-0040. 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 3D (tomosynthesis) 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. Breast Tomosynthesis uses high-powered computing to convert digital images into a stack of very thin layers or "slices"-building what is essentially a three-dimensional mammogram. During tomosynthesis part of the exam, the xray tube (sweeps in a light arc over the breast, taking multiple breast images in just seconds. A computer then produces a 3D image of your breast tissue in one millimeter layers.

Your exam will last approximately 20-30 minutes.

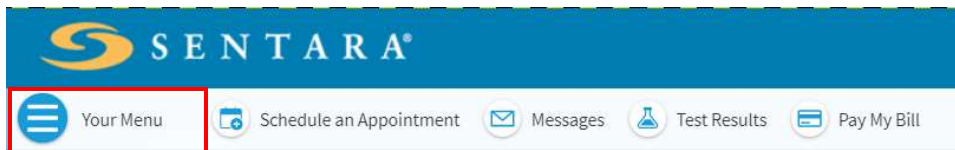
[View full instructions](#)

Following conditions: bloody or clear nipple discharge, lumps, thickening, dimpling of the breast, an abnormal mammogram report, then you should have a

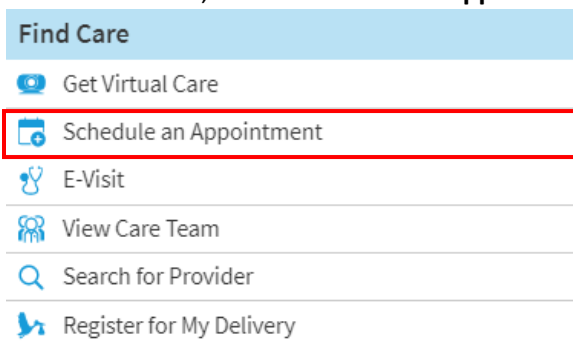
18

## Schedule an Appointment

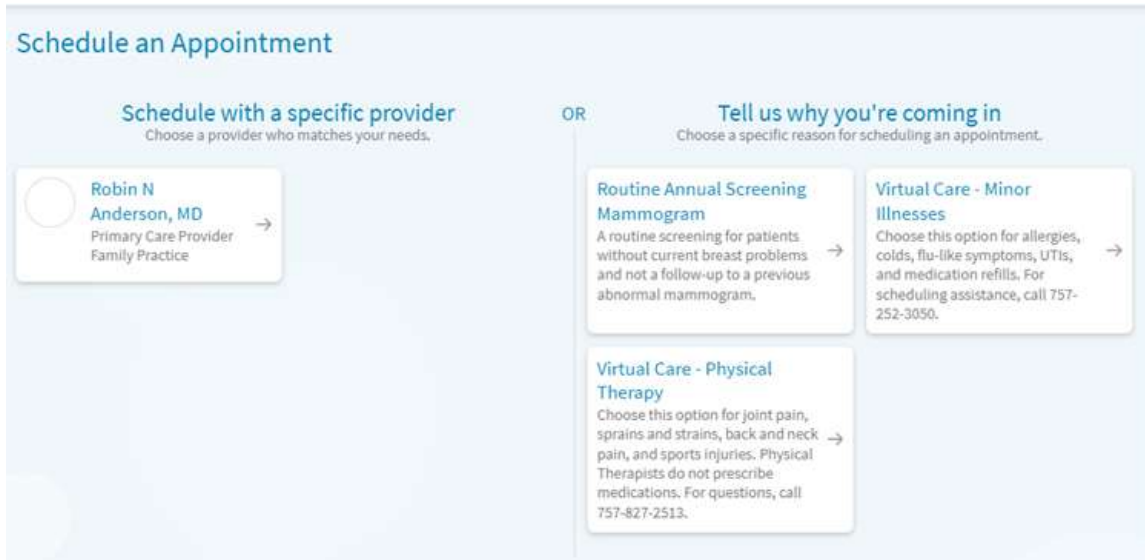
### 1. Select **Your Menu**



### 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. The list of providers will be based on your care team and past/future appointments.



4. Select what kind of appointment you would like to schedule

The screenshot shows the 'Schedule an Appointment' form. At the top, there is a 'Start over' button. Below it, a progress bar shows five steps: 'Providers' (checked), 'Reason for visit' (active), 'Locations', 'Time', and 'Verify and schedule'. The 'Reason for visit' section is expanded, showing a list of appointment types: 'Office Visit' (A general visit with your healthcare provider), 'Physical' (Routine annual visit including female exams, medical clearance, and sports/camp physicals), 'Same Day Video Visit' (Immediate care for a minor illness conducted by video with your provider), 'Hospital Follow-Up', and 'Same Day In Person Visit' (Same day in-person visit with your provider). Each option has a right-pointing arrow.

5. Select which location works best for you

The screenshot shows the 'Schedule an Appointment' form. The progress bar now shows 'Reason for visit' as checked and 'Locations' as the active step. The 'Locations' section is expanded, showing a list of locations: 'Sentara Family Medicine Physicians' (2017 Pleasant House Rd, Virginia Beach, VA 23455-2109). Each option has a right-pointing arrow.

6. To choose the appointment that is best for you, click on the appointment time. You may also search criteria to find the best available time for you.

The screenshot shows the 'Schedule an Appointment' form. The progress bar now shows 'Locations' as checked and 'Time' as the active step. The 'Time' section is expanded, showing a list of appointment times: 2:00 PM, 2:30 PM, 3:00 PM, 3:30 PM, 4:30 PM, 5:00 PM, and 5:30 PM. Each time slot has a right-pointing arrow. Below the time slots, there is a 'Search Criteria' section with a 'Start search on' date of 12/19/2022 and a button labeled 'All available times'.

If you have selected to schedule an appointment by type of appointment, you will then select the appointment time that best fits your needs, and the location.

7. Verify your insurance \* Indicates a required field

If you select **Use insurance**, under the **Insurance on File** section you can update, remove, and/or add insurance coverage. Select **This information is correct**

The screenshot shows the 'Schedule an Appointment' form. At the top, there are four status bars: 'Providers' (Robin N. Anderson, MD), 'Reason for visit' (Office Visit), 'Locations' (Sentara Family Medicine Physicians), and 'Time' (Monday December 19, 2022 2:00 PM). A 'Start over' button is in the top right. Below these is a message: 'This time slot is reserved for you until 2:08 PM. Please complete scheduling by then.' The 'Verify your insurance' section has a 'Responsibility for Payment' question: '\* Would you like to use insurance to pay for this appointment?'. Two buttons are present: 'Use insurance' (selected) and 'Do not bill insurance'. Below this is the 'Insurance on File' section, which shows details for 'Aetna / Aetna Open Choice' (Subscriber Name: Tinker, Bella; Subscriber Number: 123456789; Group Number: 123456). It includes an 'Add insurance card photos' button and a message: 'Uploading images of your card now will help speed up the check-in process for your next visit.' There are also 'Update coverage' and 'Remove coverage' buttons. To the right is an 'Add a coverage' button. At the bottom, the 'Pending Review' section shows the same subscriber information. A green button labeled 'This information is correct' is highlighted with a red box.

If you select **Do not bill insurance**, then, next, select **This in formation is correct.**

The screenshot shows the 'Schedule an Appointment' form with the 'Reason for visit' changed to 'Virtual Care - Primary Care' and the 'Time' changed to 'Monday December 19, 2022 3:00 PM'. The 'Verify your insurance' section now has 'Do not bill insurance' selected. The 'This information is correct' button at the bottom is highlighted with a red box.

8. Review the appointment details, ADD the reason for your visit in the comment box, and select **Click Here to Schedule Now**. \* Indicates a required field

### Schedule an Appointment

Start over

Providers Edit  
Robin N Anderson, MD

Reason for visit Edit  
Office Visit

Locations Edit  
Sentara Family Medicine Physicians

Time Edit  
Monday December 19, 2022 2:30 PM

Verify and schedule

You're almost done...

This time slot is reserved for you until 2:16 PM. Please complete scheduling by then.

Office Visit with Robin N Anderson, MD

Monday December 19, 2022 2:30 PM (30 minutes) Edit

Sentara Family Medicine Physicians  
2017 Pleasure House Rd  
Virginia Beach VA 23455-2700  
757-318-8900

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

Before scheduling...

☐ Join the wait list and be notified if earlier appointments open up

☐ Favorite this appointment to easily schedule again later

If everything looks correct, click the button below to schedule.

Click Here to Schedule Now

Directions for Sentara Family Medicine Physicians

Only one visitor or caregiver may accompany patients to their scheduled appointment. Thank you for your understanding.

Visit Instructions

Please arrive at least 15 minutes before your scheduled appointment time. Remember to bring your insurance information, all medications you are currently taking and any appropriate X-rays or test results. Please remember to bring your payment as it is due at the time of service. Please contact us at least 24 hours in advance if you must cancel your appointment. We look forward to seeing you.

### Appointment Details

Print

Appointment Scheduled  
You're all set! You can review details of your upcoming appointment below.

Confirm you've arrived  
Have you arrived for this appointment?

I'm here

Office Visit with Testing

Monday December 19, 2022 2:30 PM EST (30 minutes)

Add to calendar

Sentara Family Medicine Physicians  
2017 Pleasure House Rd  
Virginia Beach VA 23455-2700  
757-318-8900

Get directions

Cancel appointment

Get ready for your visit!

eCheck-In

Save time by completing eCheck-In ahead of time.

Want an earlier time? Get on the Wait List

Directions for Sentara Family Medicine Physicians

Only one visitor or caregiver may accompany patients to their scheduled appointment. Thank you for your understanding.

Visit Instructions

Please arrive at least 15 minutes before your scheduled appointment time. Remember to bring your insurance information, all medications you are currently taking and any appropriate X-rays or test results. Please remember to bring your payment as it is due at the time of service. Please contact us at least 24 hours in advance if you must cancel your appointment. We look forward to seeing you.

Back to Appointments and Visits

22

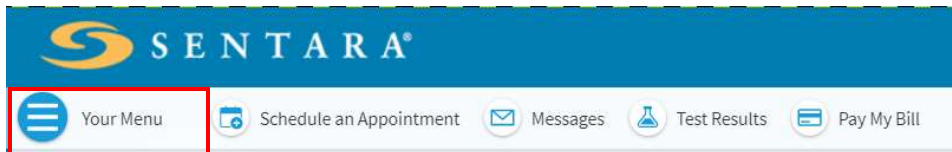
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# Appointments: Wait List Appointments

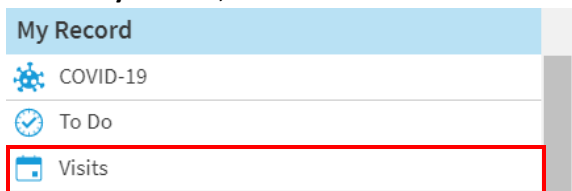
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This electronic waitlist feature is a convenient way to get the care that you need more quickly.

1. Select **Your Menu**

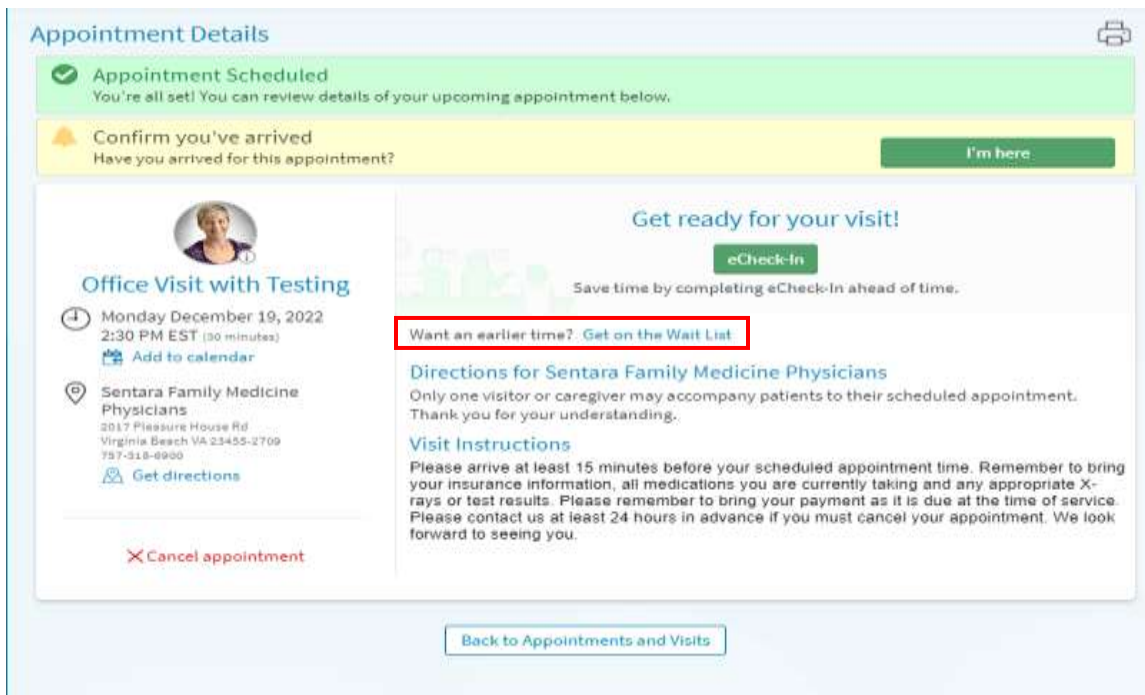


2. Under **My Record**, Select **Visits**



3. Select the appointment that you would like to be added to for the Waitlist

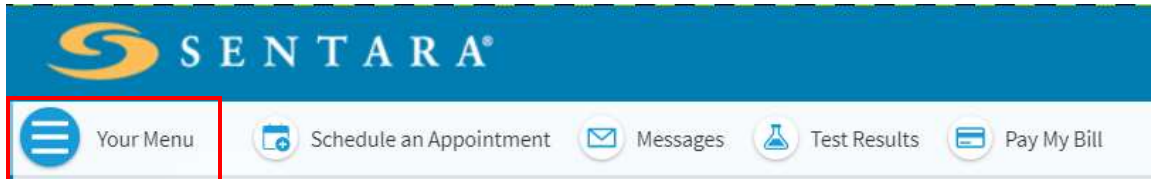
4. Select **Get on the Wait List**



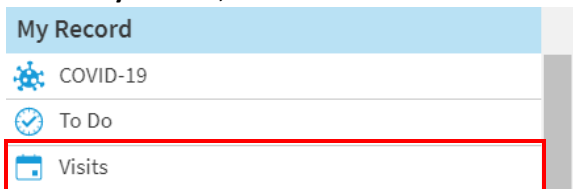
When an earlier appointment becomes available, you will receive an alert via text or email. The appointment offers are claimed on a FIRST COME, FIRST SERVED basis, but offers do expire – make sure to act fast!

Note: To review your notification preferences, select the **Settings** menu in MyChart, then **Notifications**).

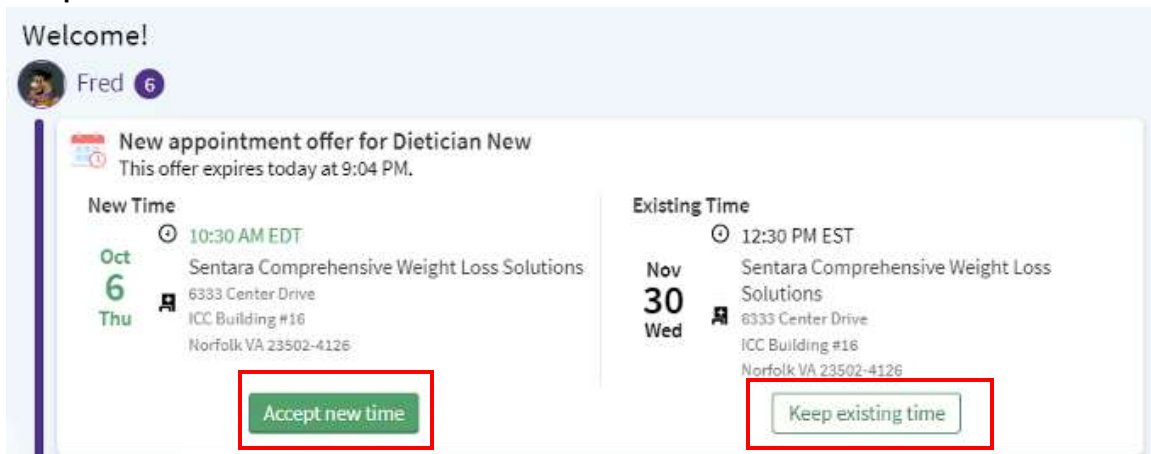
1. Select **Your Menu**



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



3. Review the new appointment offering and choose whether you would like to **Keep existing time** or **Accept new time**

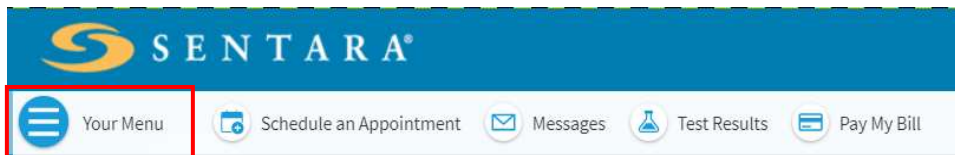


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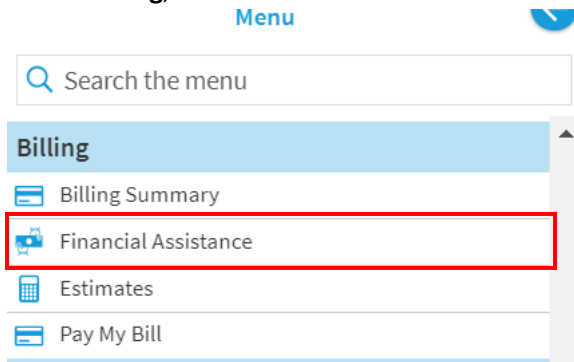
## Billing: Request Financial Assistance

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1. Select **Your Menu**



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



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



#### 4. Complete the required criteria, select **Next**

*\* Indicates a required field*

### Financial Assistance

We'll need a complete picture of your annual income and expenses, so make sure you have any statements and bills available.

Personal Info

Income

Expenses

Assets

Review

*\* Indicates a required field*

*\*How large is your household?*

Include all the people who are in your household and for whom you are financially responsible. This may include yourself, your spouse, your children, or other people you typically claim as a dependent on your taxes.

-

1

+

### Your household's income

Include any income earned by any member of your household, not just yourself or the patients whose bills you're requesting assistance for. Enter each income as the pre-tax dollar amount.

Source of income  
Select income...

How often are you paid?  
Hourly Weekly Biweekly Monthly Annually

Income amount (in USD)  

Add income

### Proof of income documents

Add any proof of income documents for yourself and others in your household. A financial counselor will review these documents as part of your request.

You can attach up to 99 files. The allowed file types are BMP, DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF. The maximum file size is 15 MB for images and documents.

Add a document

Document types: Bank Statements, Financial Assistance Application, Other Support, Pay Stub(s), Tax Returns, W-2

Next

Back

Cancel

#### 5. Complete the required criteria, select **Next**

*\* Indicates a required field*

### Financial Assistance

We'll need a complete picture of your annual income and expenses, so make sure you have any statements and bills available.

Personal Info

Income

Expenses

Assets

Review

### Your household's expenses

Include any recurring expenses your household has. For expenses which change from month to month, enter the average cost you budget for.

Type of expense  
Select expense...

How often do you pay?  
Weekly Biweekly Monthly Annually

Expense amount (in USD)  

Add expense

Next

Back

Cancel

6. Complete the required criteria, select **Next**

\* Indicates a required field

**Financial Assistance**

We'll need a complete picture of your annual income and expenses, so make sure you have any statements and bills available.

Personal Info Income Expenses Assets Review

**Your household's assets**

Include any assets your household has. If you do not know the exact value of an asset, provide your best guess.

Type of asset Value of asset (in USD)

Select asset...

Add asset

**Next** Back Cancel

7. Review information, and then select **Submit**

**Financial Assistance**

We'll need a complete picture of your annual income and expenses, so make sure you have any statements and bills available.

Personal Info Income Expenses Assets Review

**Does this look right?**

**Financial Request Summary**  
Requested on 1/16/2023 on behalf of

Patient Guide

**Request Details**  
People in household: 1

Income	Not entered	Expenses	Not entered	Assets	Not entered
--------	-------------	----------	-------------	--------	-------------

**Anything else we should know?**  
You may use this space to tell us about any other details relevant to your application.

**Submit** Back Cancel

**Financial Assistance**

We'll need a complete picture of your annual income and expenses, so make sure you have any statements and bills available.

✓ Your application has been submitted. One of our financial counselors will contact you if we need any additional information. You may print this page for your records.

**Financial Request Summary**  
Requested on 1/16/2023 on behalf of

Patient Guide  
Case #100057

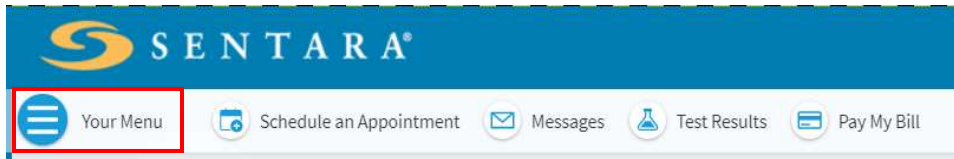
**Request Details**  
People in household: 1

Income	Not entered	Expenses	Not entered	Assets	Not entered
--------	-------------	----------	-------------	--------	-------------

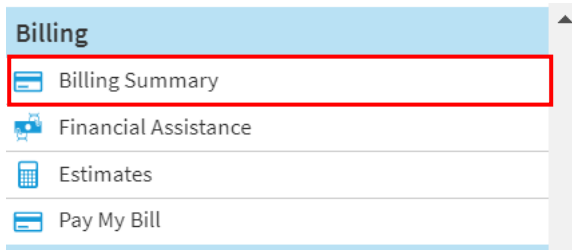
[Back to the home page](#)

## Billing: View your Account

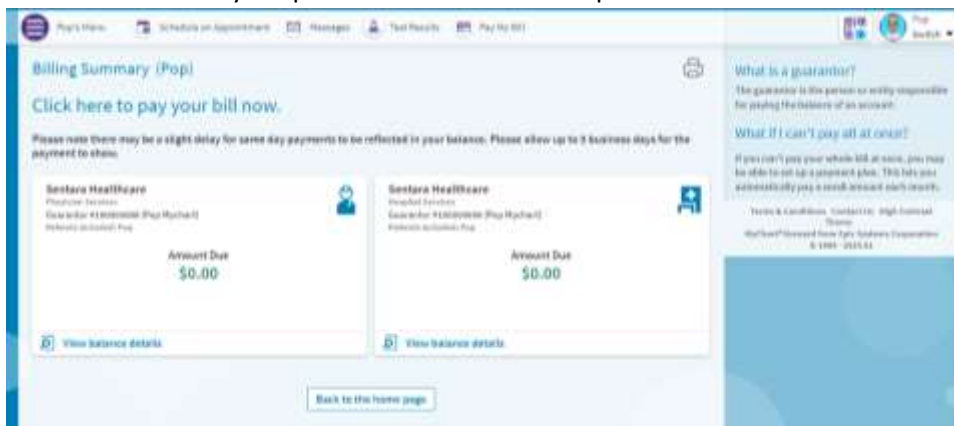
1. Select **Your Menu**



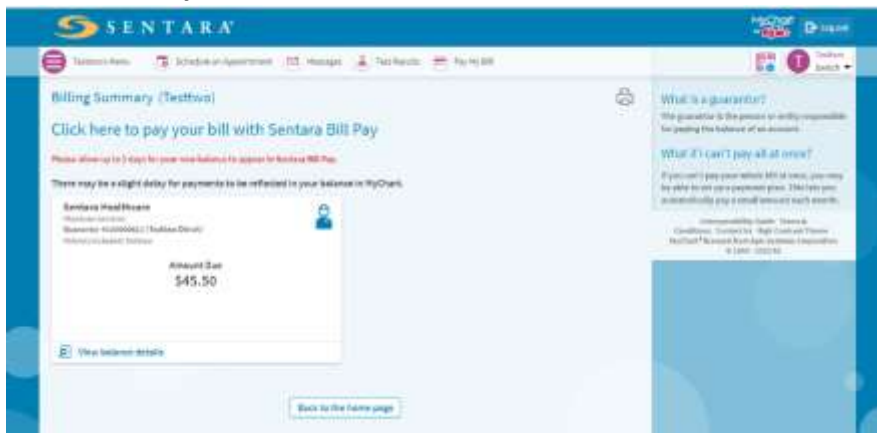
2. Under **Billing**, select **Billing Summary**



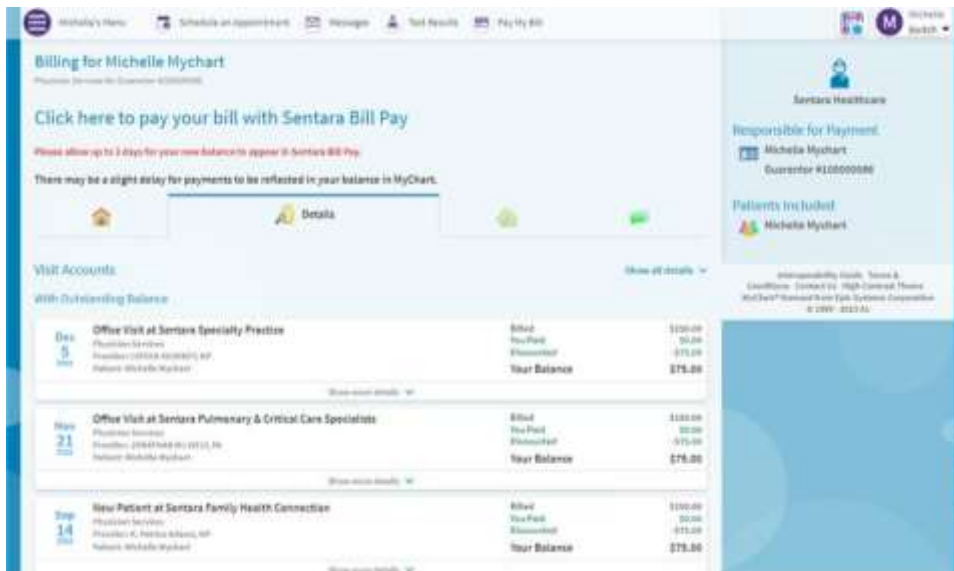
3. You can view both your provider account and hospital account.



You can make payments towards your balance(s) by selecting **Click here to pay your bill with Sentara Bill Pay**.



4. Select **View balance details** to view any outstanding balance, to see guarantor information and a list of recent payments to the account.



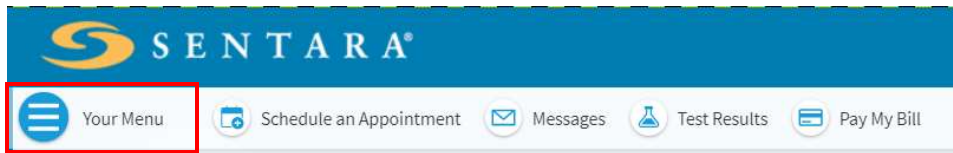
5. You can view a PDF of your last statement by selecting the **Communications tab**

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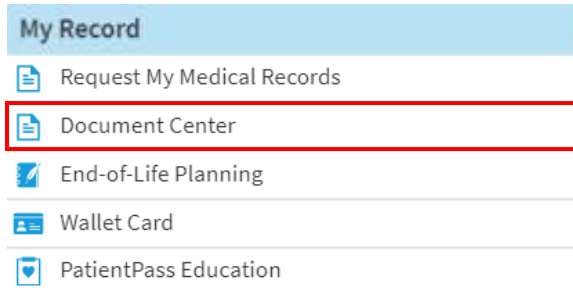
# My Record: Download Medical Record

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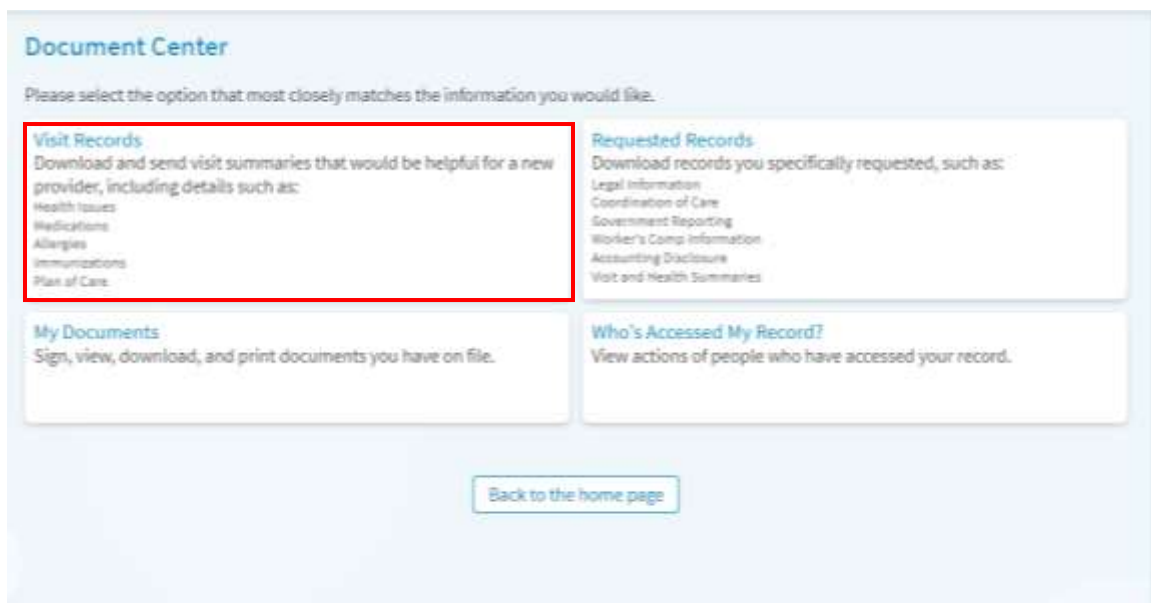
1. Select **Your Menu**



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



3. Select **Visit Records**



4. Download options include a **Single Visit**, **Date Range**, **All Visits**, or a complete **Lucy Summary** of your MyChart account.

The screenshot shows the 'Visit Records' section of a MyChart account. At the top, there is a heading 'Visit Records' and a subheading 'Select the visits you'd like to view, download, or send. You can select a single visit or multiple visits using the options below. Your Lucy Summary is also available.' Below this, there are four tabs: 'Single visit', 'Date range', 'All visits', and 'Lucy summary'. The 'Single visit' tab is highlighted with a red border. Below the tabs, there is a list of visits. The first visit is 'Hospital Outpatient Visit with SHRH MAMMO RM 1' at 'Sentara Halifax Regional Hospital Breast Center', dated 'Wednesday January 18, 2023'. Below the visit details, there are three buttons: 'View', 'Download', and 'Send'. At the bottom right, there is a button labeled 'Back to Document Center'.

5. Select **View**, **Download**, or **Send** your visit records

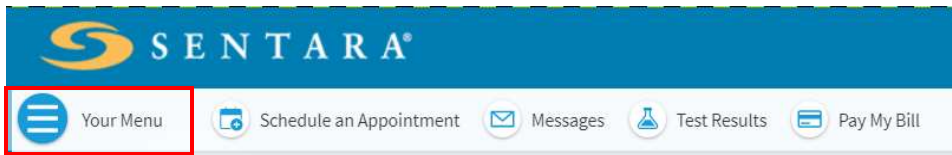
This screenshot is identical to the one above, showing the 'Visit Records' section. However, in this image, the 'View', 'Download', and 'Send' buttons are highlighted with a red border, indicating the next step in the process.

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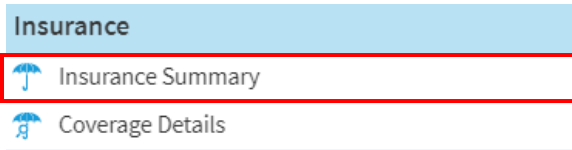
# Insurance: Add Insurance Coverage

---

1. Select **Your Menu**



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



3. Select **Add a coverage**



4. Select the Insurance company, enter member number/ID, and select if you are the policy holder for the insurance. Then, select **Submit** You can upload images of your insurance card. \* Indicates a required field

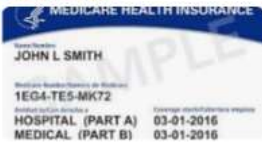
### Insurance Summary

#### Insurance on File

**Medicare / Medicare Part a & B**

Subscriber Name  
Guide, Patient

Subscriber Number  
1AA1AA1AA11



#### Add a coverage

Choose your insurance provider. If your insurance provider is not listed choose "Other".


\* Indicates a required field

\*Insurance  
Optima


\*Member Number  
1234567901

\*Are you the policy holder for this insurance?  
☒ Yes ☐ No

Please upload images of your insurance card. ⓘ

 Add front

File types: BMP, DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF.  
The maximum file size is 15 MB.

 Add back

File types: BMP, DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF.  
The maximum file size is 15 MB.

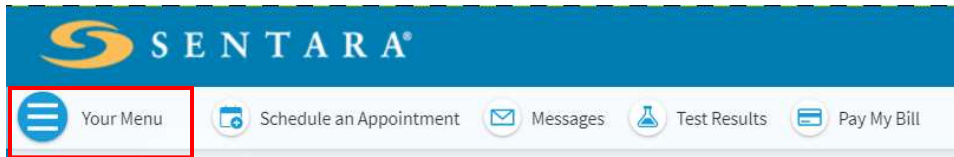
**Submit** **Cancel**

---

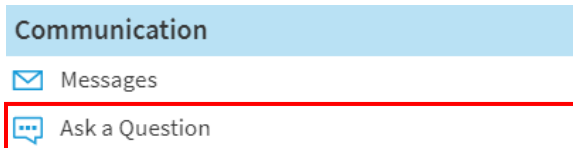
## Messaging: Ask a Medical Question

---

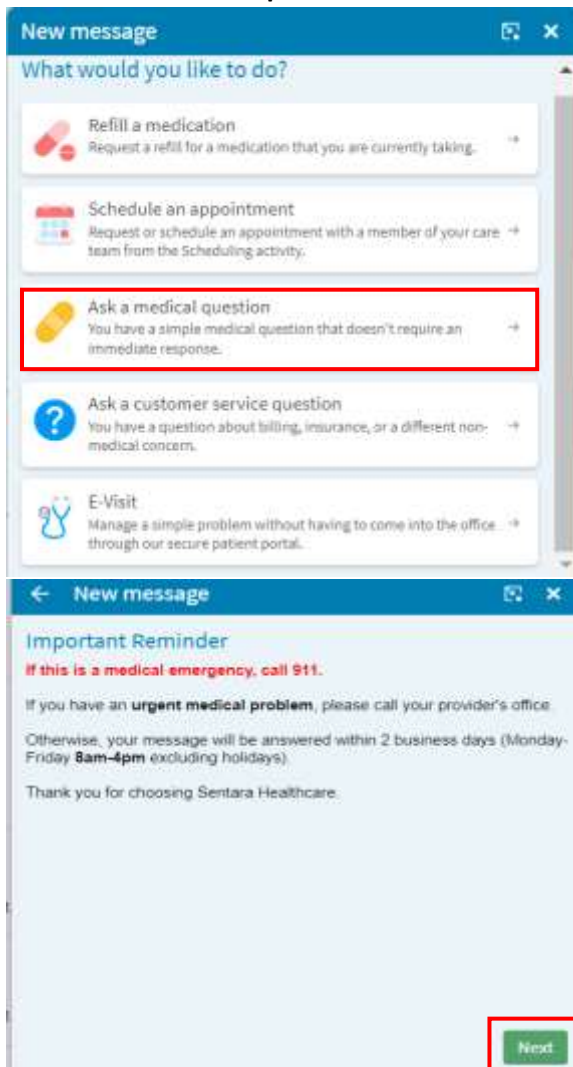
1. Select **Your Menu**



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



3. Select **Ask a medical question** and then select **Next**



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

The first screenshot shows the 'Medical question' screen with a list of question types. The second screenshot shows the 'Non-Urgent Medical Question' screen with a list of providers.

**Medical question**

What type of medical question?

- Advance Care Plan
- Allergies
- Immunizations
- Non-Urgent Medical Question**
- Medical Record Request
- Prescription Question
- Preventive Care
- Test Results Question

**Non-Urgent Medical Question**

Who do you want to contact?

- Robin N Anderson, MD**  
Primary care provider
- Amb Fp Shic, MD, MD  
Radiation Oncology  
Previous appointment on 02/25/2022
- ANDREW M ROMANO, MD  
HSD Cancer Infusion Services  
Previous appointment on 10/26/2021
- Betyshia J Belardo, MD  
Family Practice  
Appointment today
- Carrie E Ziemer, PA  
Cardiology  
Previous appointment on 12/6/2022

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

The screenshot shows the message composition screen with fields for 'To', 'Subject', and 'Enter your message'. A 'Send' button is at the bottom right.

**Non-Urgent Medical Question**

To: Robin N Anderson, MD

Messages will be addressed within **1 business days**. [Learn more](#)  
Call 911 if you have an emergency.

Subject: test

Enter your message: test

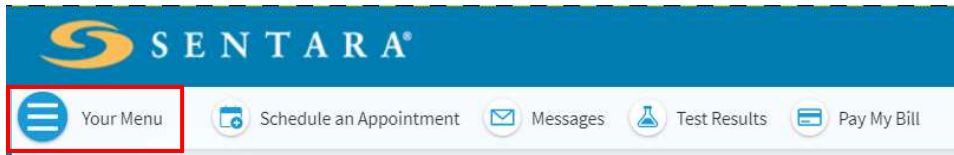
**Send**

---

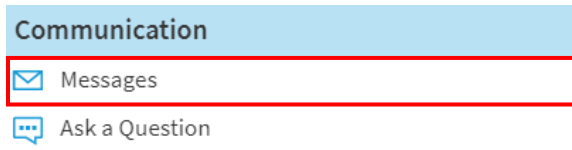
## Messaging: Deleting your messages

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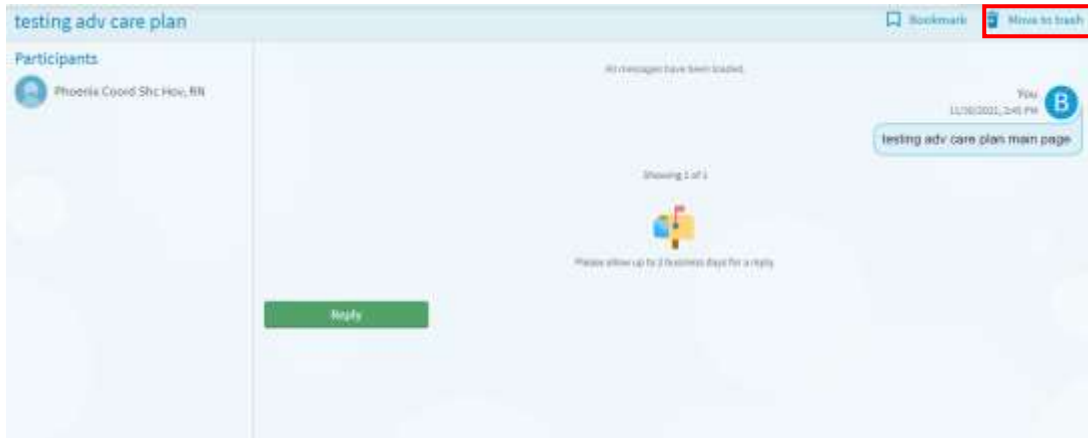
1. Select **Your Menu**



2. Under **Communication**, select **Messages**

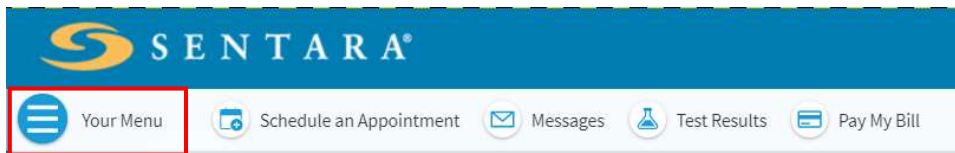


3. Open the message you would like to delete and select the **Move to Trash** icon.  
You cannot delete messages from the trash.

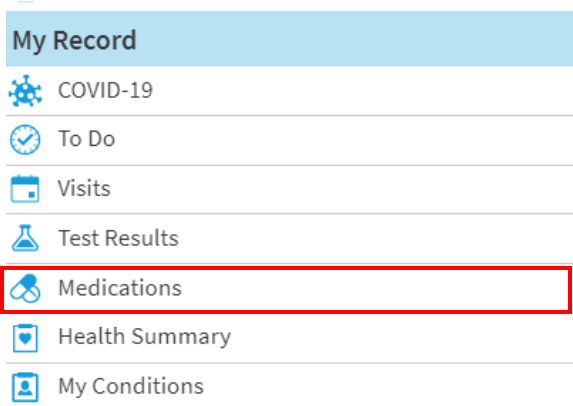


## Messaging: Medication Refill Request

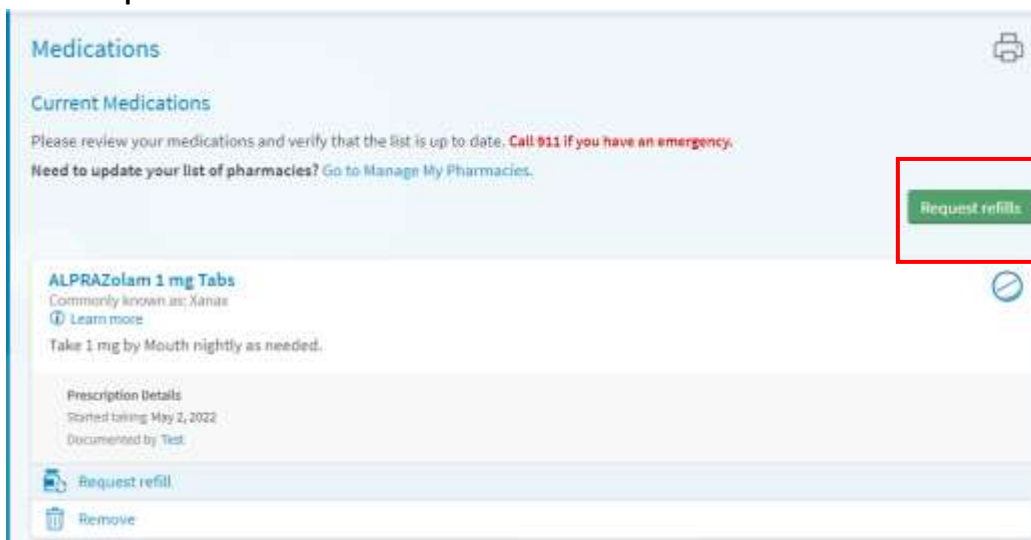
### 1. Select Your Menu



### 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 Text

☒

**EScitalopram 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 Text

☐

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

☐

**Next** Cancel

1 prescription selected

5. 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**

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

Enter comments for this prescription

**Delivery Method**

☒ Pick up at a pharmacy

**Pharmacy Info**

Pharmacy  
CVS/pharmacy #10018 - Virginia Beach, VA - 2089 Salem R.

Hours: Not available

**Next** Back Cancel

1 prescription selected

## Review Your Request

### Requested Medications

ALPRAZolam 1 mg Tabs

Commonly known as: Xanax



Enter comments for this prescription

### Request Details

#### Pharmacy

CVS/pharmacy #10018 - Virginia Beach, VA - 2089 Salem Rd

2089 Salem Rd

Virginia Beach VA 23456

Phone number: 757-471-2202

Submit

Back

Cancel

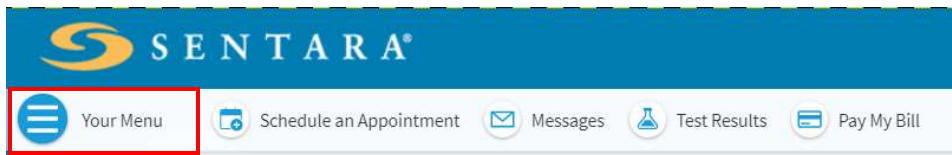
1 prescription selected

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## Messaging: Review deleted messages

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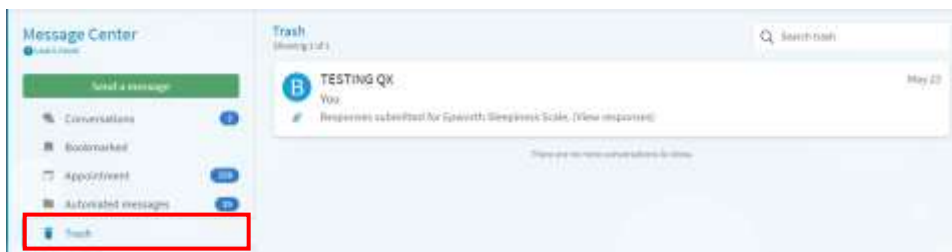
### 1. Select **Your Menu**



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



### 3. Select **Trash**.



### 4. Select deleted message that you would like to view. If you would like to restore the message back to conversations, select **Restore Conversation**

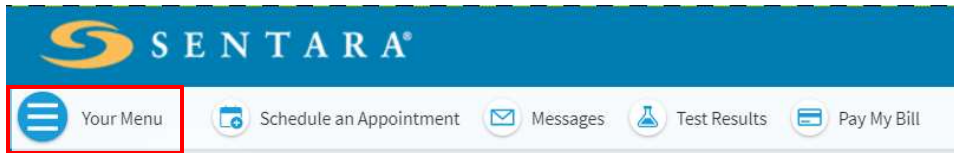


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## Messaging: View your new messages

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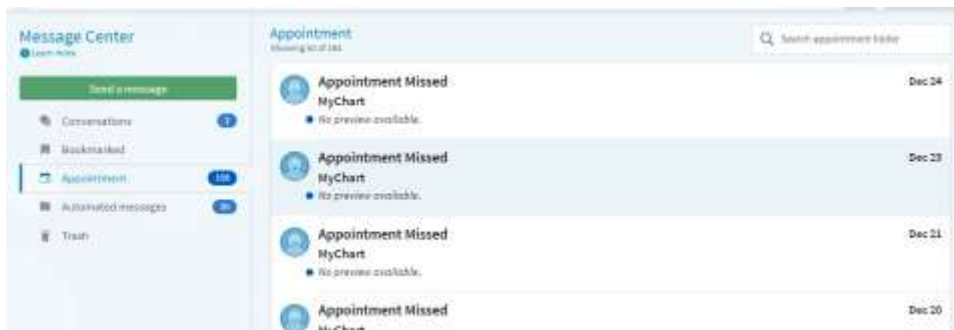
1. Select **Your Menu**



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



3. Under the message center the number of unread messages is displayed next to each folder. You must open the messages to delete them. The unread messages are bolded.



Message Center

Send a message

Conversations

Bookmarked

Appointments

Automated messages

Trash

Automated messages

Showing 51 of 110

Search automated messages

B

Breast Imaging History

Dec 20

You

History questionnaire submitted on Tuesday December 20, 2022 at 3:04:26 PM Questionnaire: Breast Imaging History Patient: ...

B

Questionnaire Submission

Dec 20

You

Patient Questionnaire Submission Questionnaire: Mammography Patient Questionnaire Question: Are

B

Questionnaire Submission

Dec 20

You

Patient Questionnaire Submission Questionnaire: Communicable Disease Screening Question: Do you

B

Questionnaire Submission

Dec 20

You

Patient Questionnaire Submission Questionnaire: Communicable Disease Screening Question: Do you

B

Questionnaire Submission

Dec 20

You

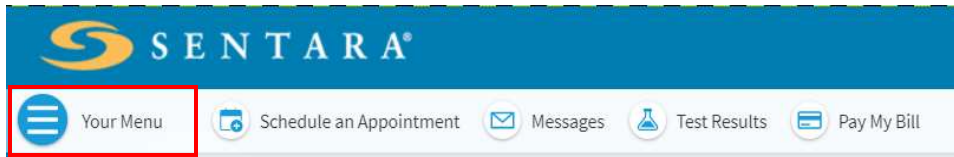
Patient Questionnaire Submission Questionnaire: Communicable Disease Screening Question: Do you

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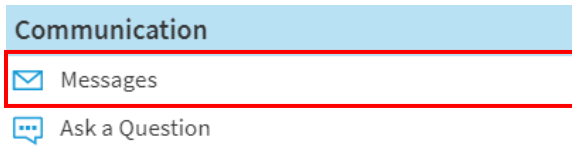
## Messaging: View your sent messages

---

1. Select **Your Menu**



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



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

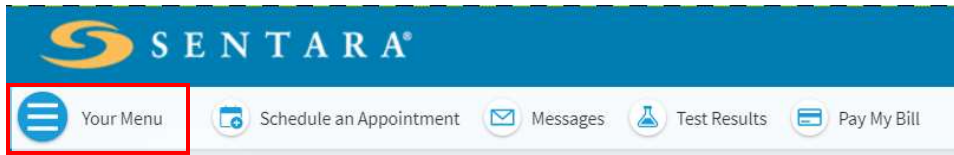


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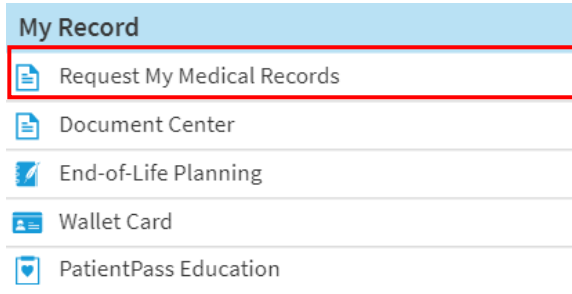
## Request Medical Records

---

1. Select **Your Menu**



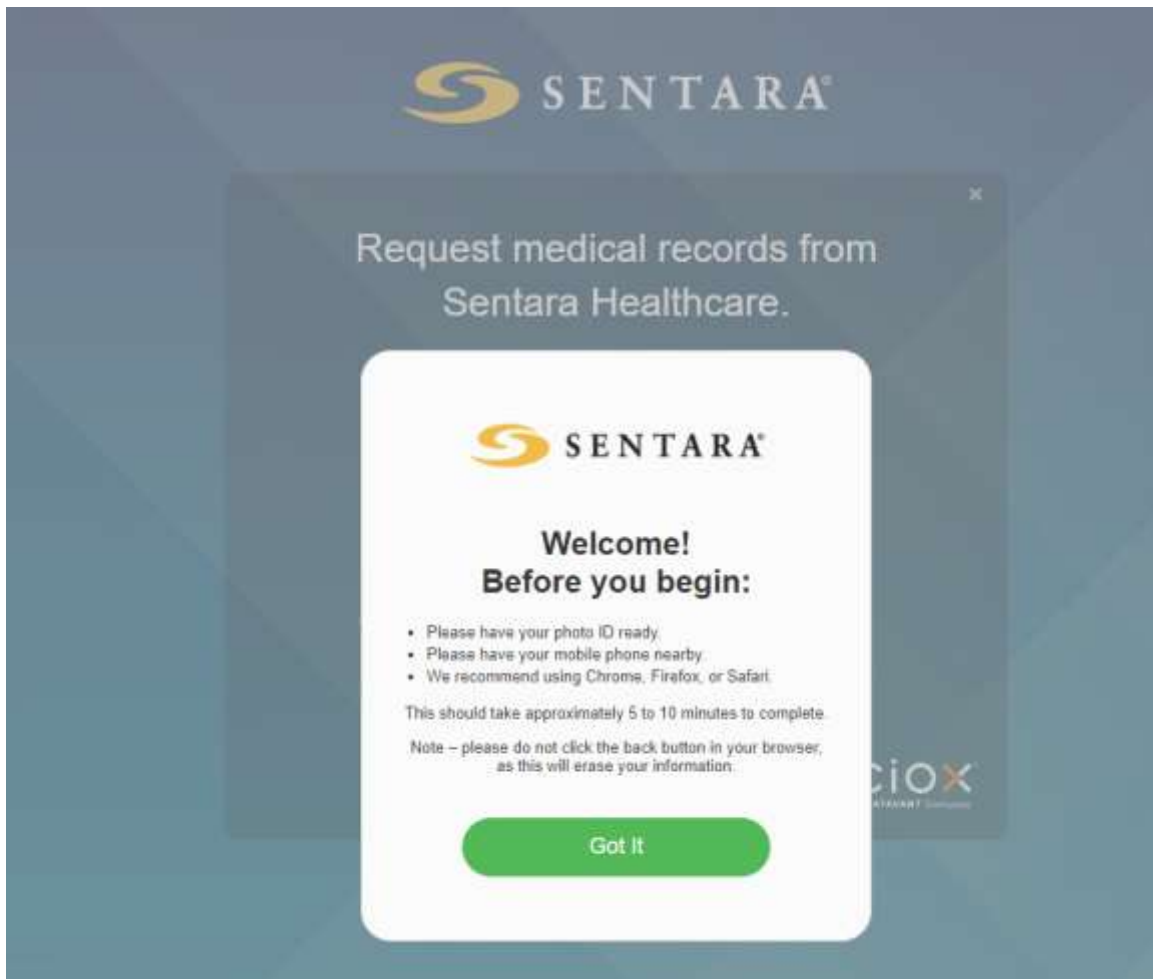
2. Under **My Record**, select **Request My Medical Records**



3. Follow the steps on the 3<sup>rd</sup> party site to request your complete medical record.



- 4.



5. Continue through the medical records request process. The online tool verifies your identity by asking for a photo of your driver's license or government issued identification, which can be taken via webcam or smartphone.

Use the link below to find a medical records department nearest you.

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

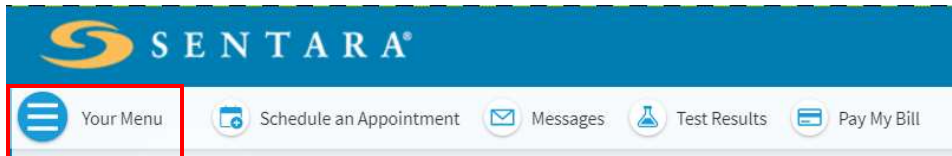
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## Proxy Sharing: How to grant another person access to your account

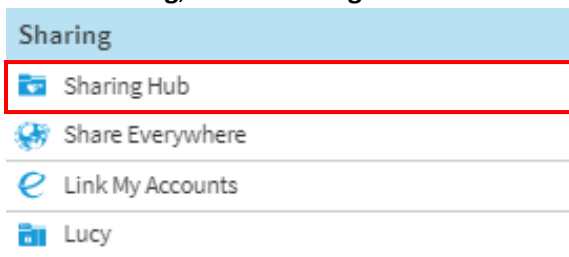
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Instructions for access to another adult when a person is wishing to access information and is a current Sentara MyChart user

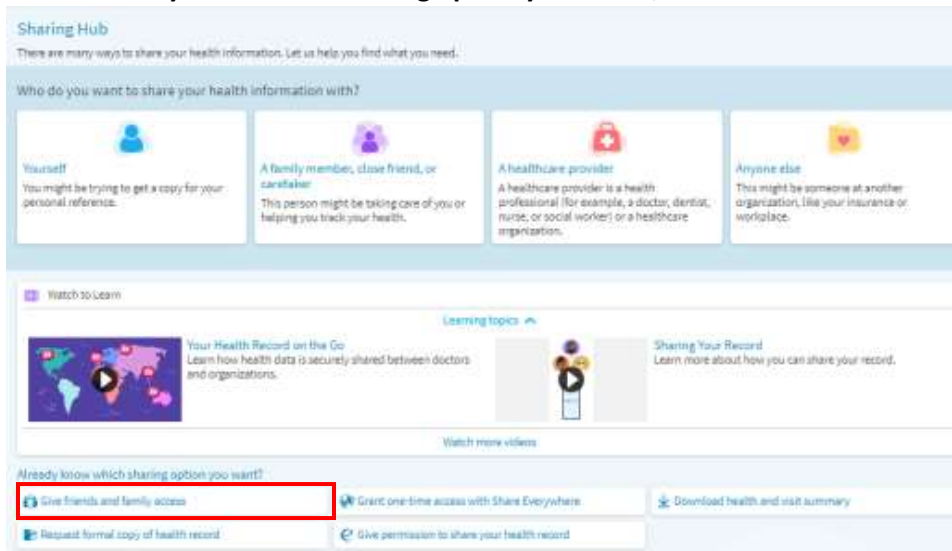
1. Select **Your Menu**



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



3. Under **Already know which sharing option you want?**, select **Give friends and family access**



#### 4. Select **+Invite Someone**

Friends and Family Access

Who Can See My Record?

No one can see your information

+ Invite someone

Whose Records Can I See?

**Bell Tinker**  
Nickname: Bell  
This is your record.

**Mike Test**  
Nickname: Mike  
Access until: 10/17/2969  
Revoke

**Periplaneta Americana**  
Nickname: Periplaneta  
Access until: 12/2/2944  
Revoke

**Testing Jessica**  
Nickname: Testing  
Access until: 8/7/2999  
Revoke

Back to Sharing Hub

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

Invite Someone to Have Access to Your Record

1 We will email an invitation to someone you trust.

2 From the email, they can log in to their MyChart to accept the invitation.

3 They must verify they know you by entering your date of birth.

Who are you inviting to have access to your medical record?

\*Name  
Test

Where should we send this invitation?

\*Email  
test@sentara.com

\*Confirm email  
test@sentara.com

\*What kind of access would you like this person to have to your medical record?

Adult accessing Adult

This access type allows another adult to have access to your medical record, including messaging and scheduling

## Sentara MyChart Proxy Access Disclaimer

### 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 is 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.

### Proxy Access

- o MyChart users have the option to grant proxy access to another person.
- o 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. All medical information that is made available to you in MyChart may also be made available to your proxy if you grant proxy access to another individual.
- o 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 another individual.
- o Please note that, by granting another individual proxy access to your account, you are also permitting Sentara Healthcare and your clinical care team to release medical information about you to 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

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 the access. A MyChart account will be activated for both the proxy and the account holder. If the proxy's legal relationship with the account holder changes, the account holder must inform us immediately by calling the practice for directions regarding written notice to the practice.

☒ I agree to the terms and conditions \*

Send invite

The invite is sent out to the email address provided.

The requester will receive an email and must select **Accept Invitation**. Next, log into their Sentara MyChart account. If the person you sent the invite to does not have a Sentara MyChart account, they will need to create one.

**To access another Sentara MyChart adult patient's account when requestor is not a current Sentara patient**

- Complete the Sentara Healthcare MyChart Proxy Access form ensuring that both adults sign the form.
- Return the form to the physician's office.

**To access a Sentara MyChart teen (14-17 yrs.) patient's account**

- Complete the Proxy Access form allowing one parent or legal guardian access and return it the teen's provider. Both the parent/guardian and teen must sign this form.
- The Teen will be issued an activation code for their own MyChart account.
- The teen must activate their account and that will complete the proxy access for the parent or legal guardian.

**To access a Sentara MyChart child (Birth - 13) patient's account**

- Complete the Sentara Healthcare MyChart Proxy Access form.
- Return the form to your child's physician.

All proxy forms may be located by copying and pasting the link below in your browser address bar:

<http://www.sentara.com/hampton-roads-virginia/patientguide/medical-records/sentara-mychart/patient-forms.aspx>

You may also request them from your physician's office.

If you do not have a Sentara Medical Group provider, you may send in a pdf format to

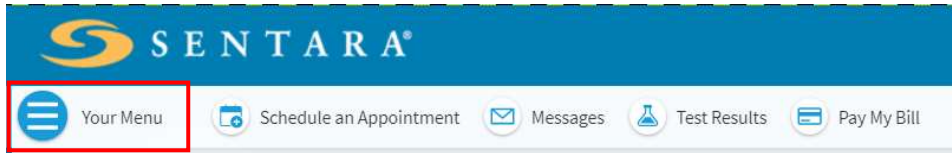
[Mychart\\_support@sentara.com](mailto:Mychart_support@sentara.com)

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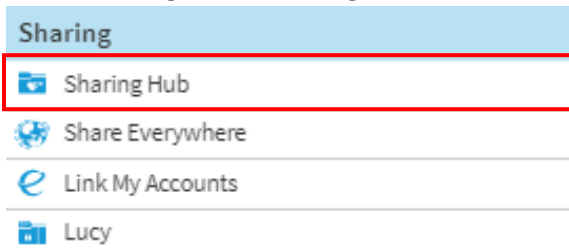
## Proxy Sharing: How to remove another person's access to your account

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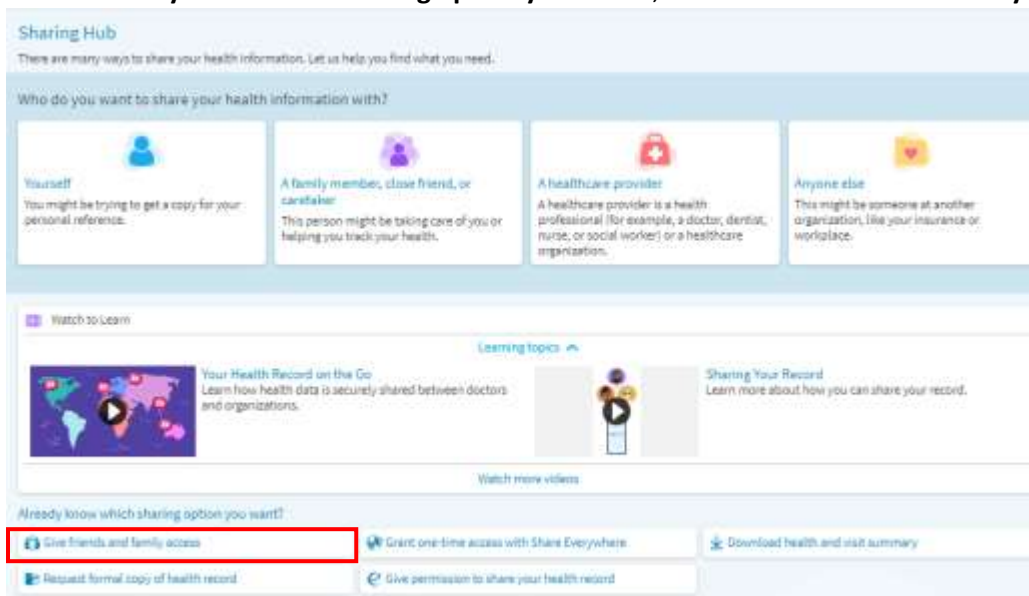
1. Select **Your Menu**



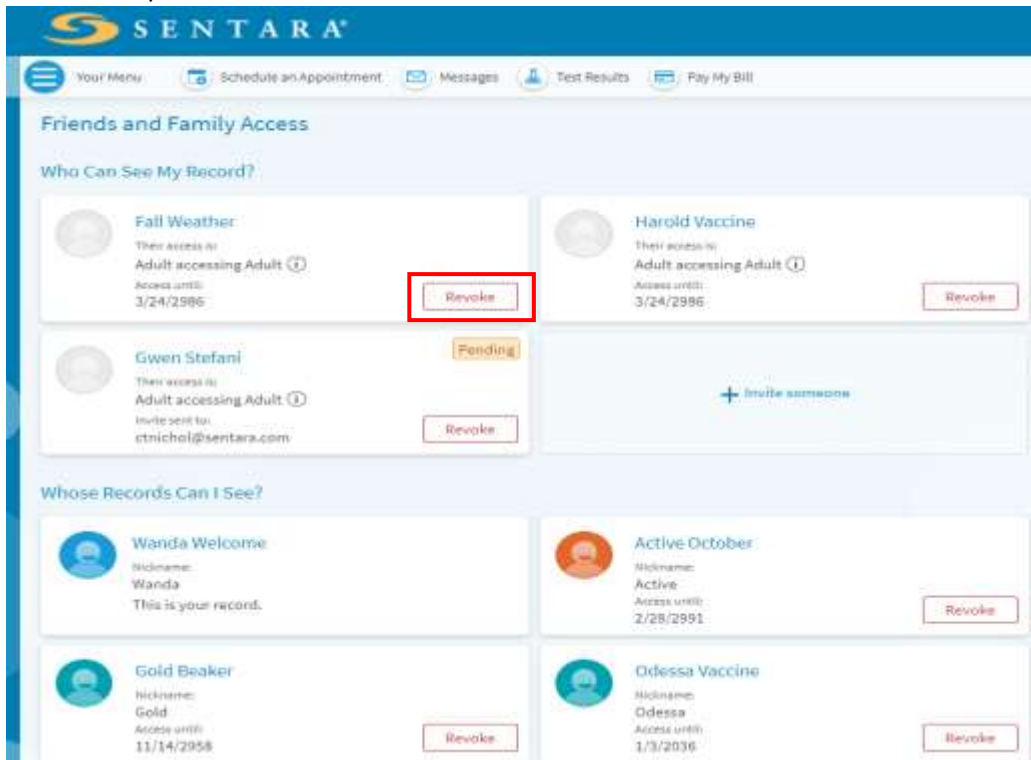
2. Under **Sharing**, select **Sharing Hub**



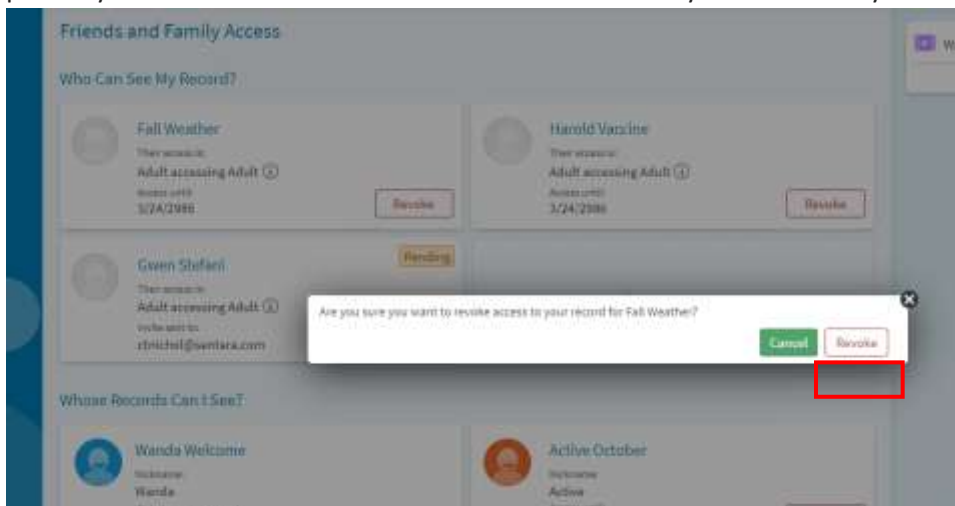
3. Under **Already know which sharing option you want?**, select **Give friends and family access**



4. Choose the person and select **Revoke**



5. Select **Revoke** and the Family and Friends access page will refresh. After this action is complete, the person you revoked access from will be unable to access your Sentara MyChart account.

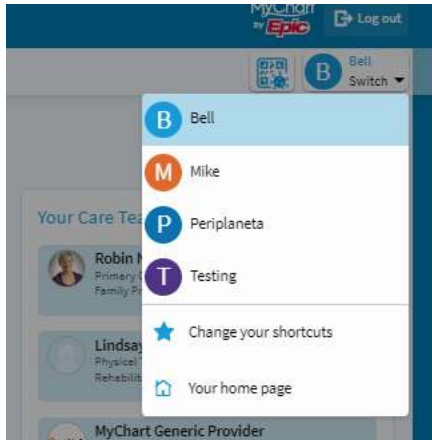


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## *Proxy Sharing: How to view another person's record that you have access to*

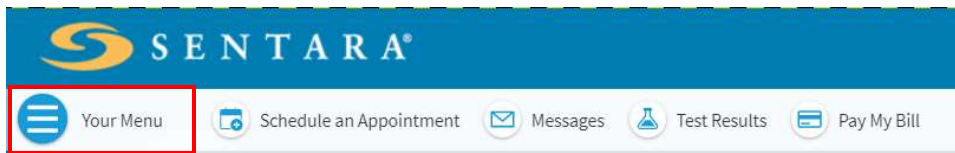
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1. Locate the Person Icon on the top right. Select the Person icon on the top right. Select the **Switch** button. Next, select the Person icon for the person you would like to access.

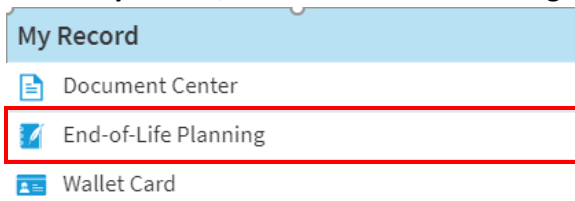


## Update End of Life Planning

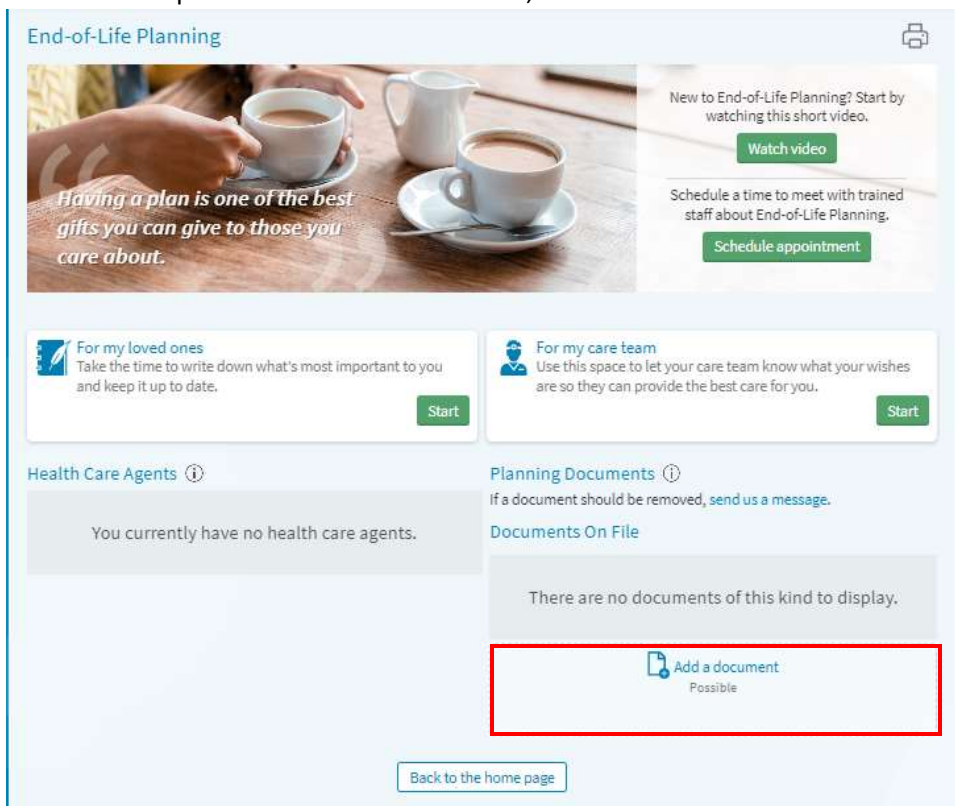
1. Select **Your Menu**



2. Under **My Record**, select **End-of- Life Planning**

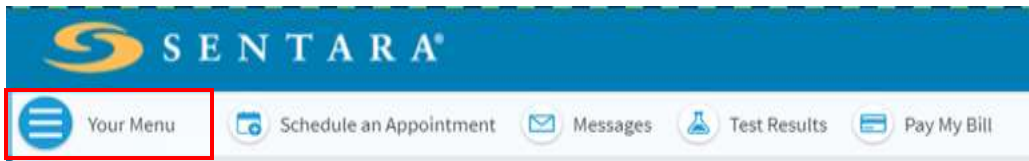


3. You can now upload your Advance Care Plan to send to your physician's office. To upload your Advance Care plan under **Document on File**, select **Add a document**

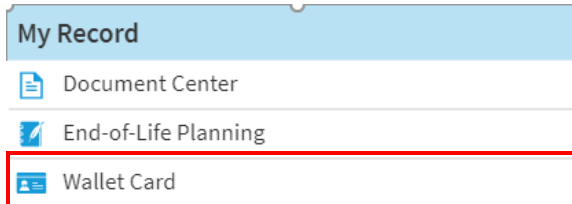


# Update Wallet Card

1. Select **Your Menu**

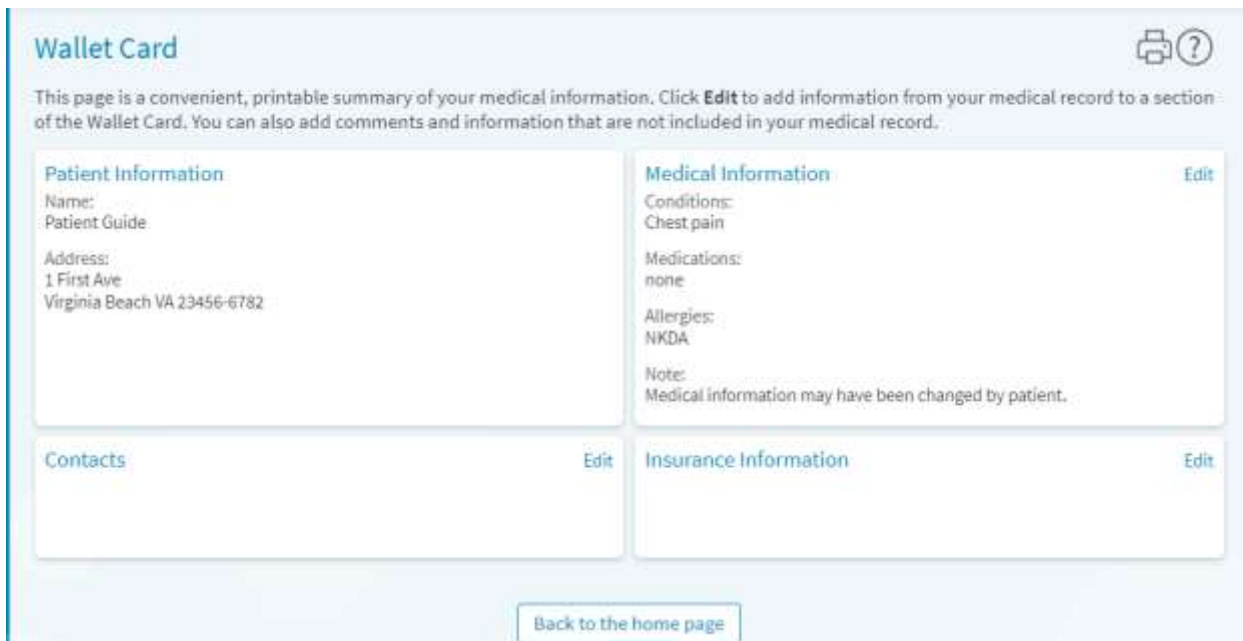


2. Under **My Record**, select **Wallet Card**



3. Select **Edit** next to the heading Medical Information, contacts, or Insurance Information to make any updates and pull information from your MyChart to the card.

If you would like to print a copy of your wallet card, select the *Print* icon in the upper right corner of the wallet card page.

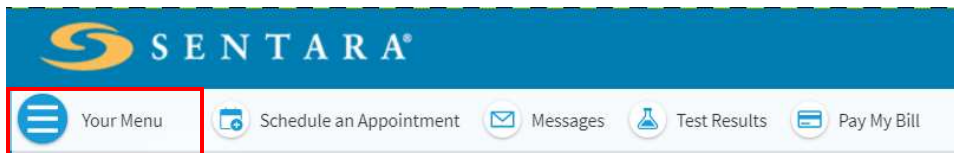


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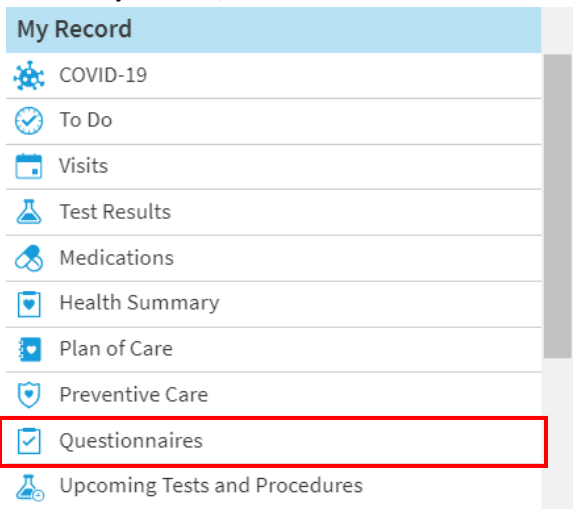
## View and/or Complete Questionnaires

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1. Select **Your Menu**



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



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

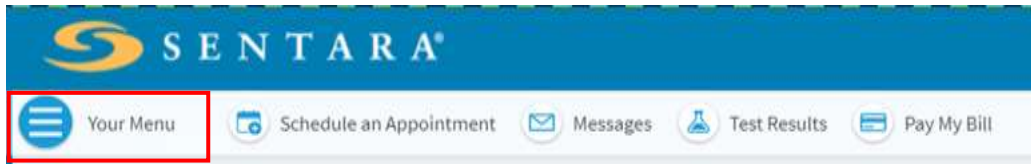
*\* Indicates a required field*



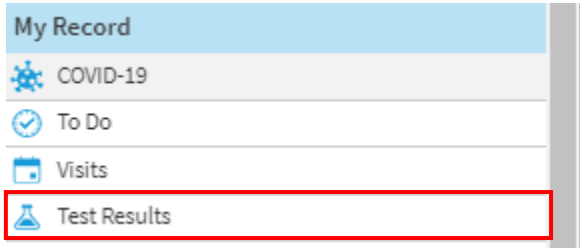
Your updated information will show in your MyChart account once your provider's office has reviewed and reconciled the information.

## View Test Results

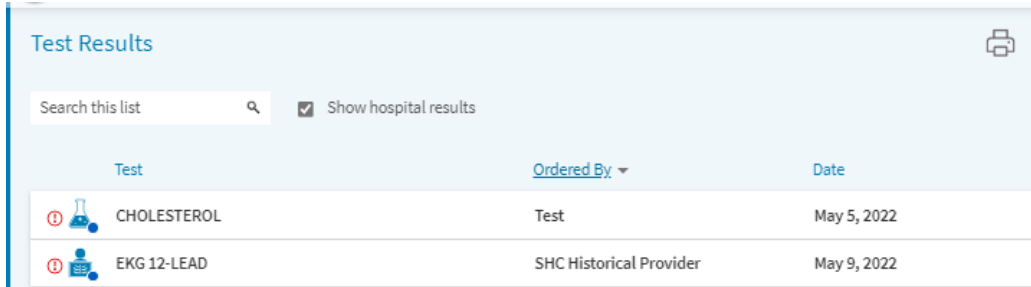
1. Select **Your Menu**



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



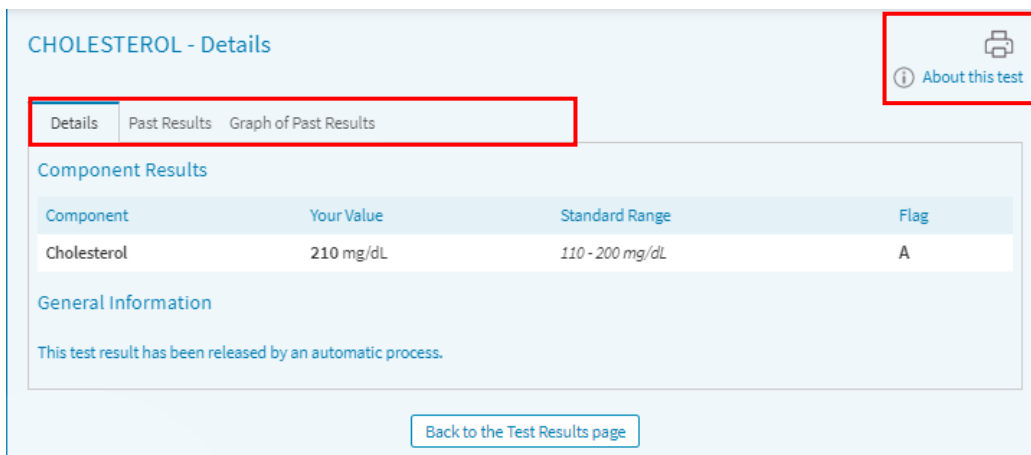
3. Check the box to **Show Hospital Results** and a complete list of available tests will display. Select the test result you would like to view. The unviewed test results will be bolded.



To learn more regarding the test, select **About this test**.

To compare the new result with previous results for the same test you may graph/tend this test over time by selecting **Past Result** or **Graph of Past Results**

If you would like to print a copy of your test results, select the printer icon in the upper right corner of the test results page.



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## *Review our Terms and Conditions*

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