MyChart Patient Guide

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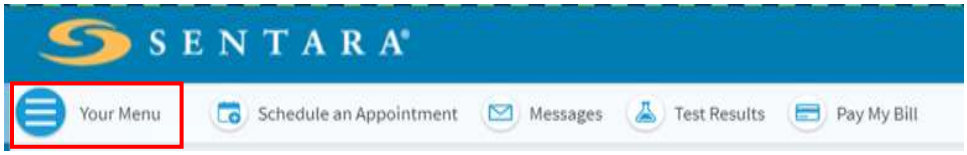
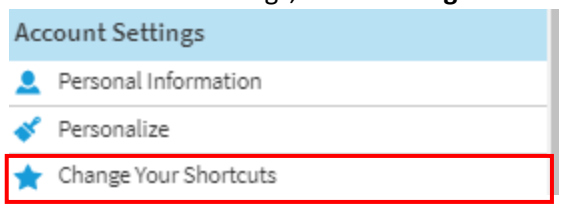
Account Settings: Change Your Shortcuts

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

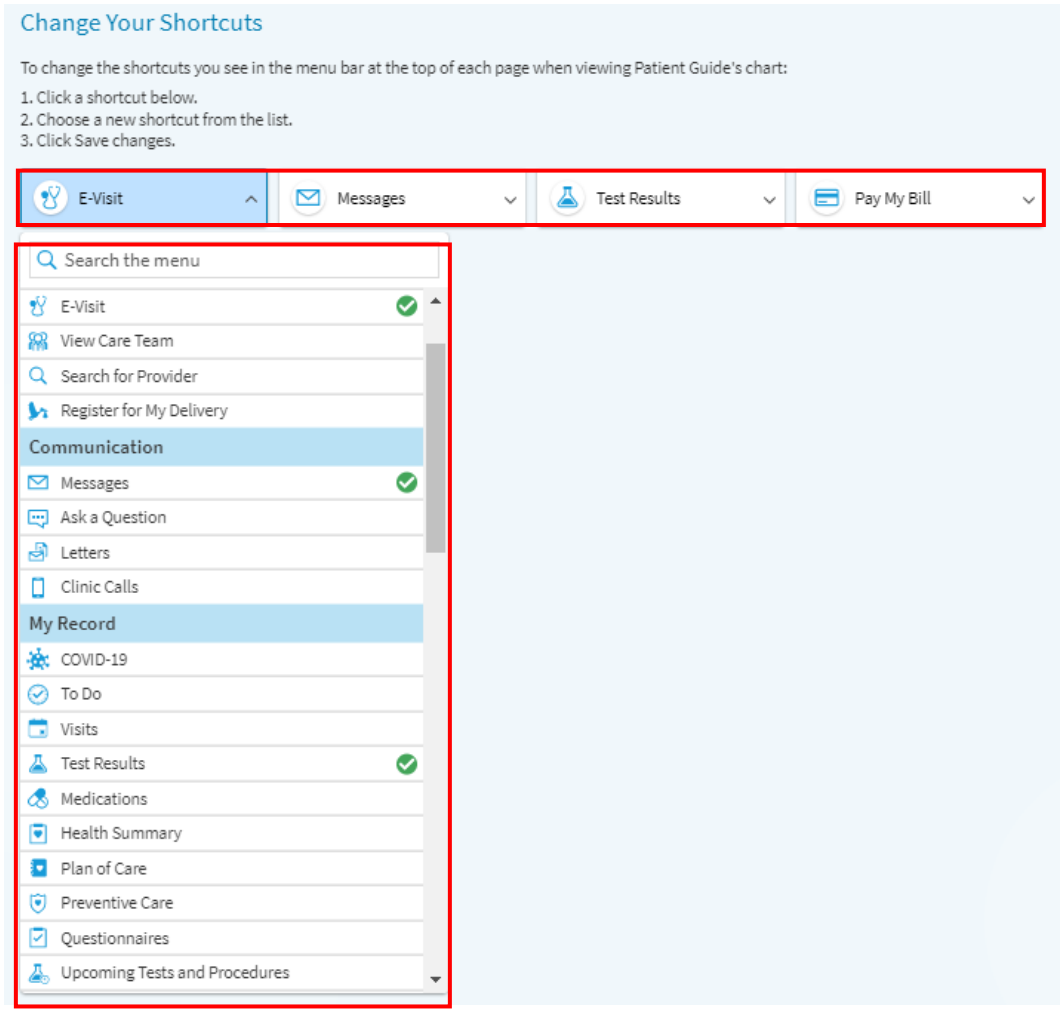
1. Select **Your Menu**



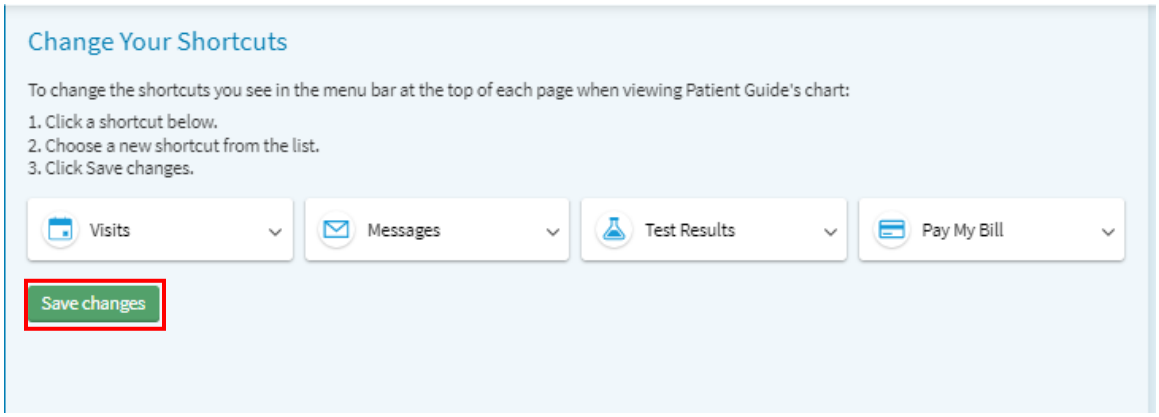
2. Under Account Settings, Select **Change Your Shortcuts**

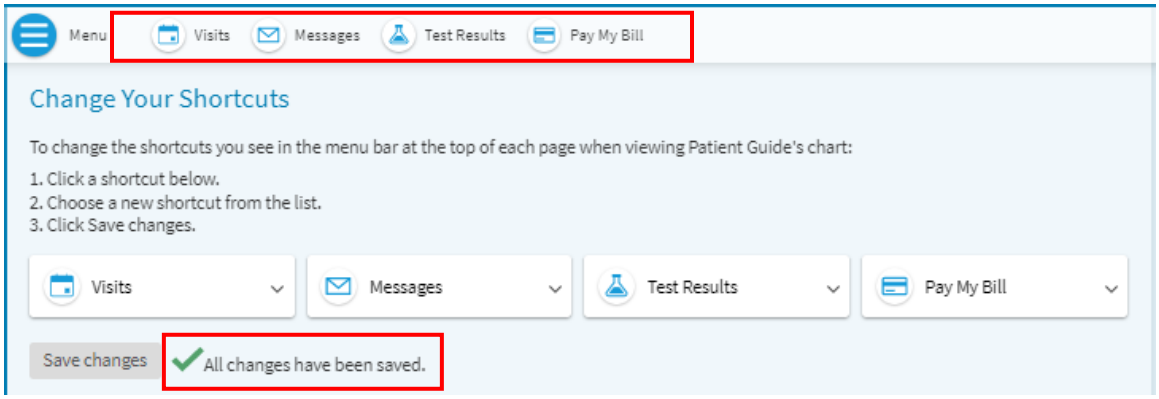


3. Select a shortcut and choose a shortcut from the list.



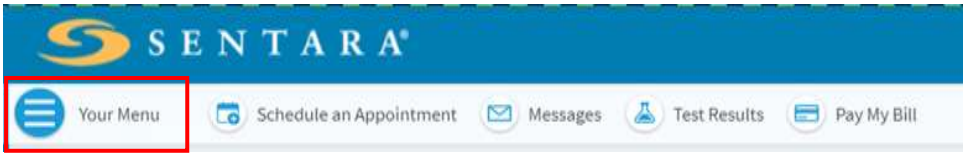
4. Select **Save changes**



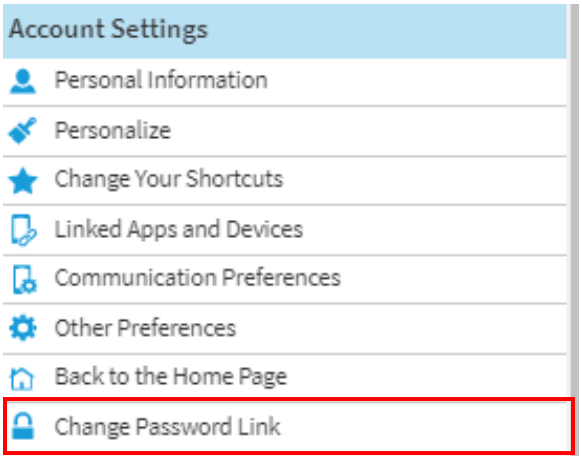


Account Settings: Change Password

1. Select **Your Menu**

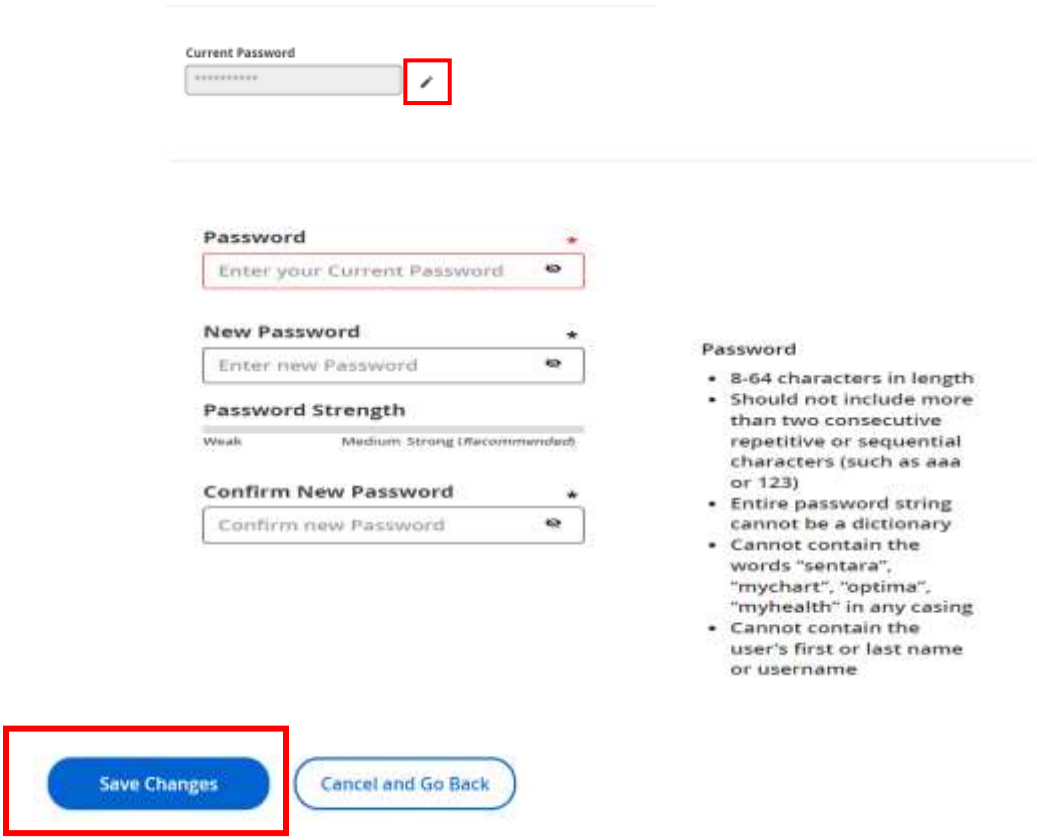


2. Under **Account Settings**, select **Change Password Link**



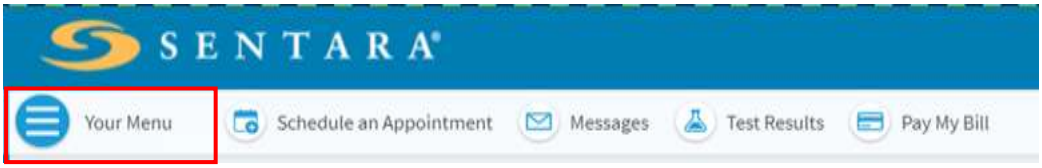
3. Under **Current Password**, Select the Pencil icon, enter the required information, and then select **Save Changes**

   * Indicates a required field

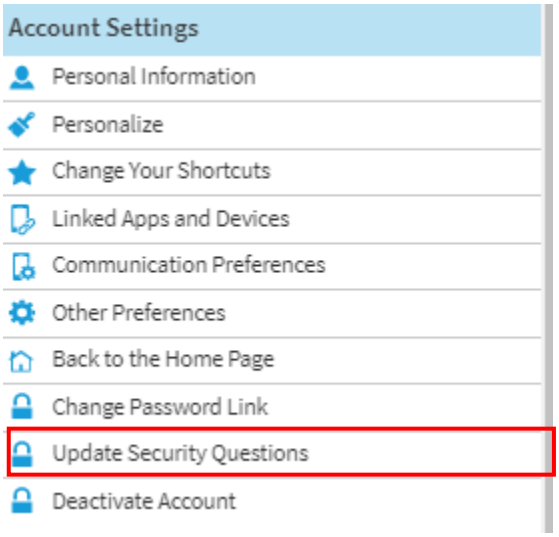


Account Settings: Change Security Questions

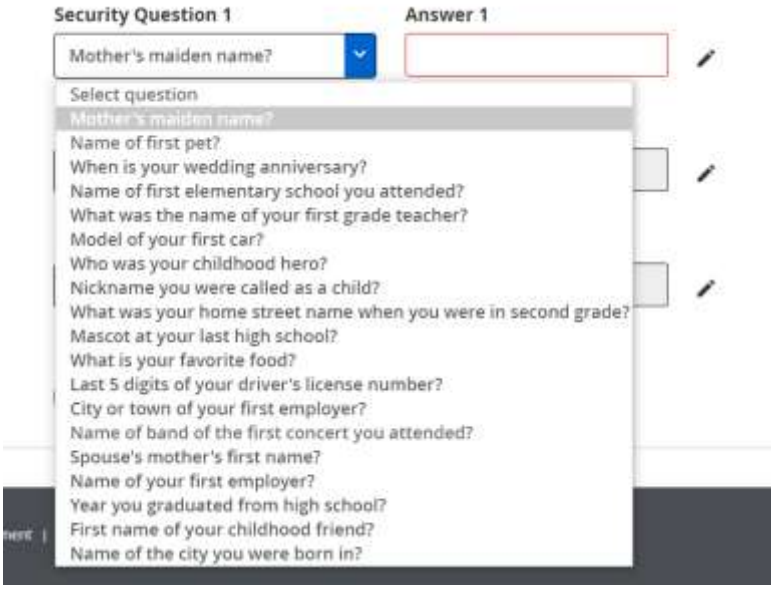
1. Select **Your Menu**



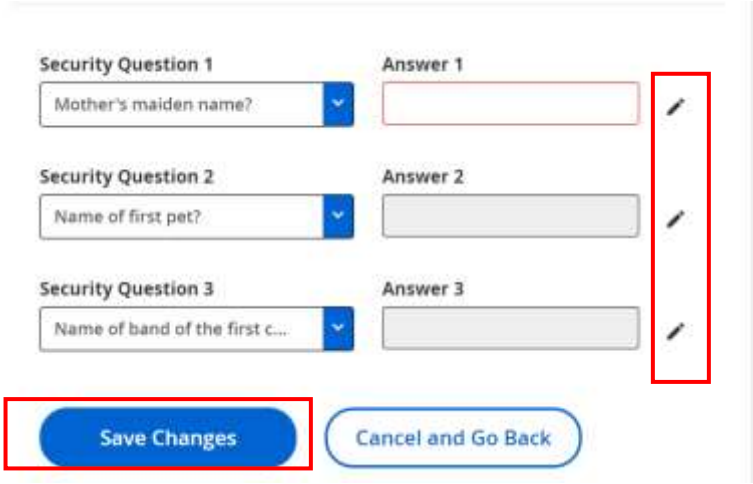
2. Under Account Settings, Select Update Security Questions



3. Choose a security question by selecting the down arrow

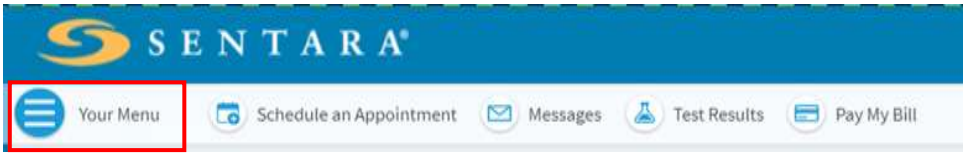


4. Select the Pencil icon to enter your security question answer, and then Select **Save Changes**

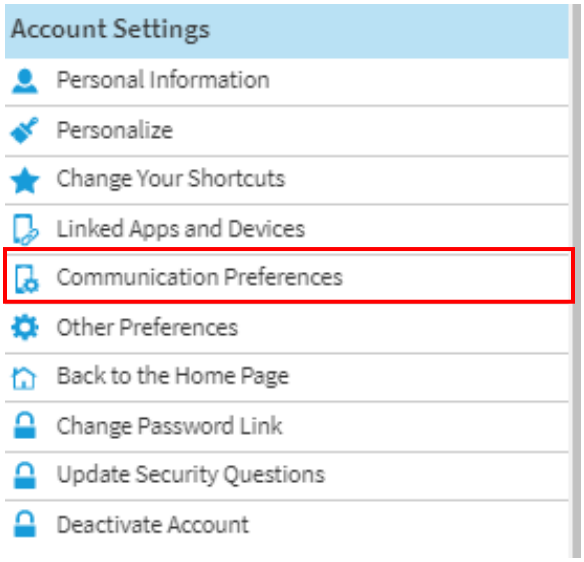


Account Settings: Communication Preferences

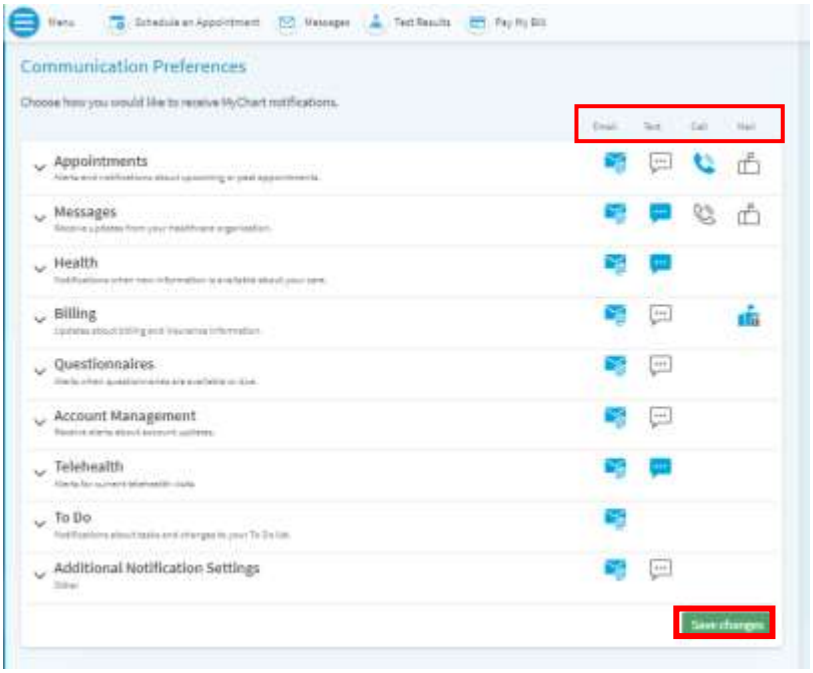
1. Select **Your Menu**



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

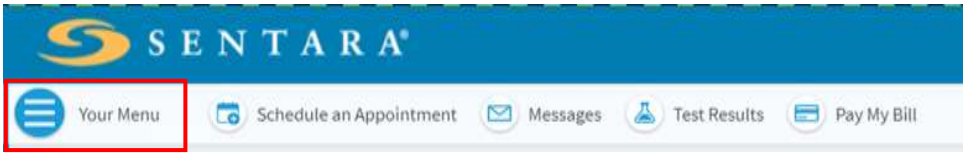


3. Select how you would like to receive your MyChart notifications (email, text, call, or mail), and then select **Save changes**

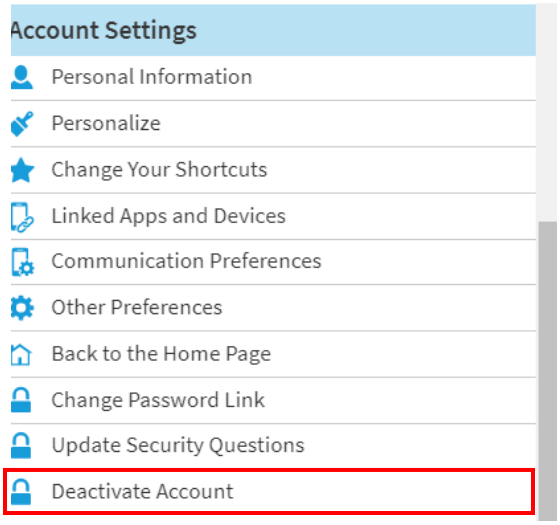


Account Settings: Deactivate Account

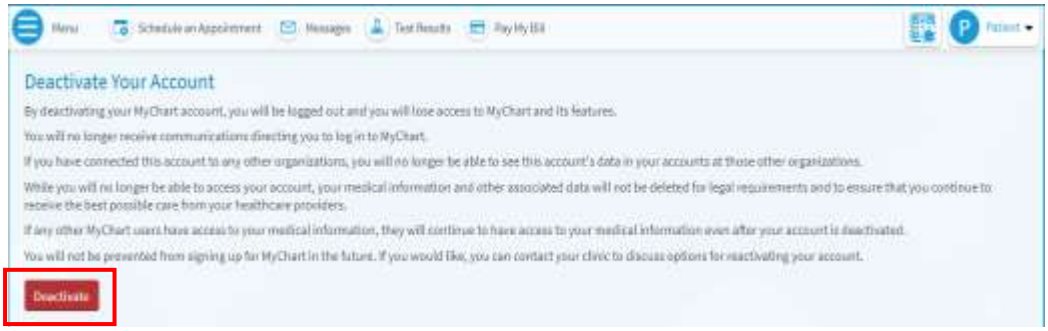
1. Select **Your Menu**



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

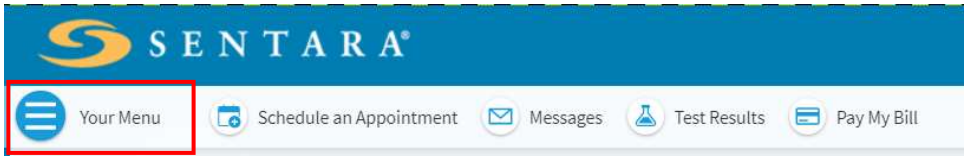


3. Select **Deactivate**

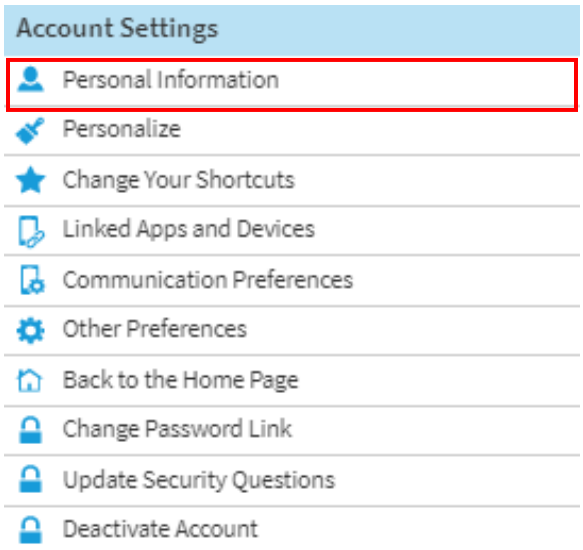


Account Settings: Update Personal Information

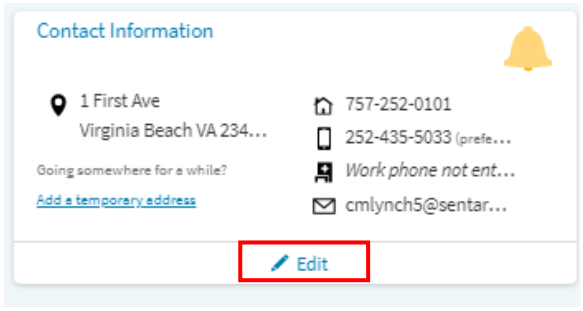
1. Select **Your Menu**



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

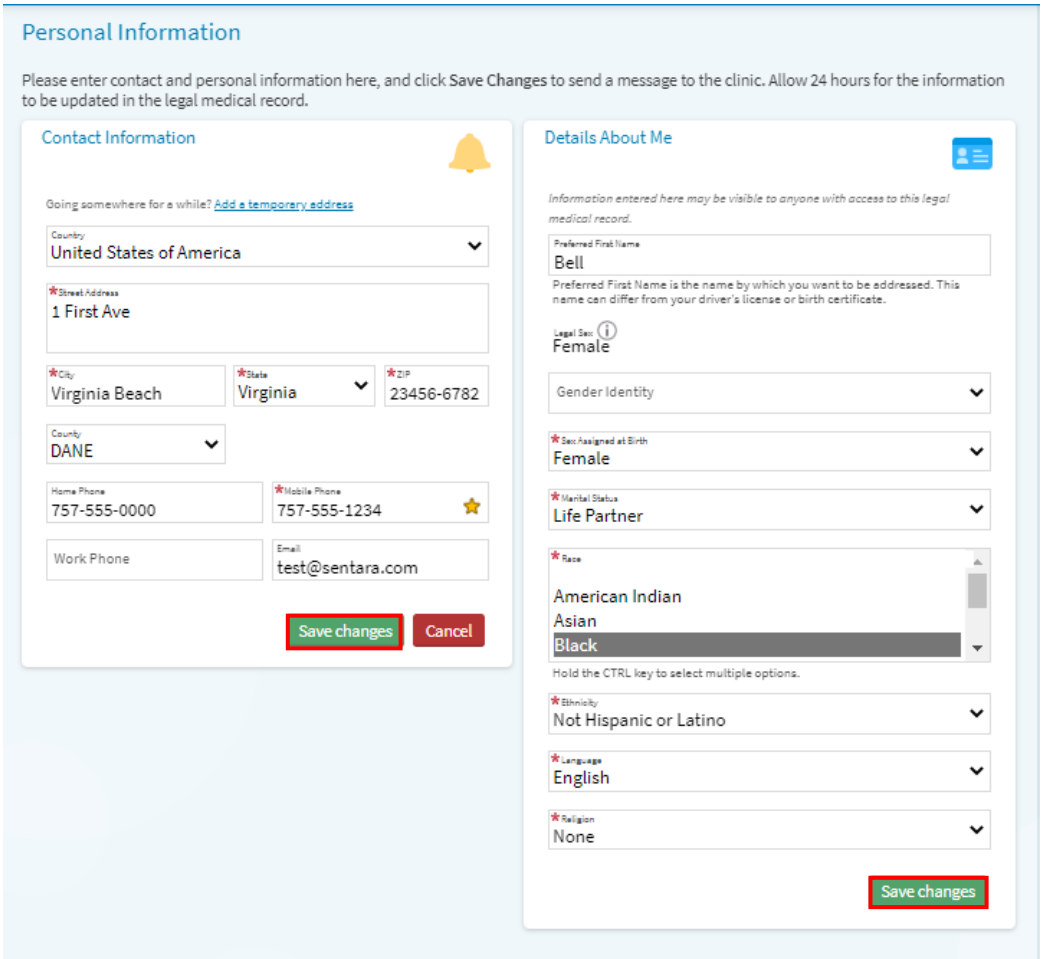


3. Select **Edit** to open contact information.



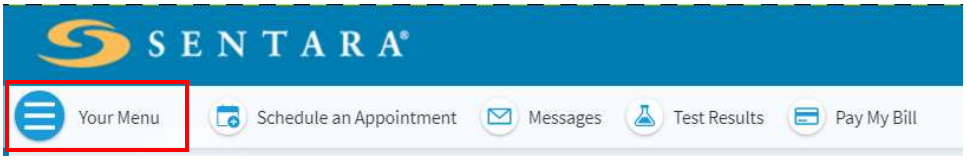
4. Enter contact information and/or details about me and select **Save Changes**. This will send a message to your Sentara Medical Provider. Please allow 48 hours for the information to be updated in the legal medical record at Sentara.

   * *Indicates a required field*



Appointments: Cancel

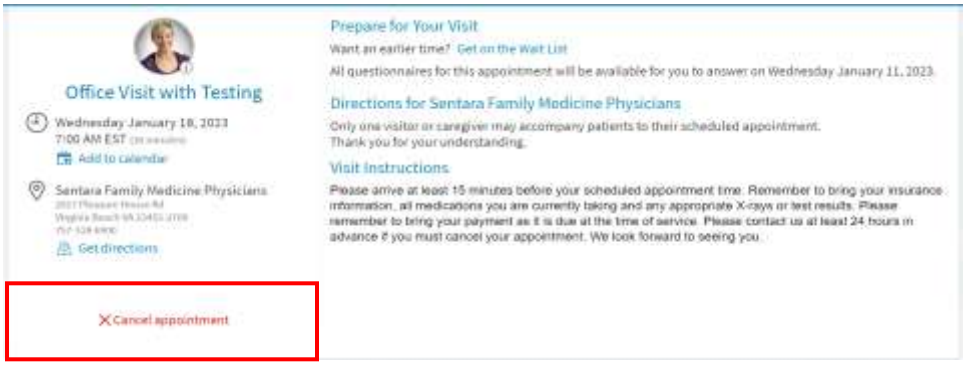
1. Select **Your Menu**



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

3. Select the appointment you wish to cancel

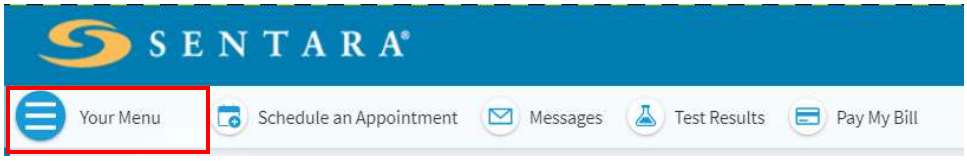
4. Select **Cancel Appointment**



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

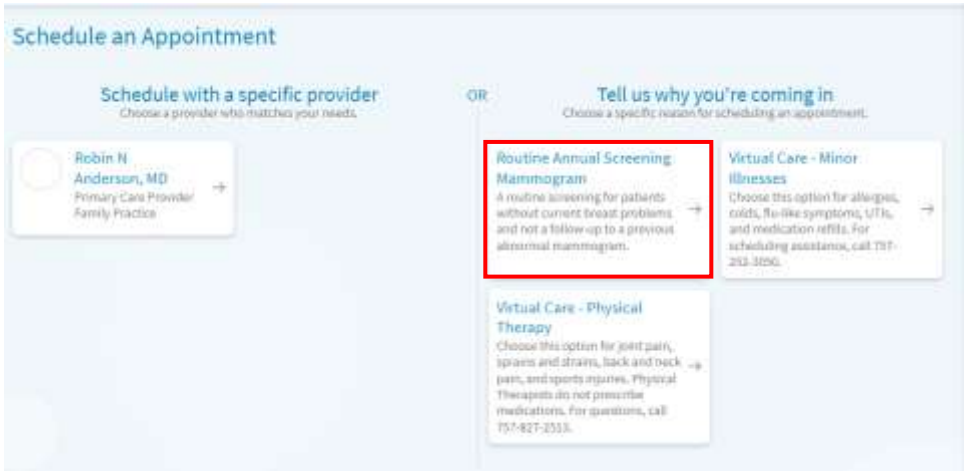
Appointments: Mammogram

1. Select **Your Menu**

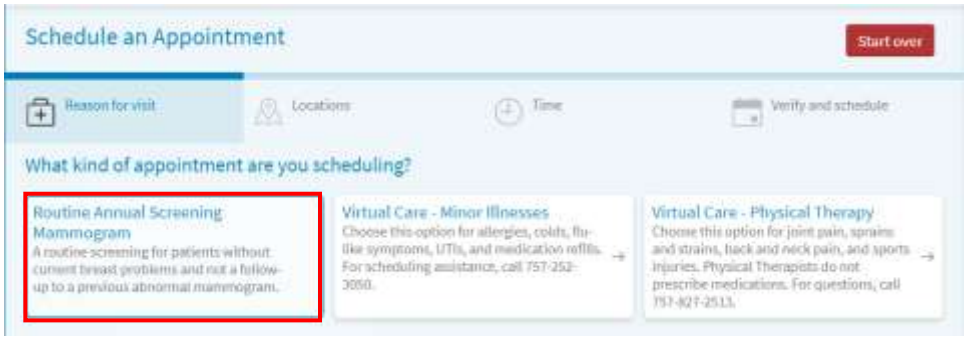


2. Under Find Care, select **Schedule an Appointment**

3. Select **Routine Annual Screening Mammogram**

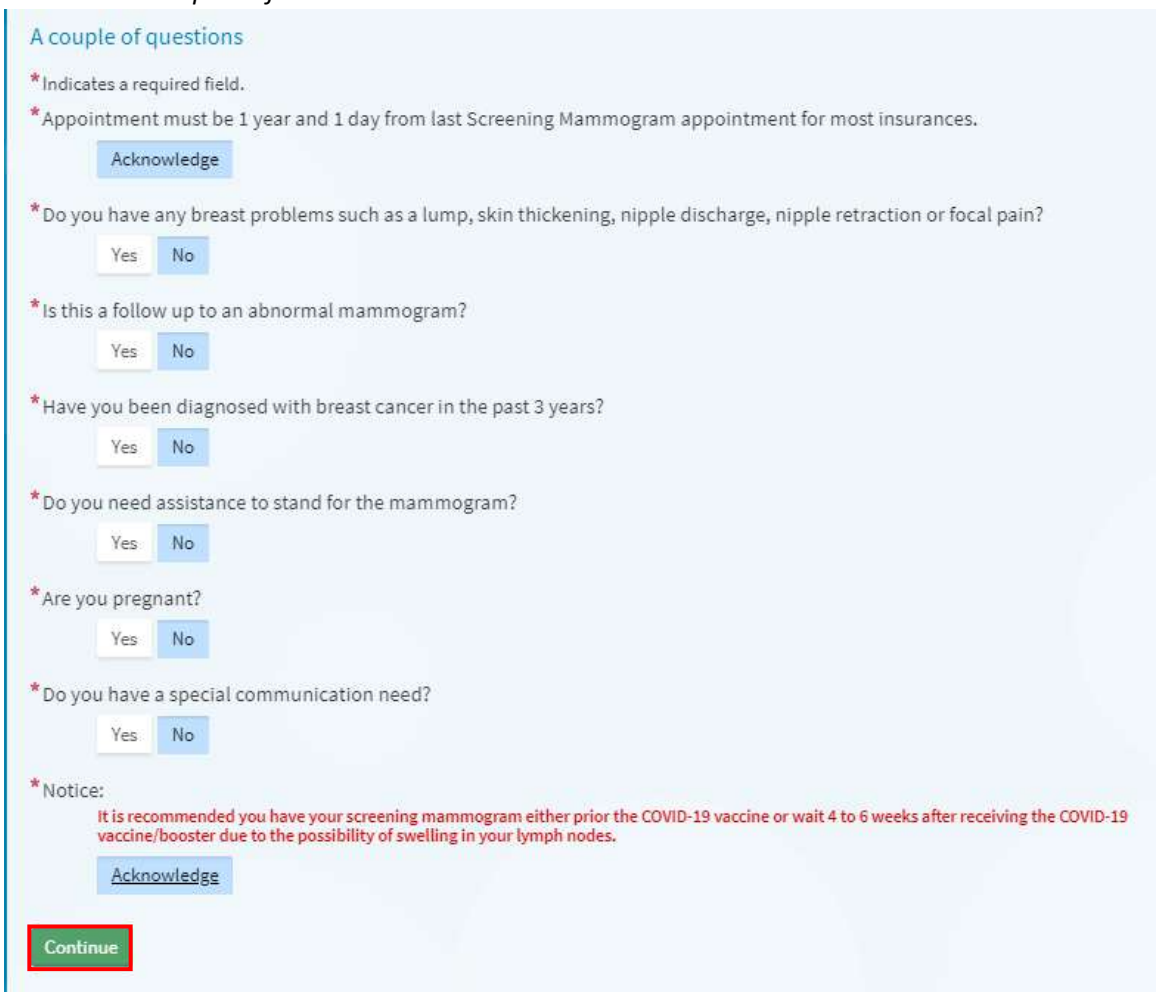


4. Select **3D Screening Mammogram**

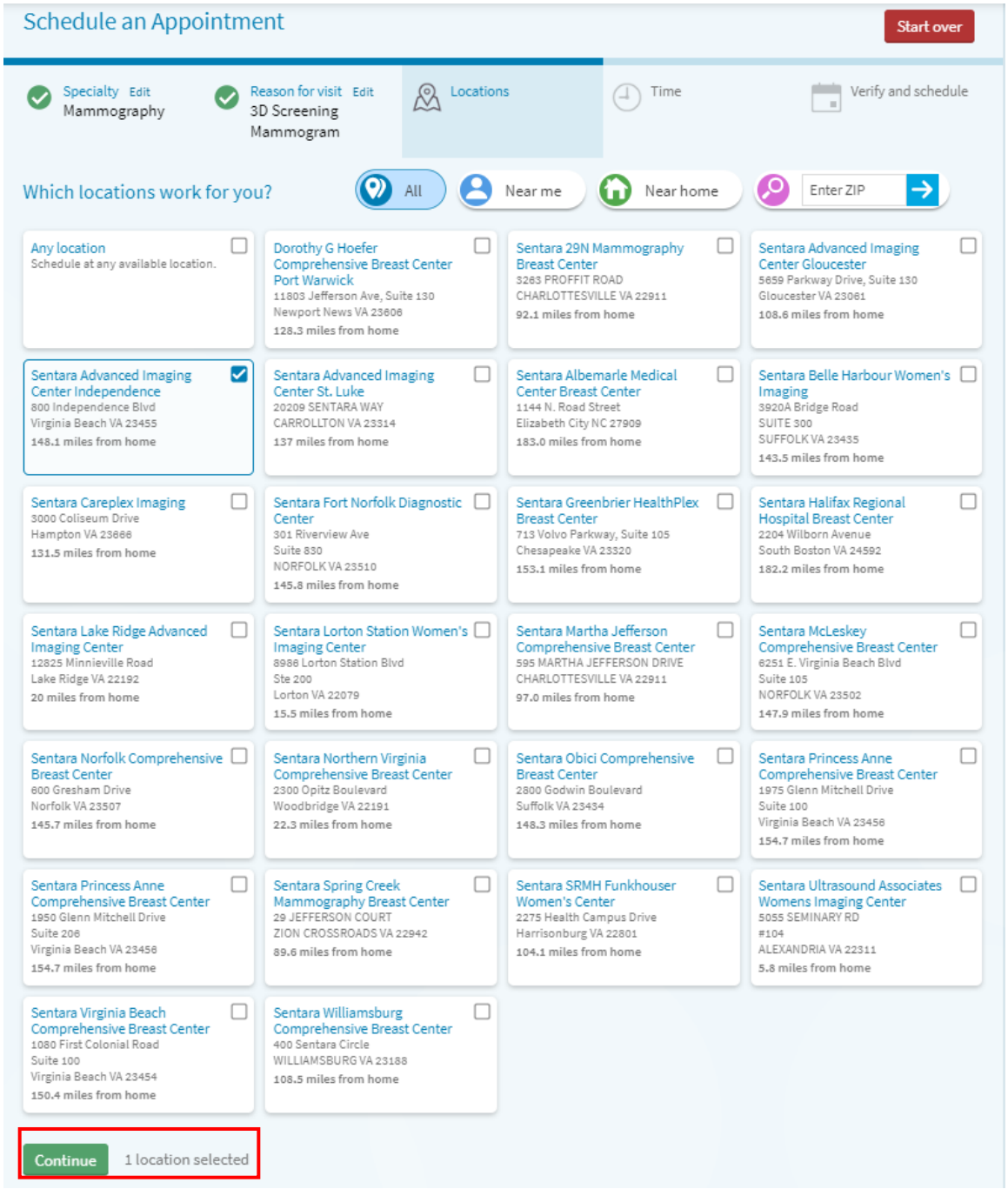


5. Complete the screening questionnaire and select **Continue**.

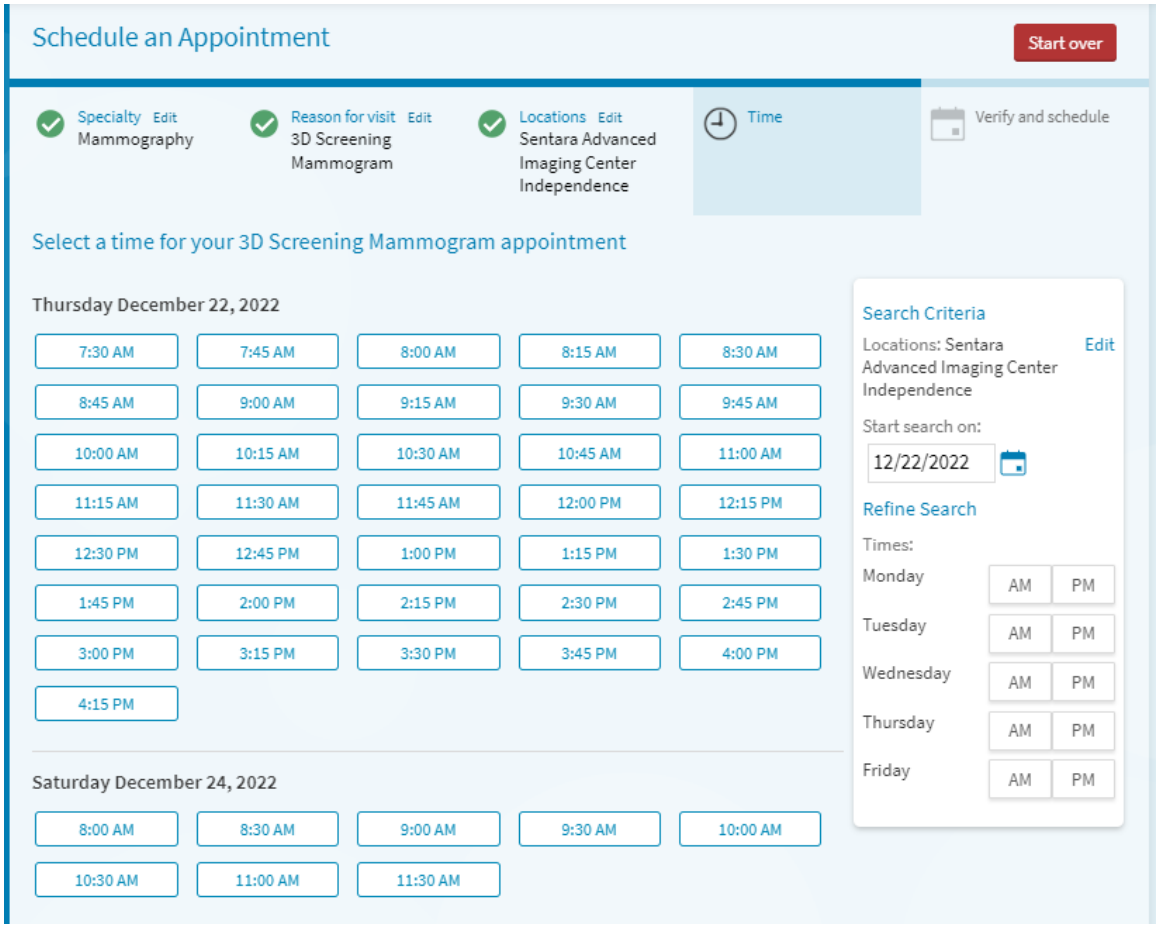
   * *Indicates a required field*



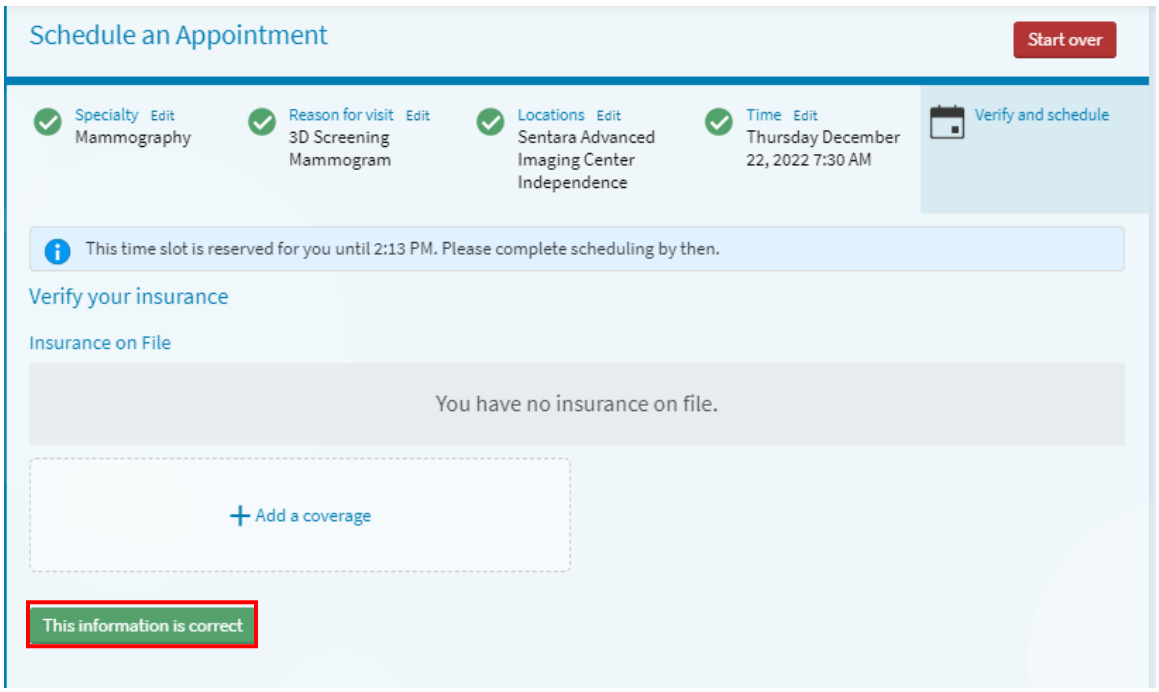
6. Select the location where you would like to have your mammogram and select **Continue**



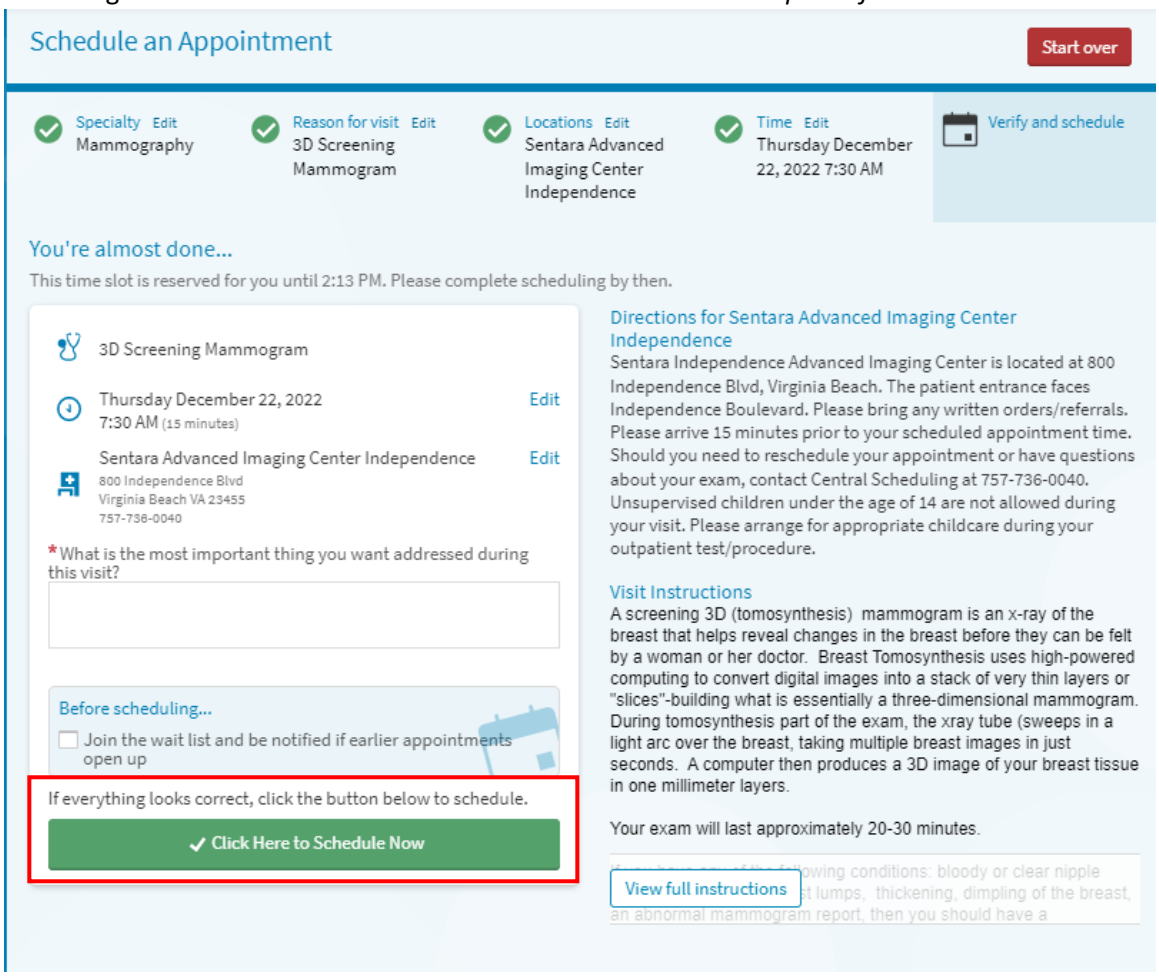
7. Select the appointment time that is best for you.



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

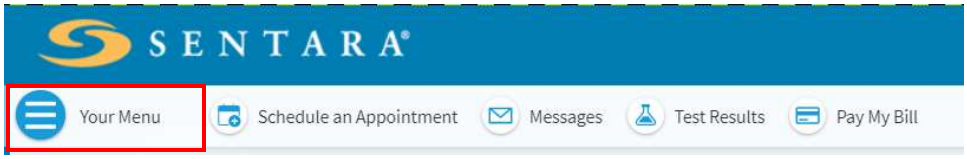


Review the Appointment detail and ADD your comments or reason for visit Ex. Annual Mammogram. Select **Click Here to Schedule now** * *Indicates a required field*

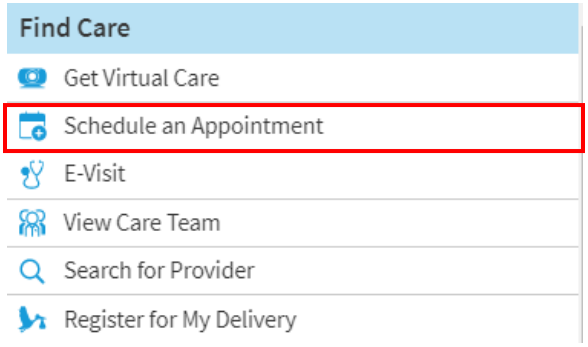


Schedule an Appointment

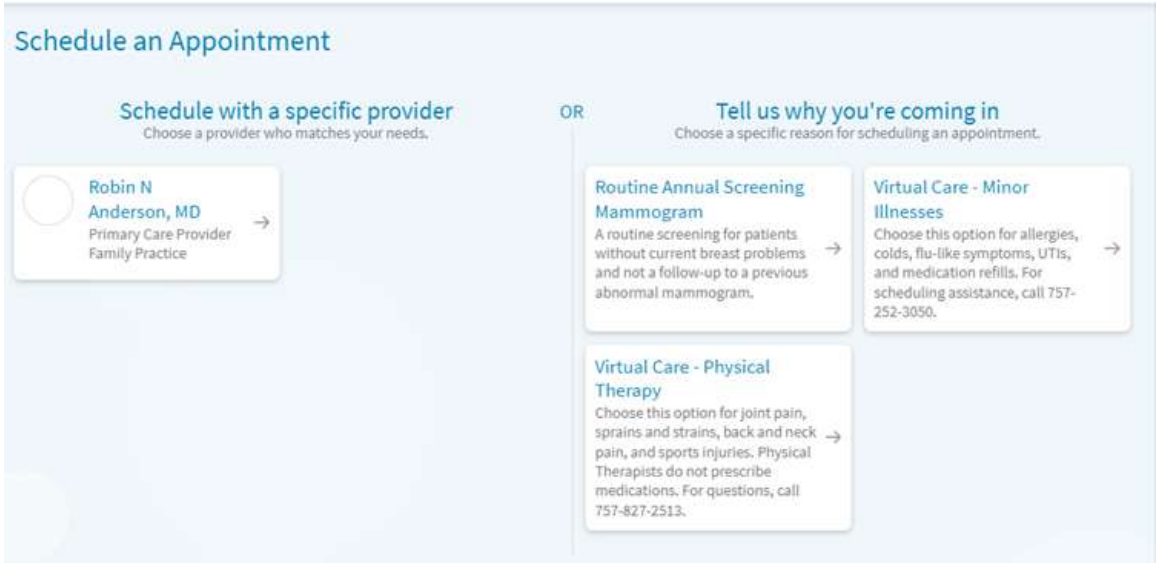
1. Select **Your Menu**



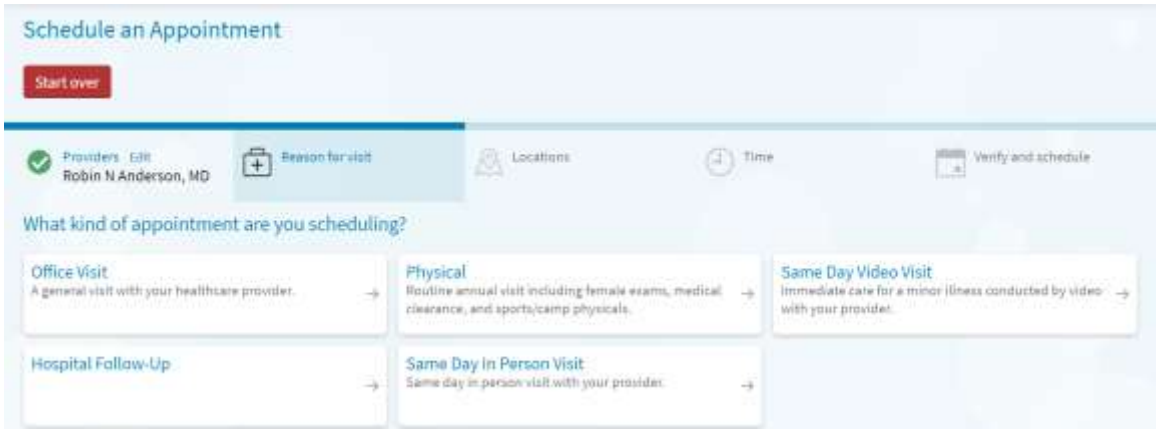
2. Under **Find Care**, select **Schedule an Appointment**



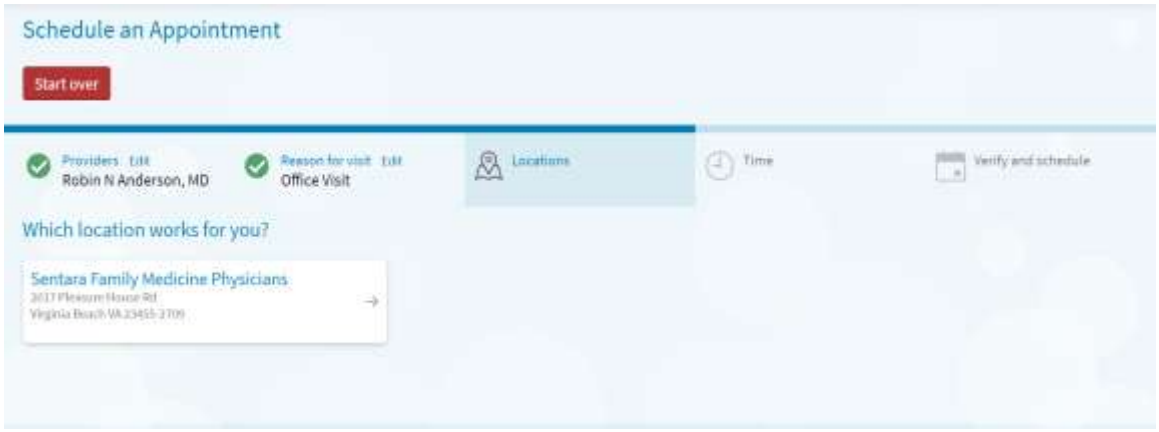
3. Select a provider who matches your needs or select a specific reason for scheduling an appointment. The list of providers will be based on your care team and past/future appointments.



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



5. Select which location works best for you

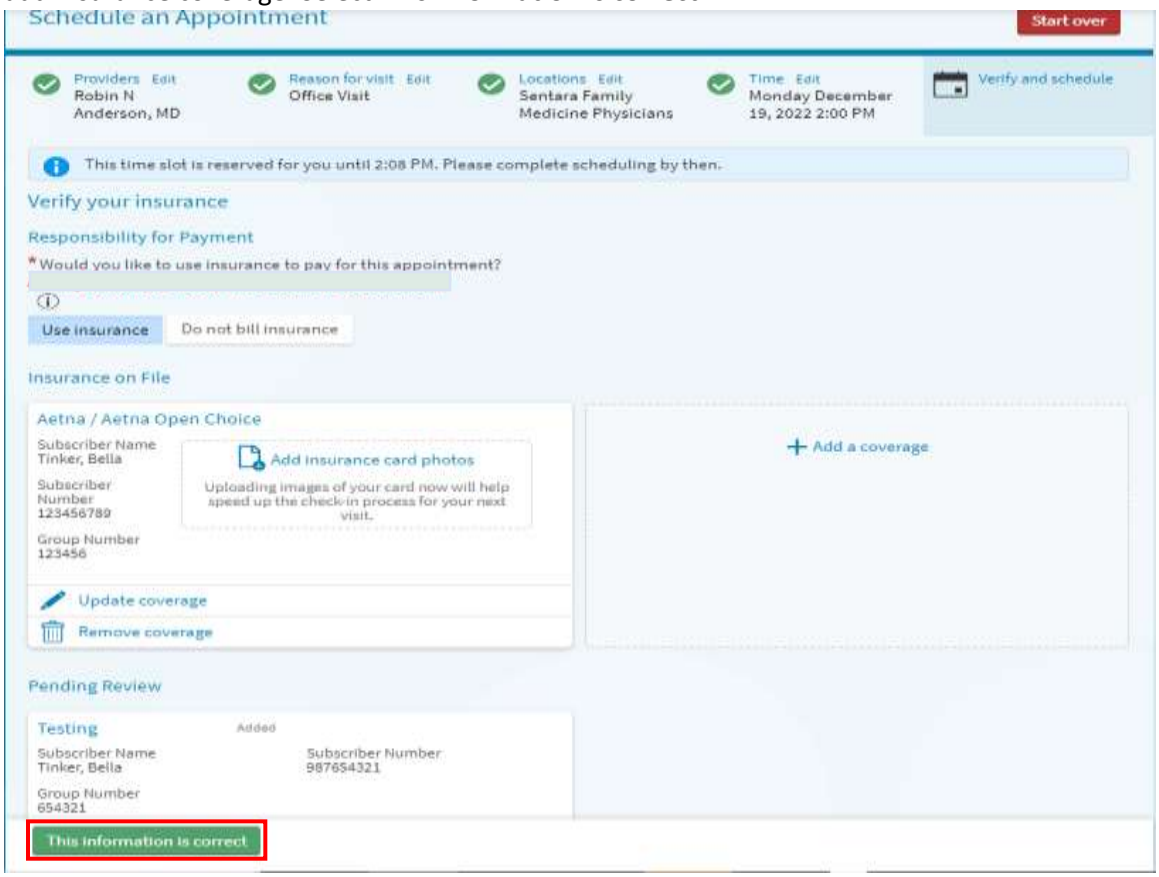


6. To choose the appointment that is best for you, click on the appointment time. You may also search criteria to find the best available time for you.

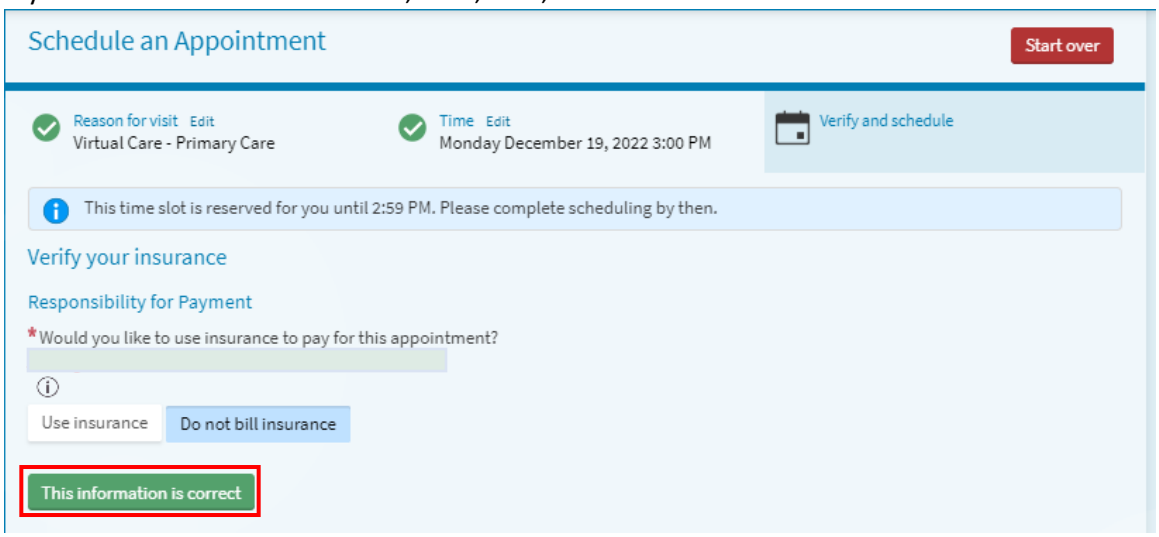
If you have selected to schedule an appointment by type of appointment, you will then select the appointment time that best fits your needs, and the location.

7. Verify your insurance * *Indicates a required field*

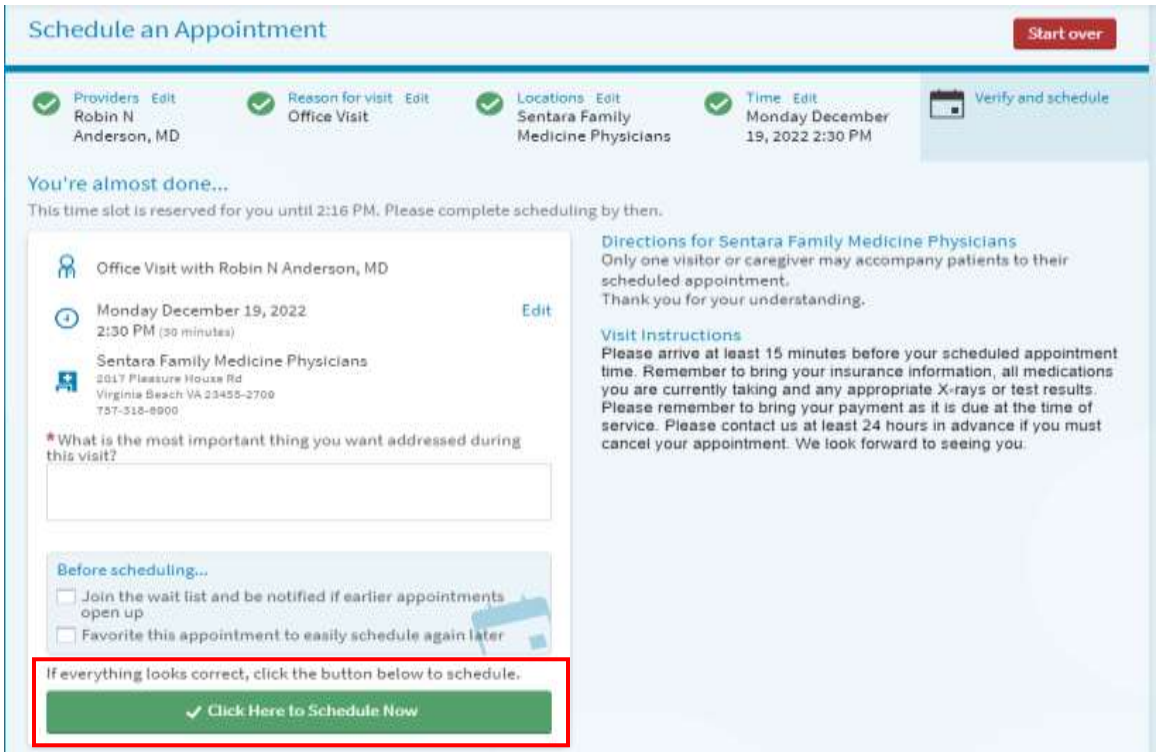
If you select **Use insurance**, under the **Insurance on File** section you can update, remove, and/or add insurance coverage. Select **This information is correct**

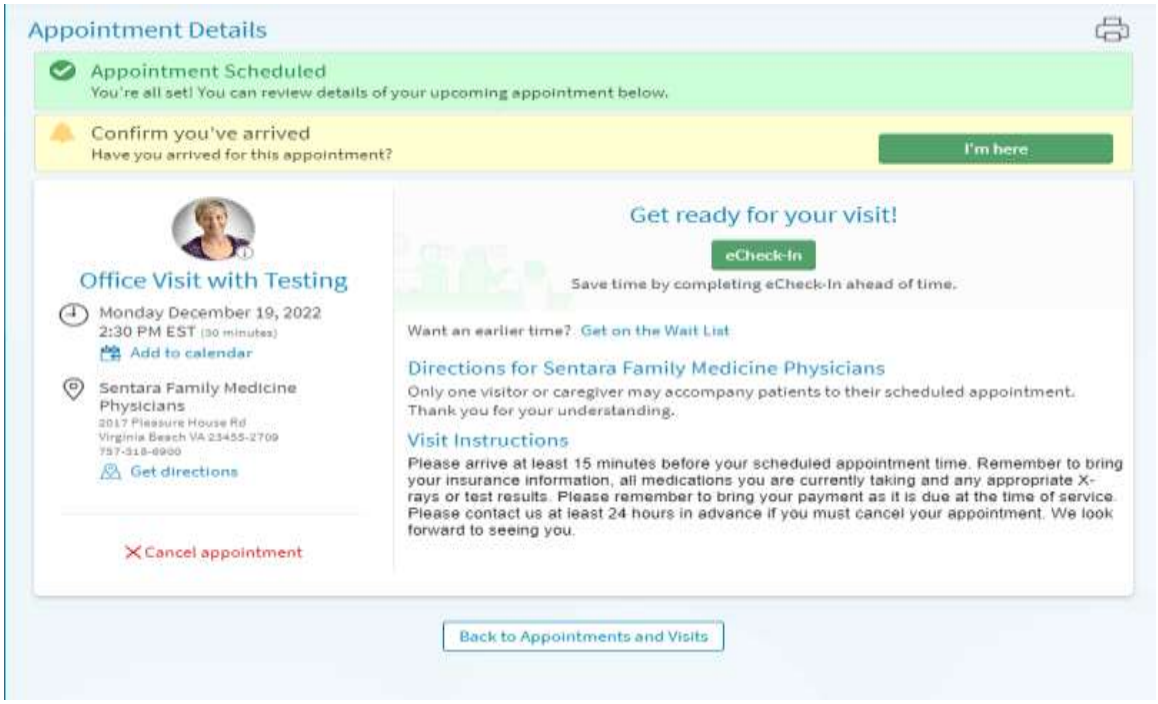


If you select **Do not bill insurance**, then, next, select **This in formation is correct**.



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*

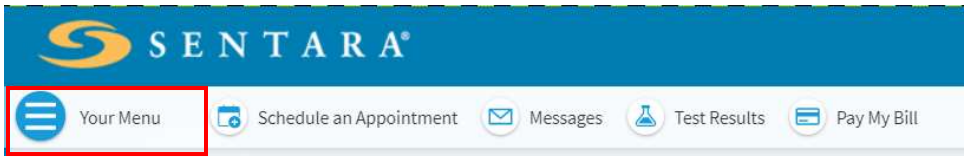




Appointments: Wait List Appointments

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

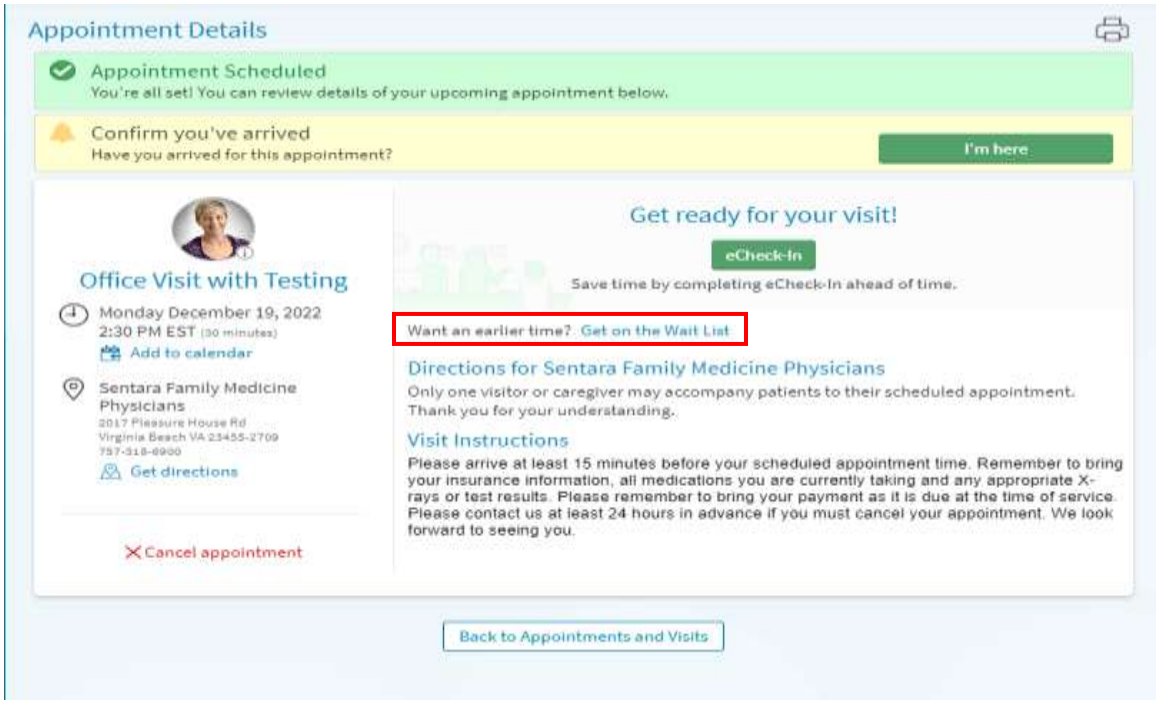
1. Select **Your Menu**



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

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

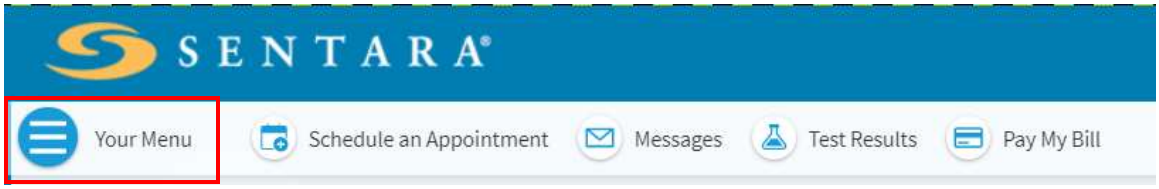
4. Select **Get on the Wait List**



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!

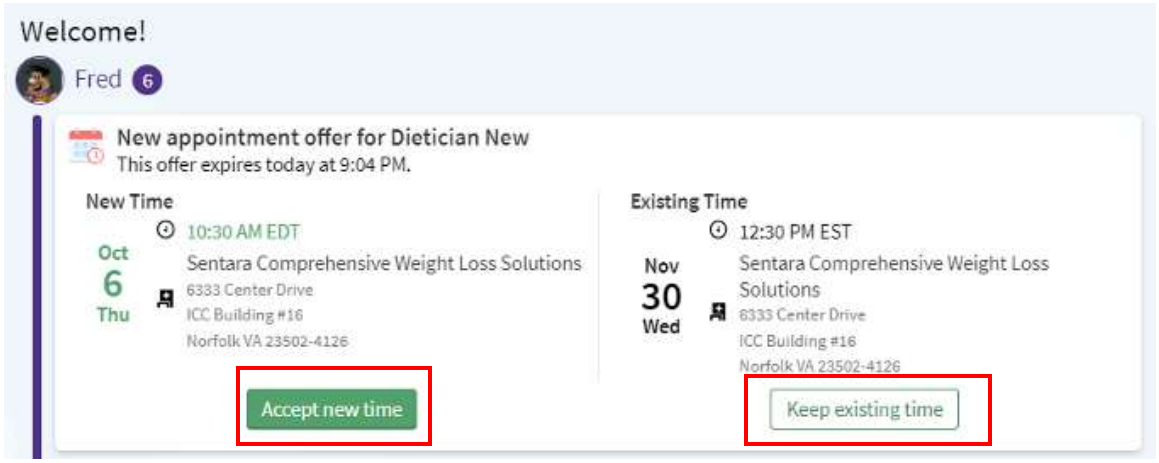
Note: To review your notification preferences, select the **Settings** menu in MyChart, then **Notifications**).

1. Select **Your Menu**



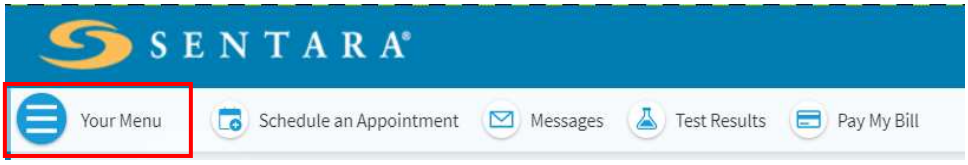
2. Under **My Record**, select **Visits**

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

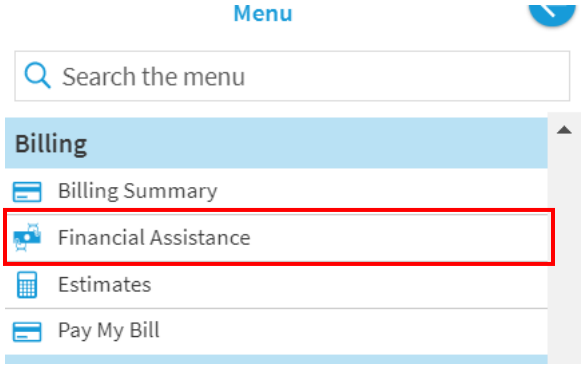


Billing: Request Financial Assistance

1. Select **Your Menu**



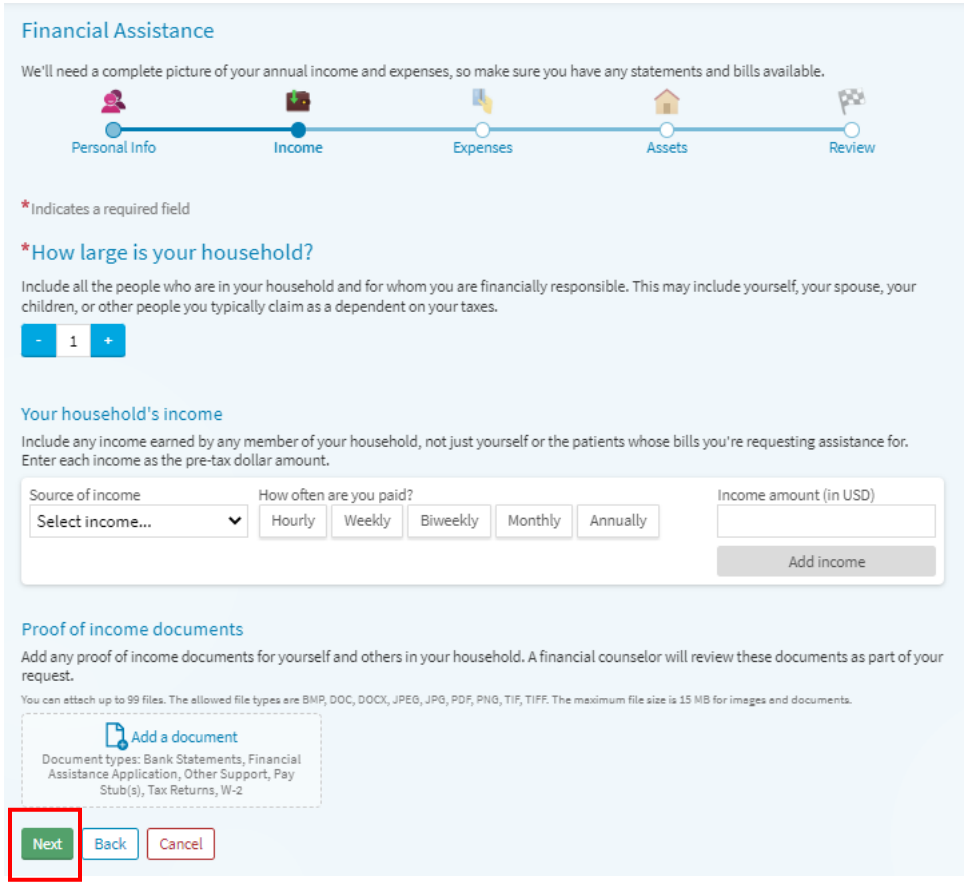
2. Under **Billing**, Select **Financial Assistance**



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

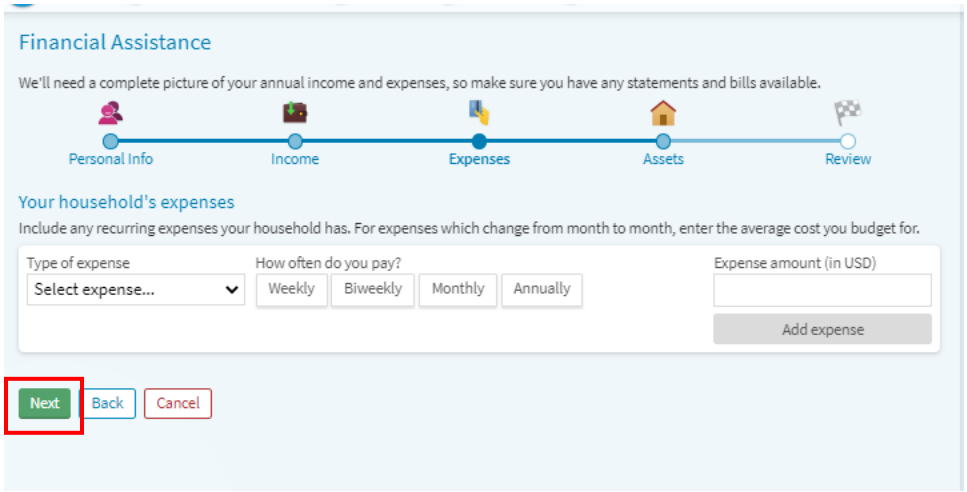
4. Complete the required criteria, select **Next**

** Indicates a required field*



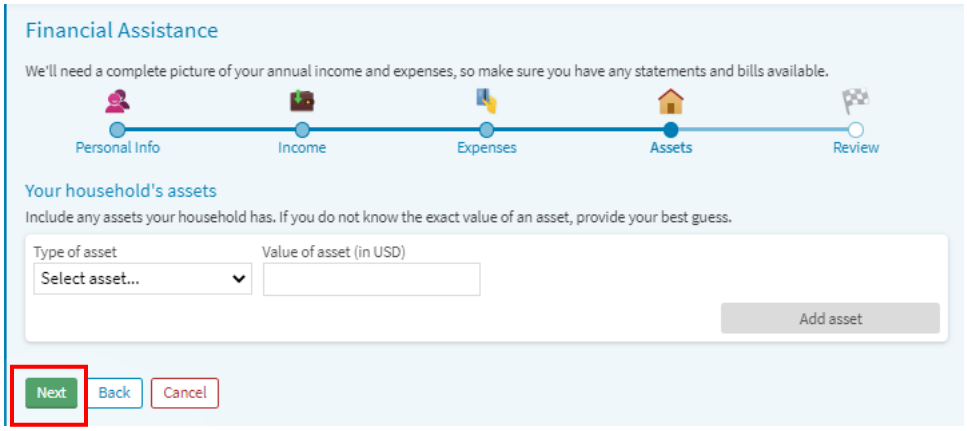
5. Complete the required criteria, select **Next**

** Indicates a required field*

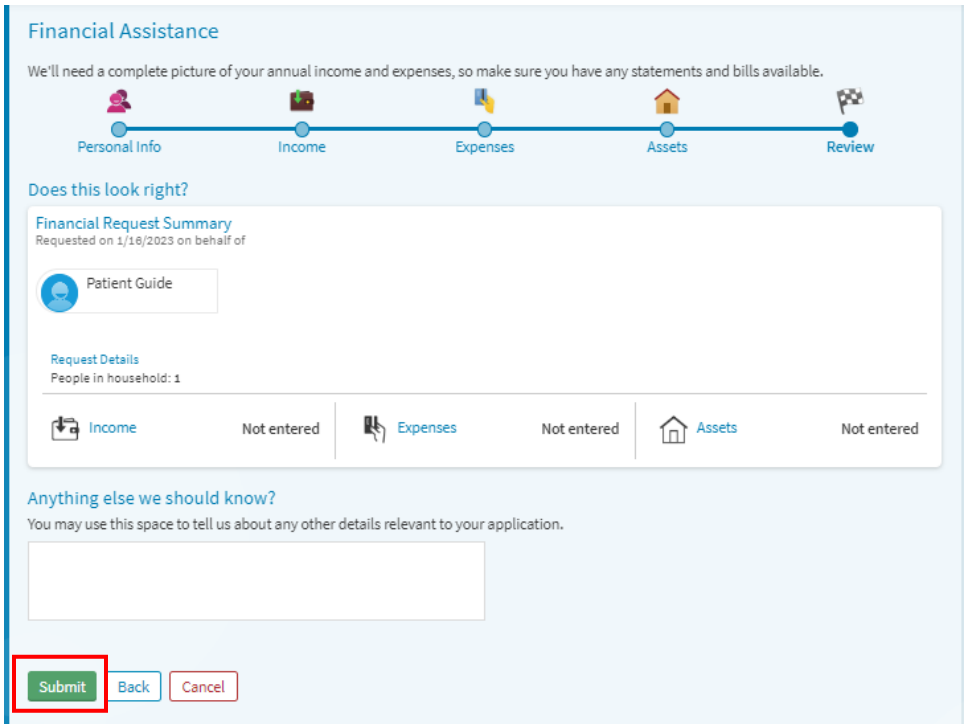


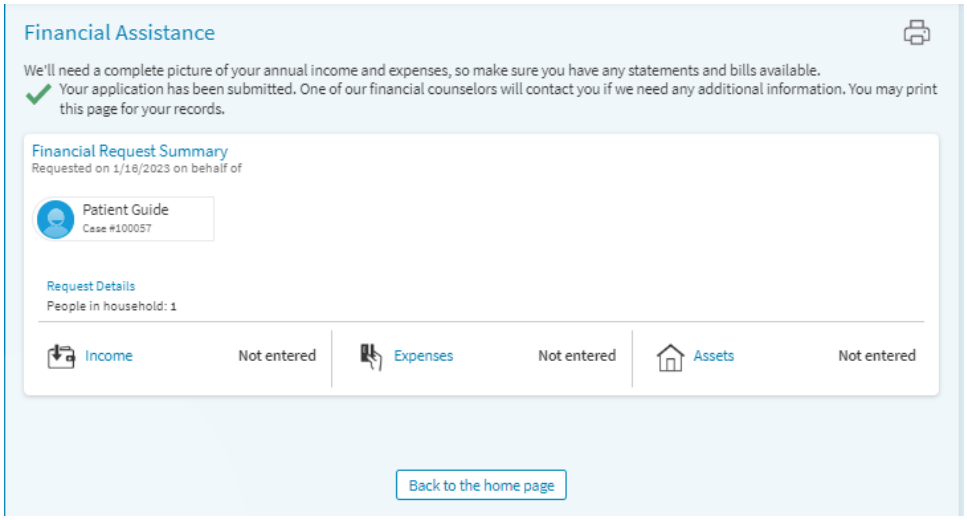
6. Complete the required criteria, select **Next**

** Indicates a required field*



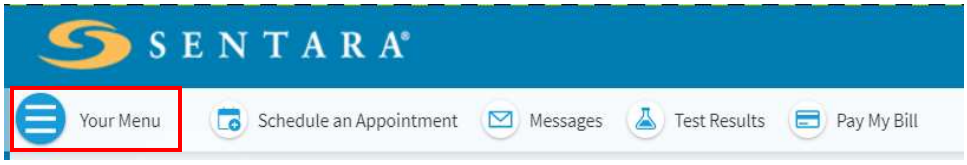
7. Review information, and then select **Submit**



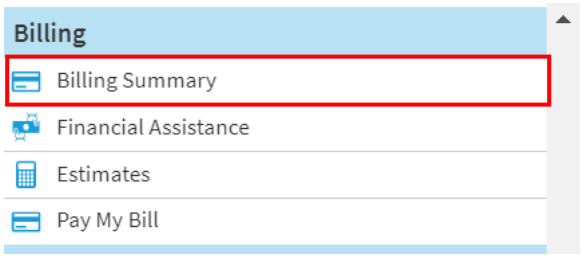


Billing: View your Account

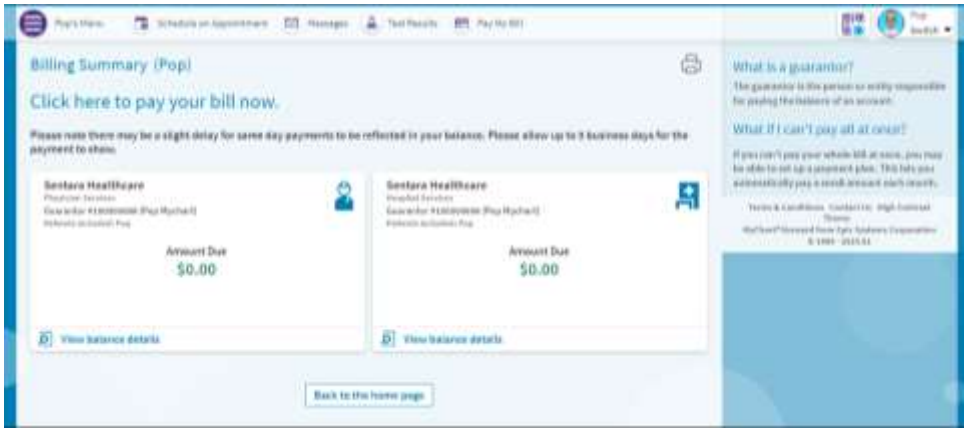
1. Select **Your Menu**



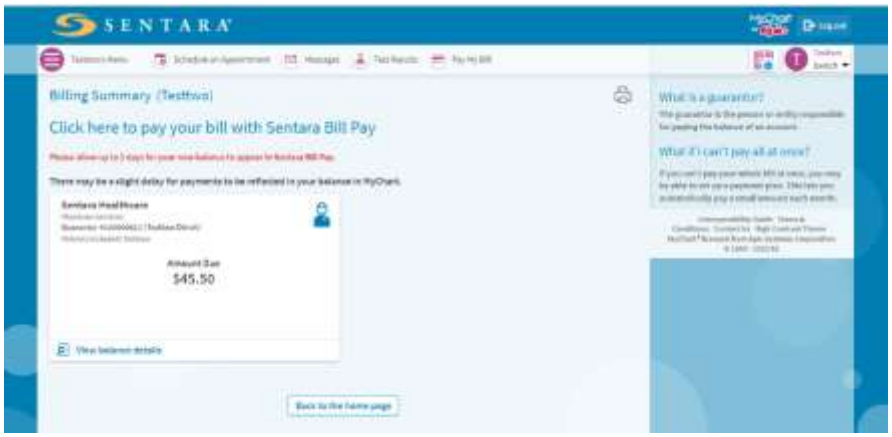
2. Under **Billing**, select **Billing Summary**



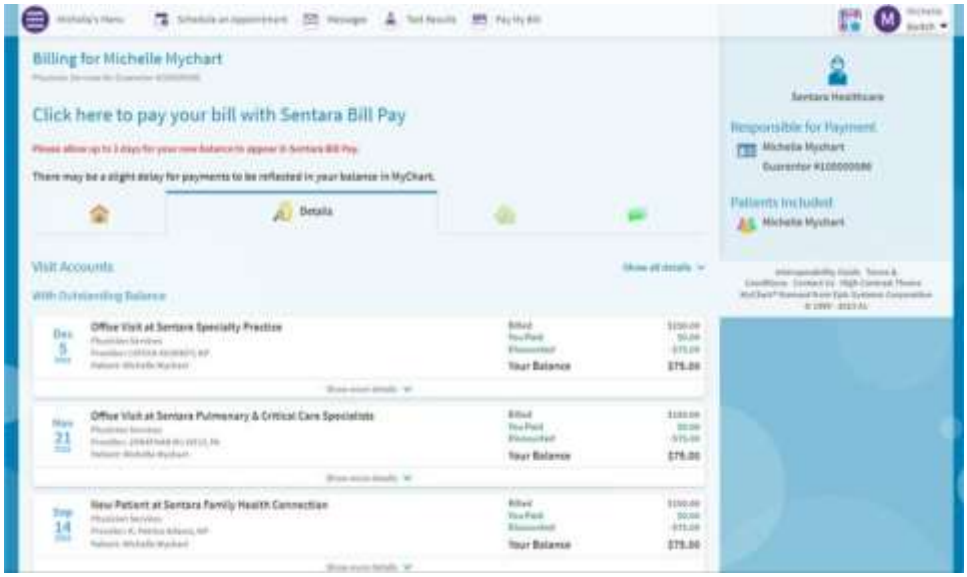
3. You can view both your provider account and hospital account.



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



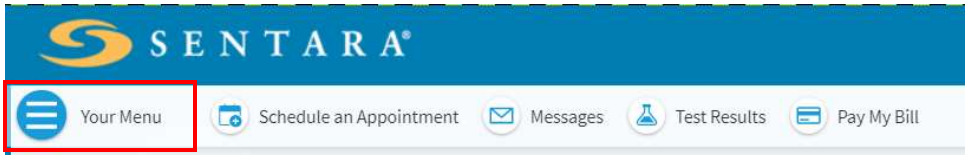
4. Select **View balance details** to view any outstanding balance, to see guarantor information and a list of recent payments to the account.



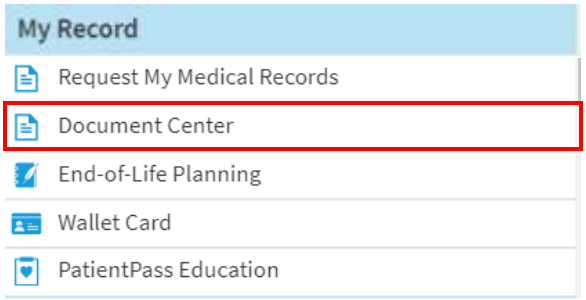
5. You can view a PDF of your last statement by selecting the **Communications tab**

My Record: Download Medical Record

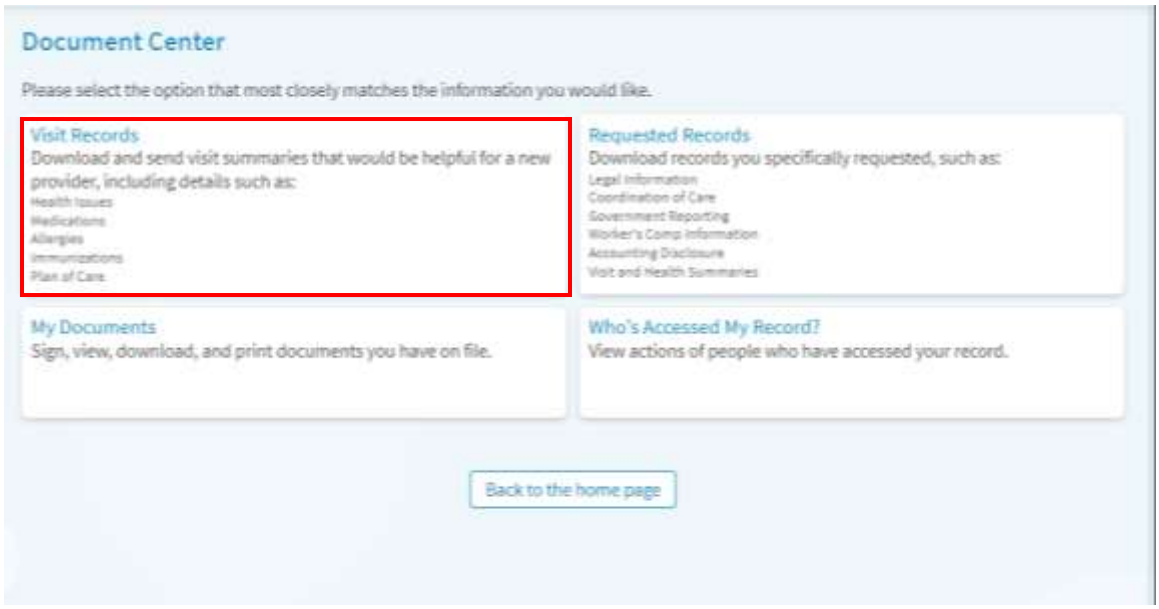
1. Select **Your Menu**



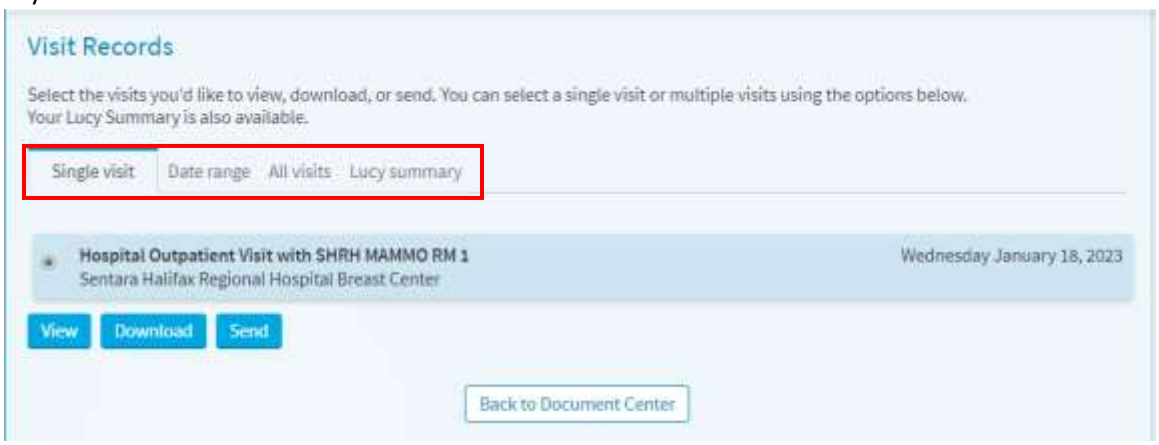
2. Under **My Record**, select **Document Center**



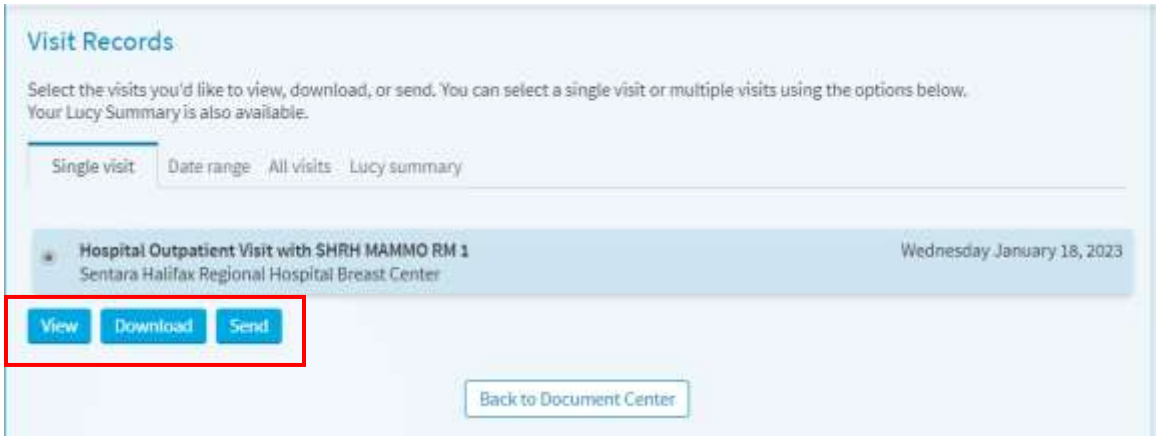
3. Select **Visit Records**



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

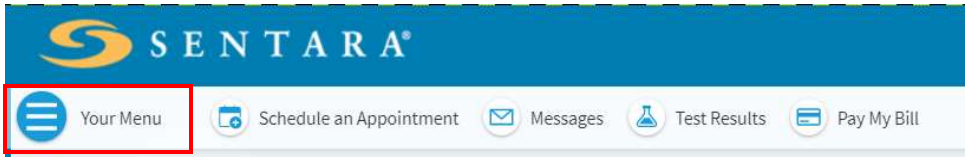


5. Select **View**, **Download**, or **Send** your visit records

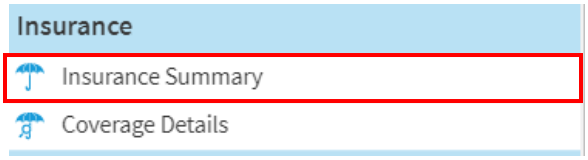


Insurance: Add Insurance Coverage

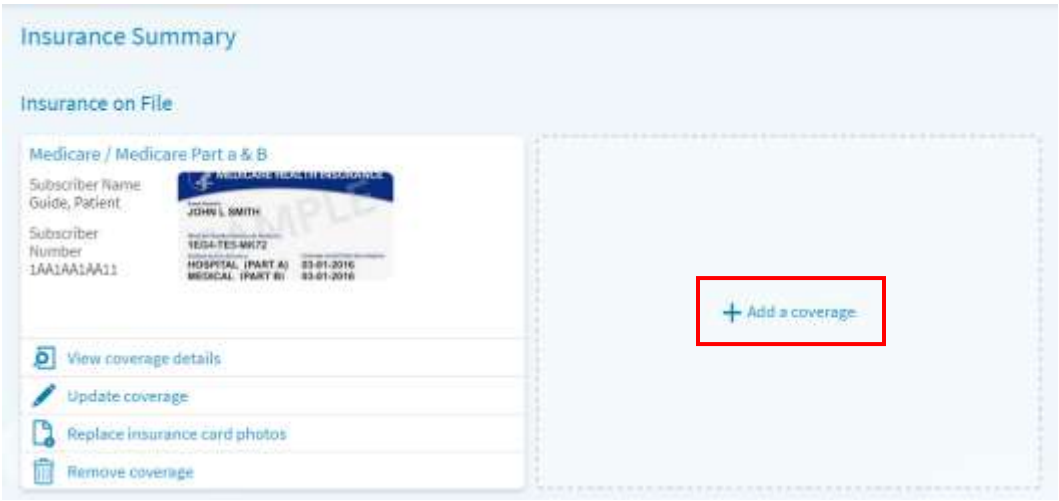
1. Select **Your Menu**



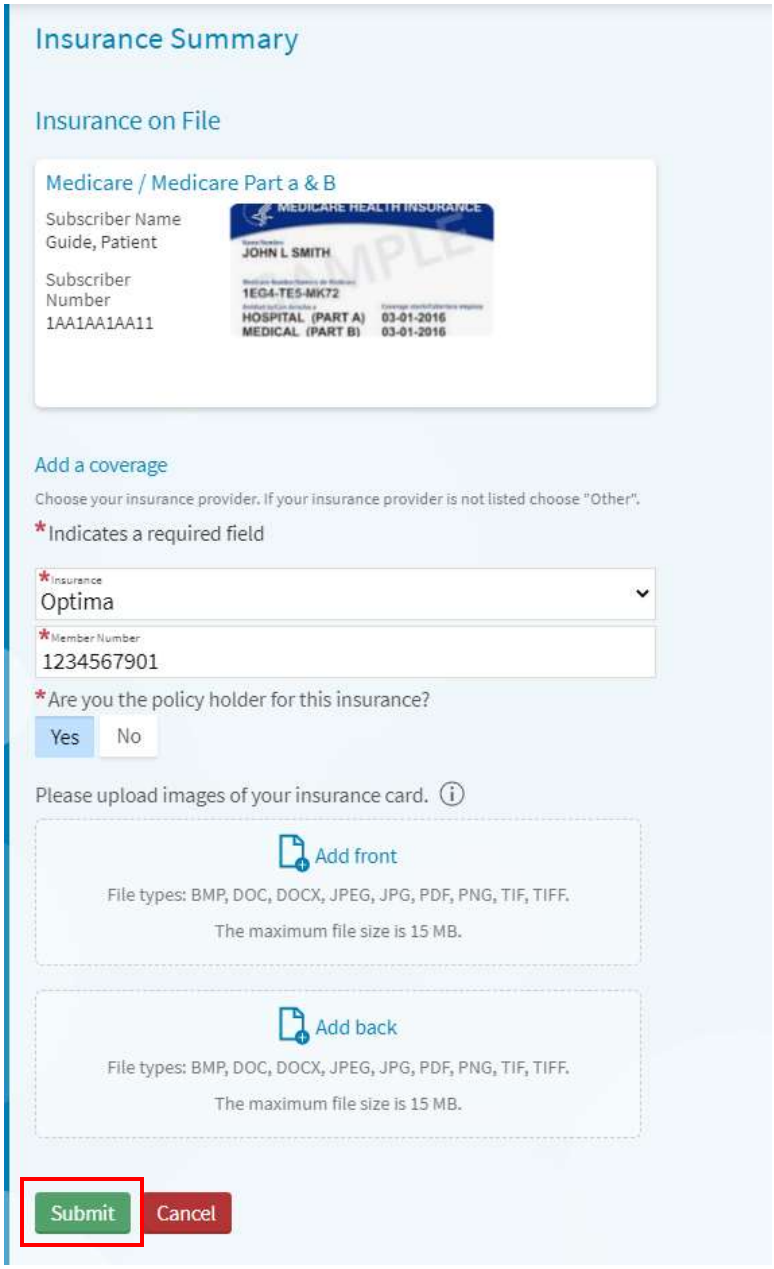
2. Under **Insurance**, Select **Insurance Summary**



3. Select **Add a coverage**

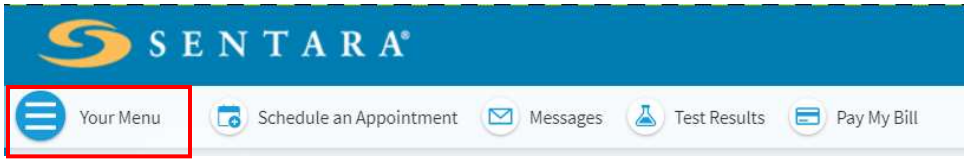


4. Select the Insurance company, enter member number/ID, and select if you are the policy holder for the insurance. Then, select **Submit** You can upload images of your insurance card. * *Indicates a required field*

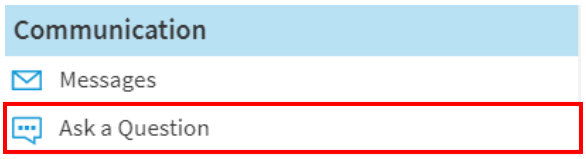


Messaging: Ask a Medical Question

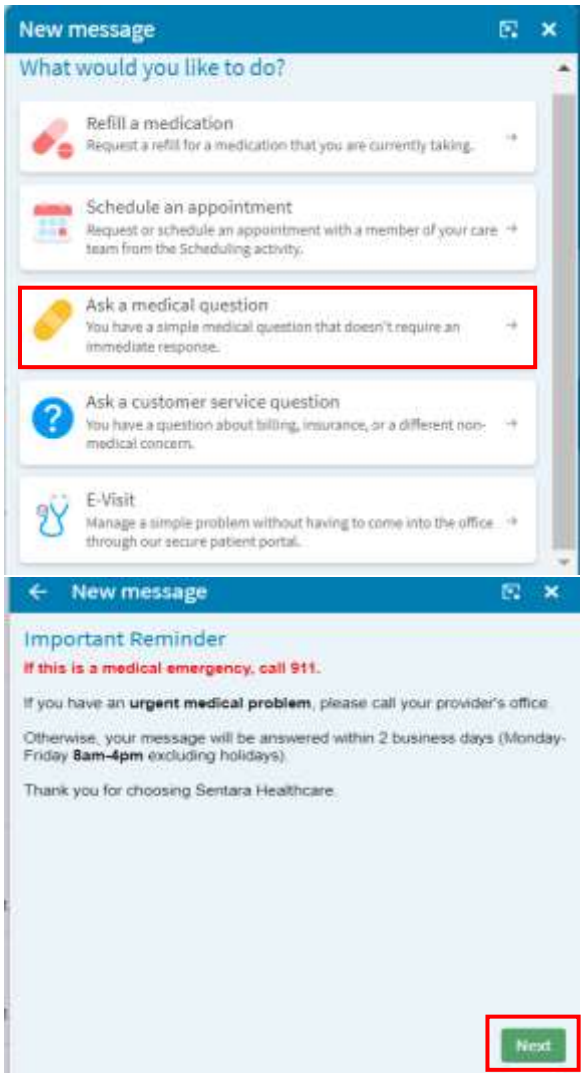
1. Select **Your Menu**



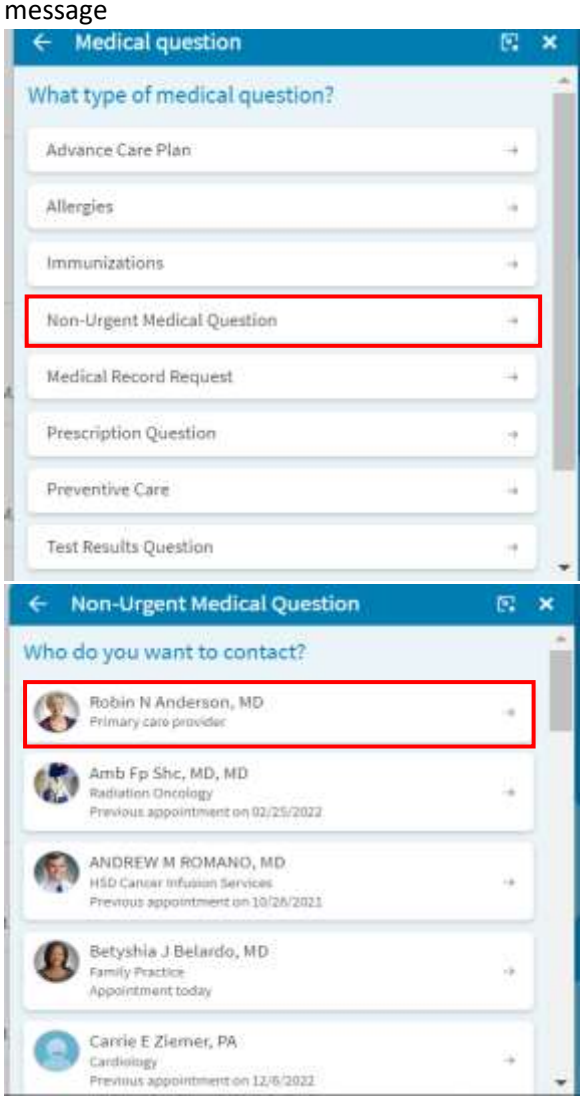
2. Under **Communication**, Select **Ask a Question**



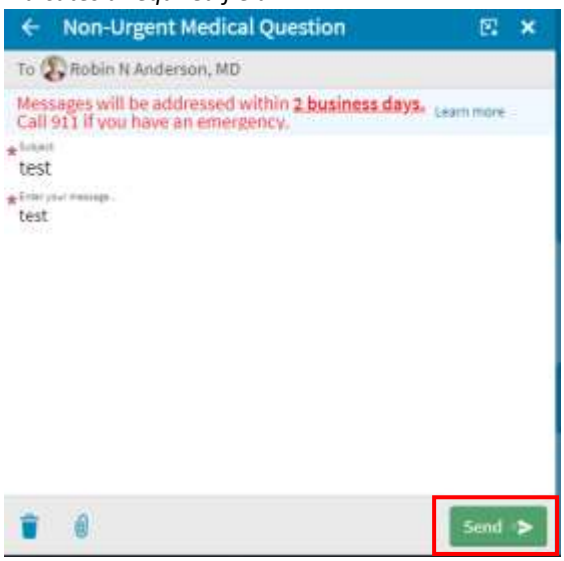
3. Select **Ask a medical question** and then select **Next**



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

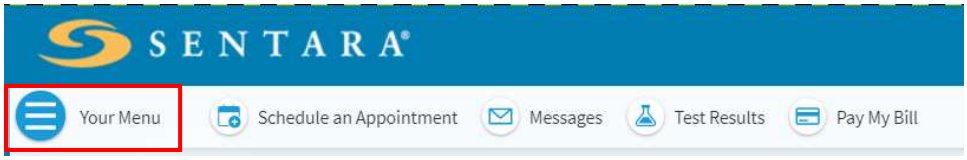


5. ENTER a subject and ENTER the details of your message in the message box. Next, select **Send** to route your message to the provider that you selected. You may attach a PDF or picture if needed. * *Indicates a required field*



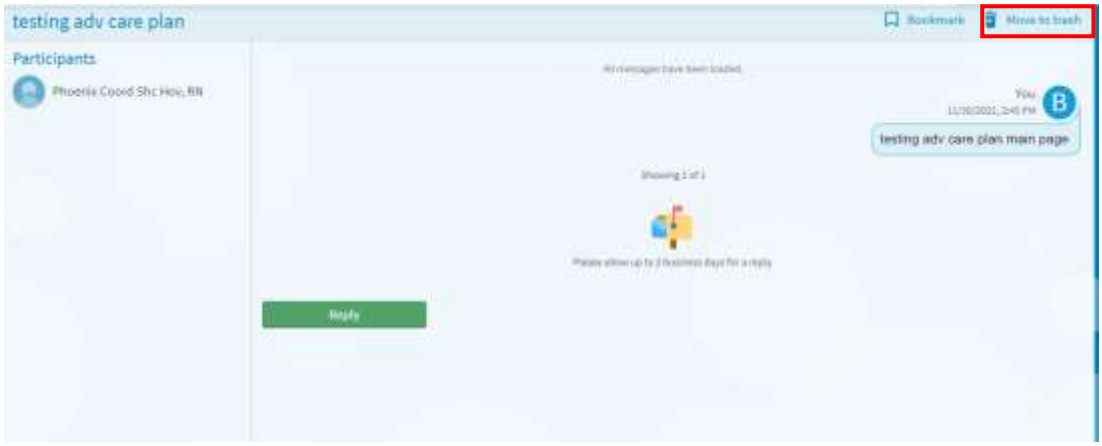
Messaging: Deleting your messages

1. Select **Your Menu**



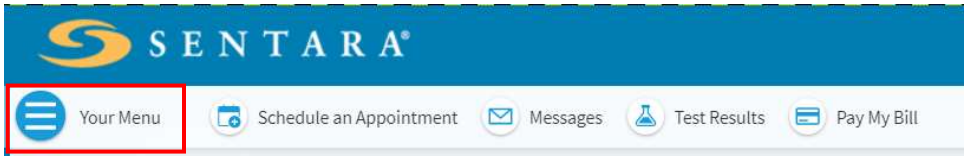
2. Under **Communication**, select **Messages**

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

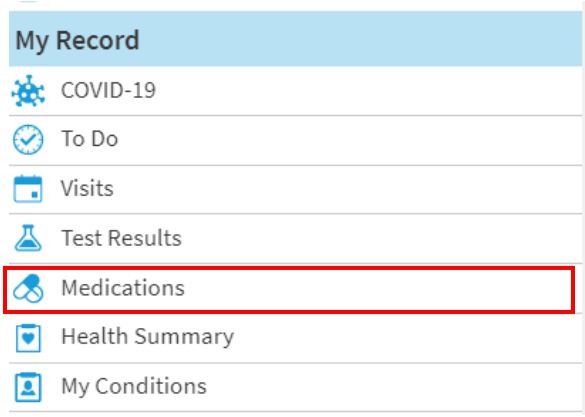


Messaging: Medication Refill Request

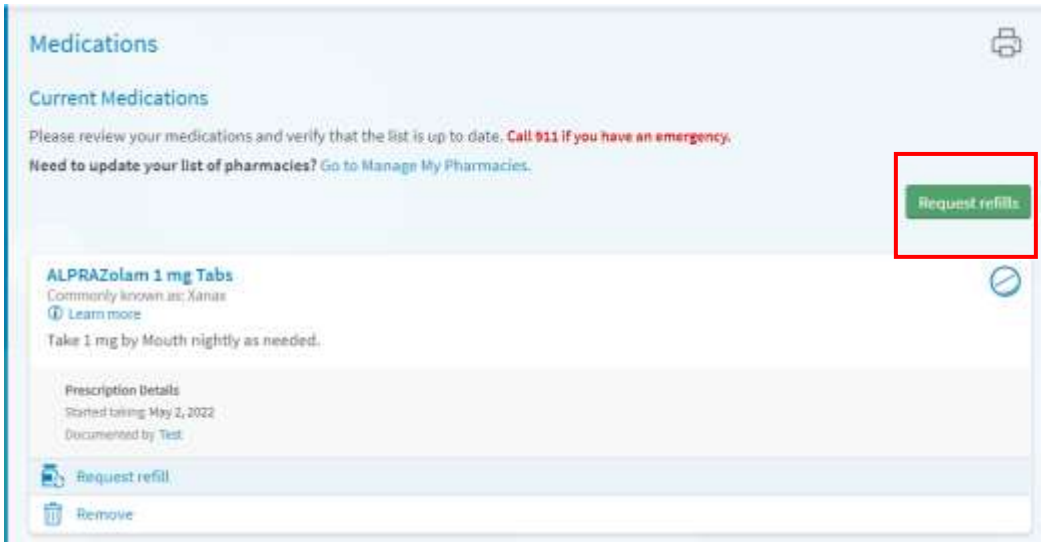
1. Select **Your Menu**



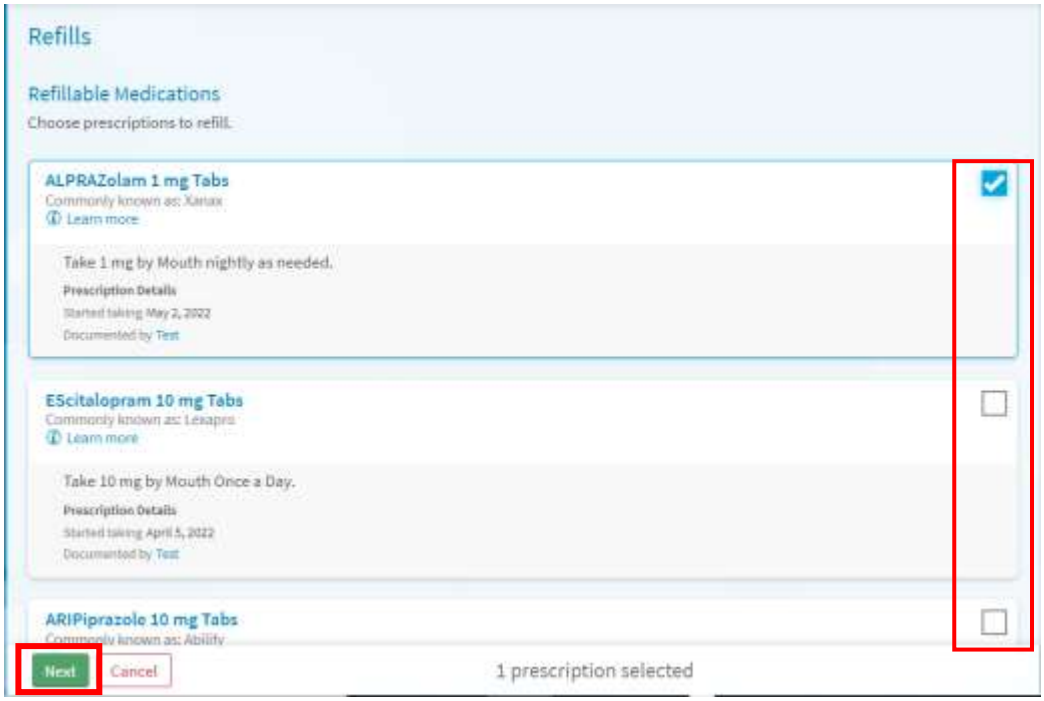
2. Select **Medications**



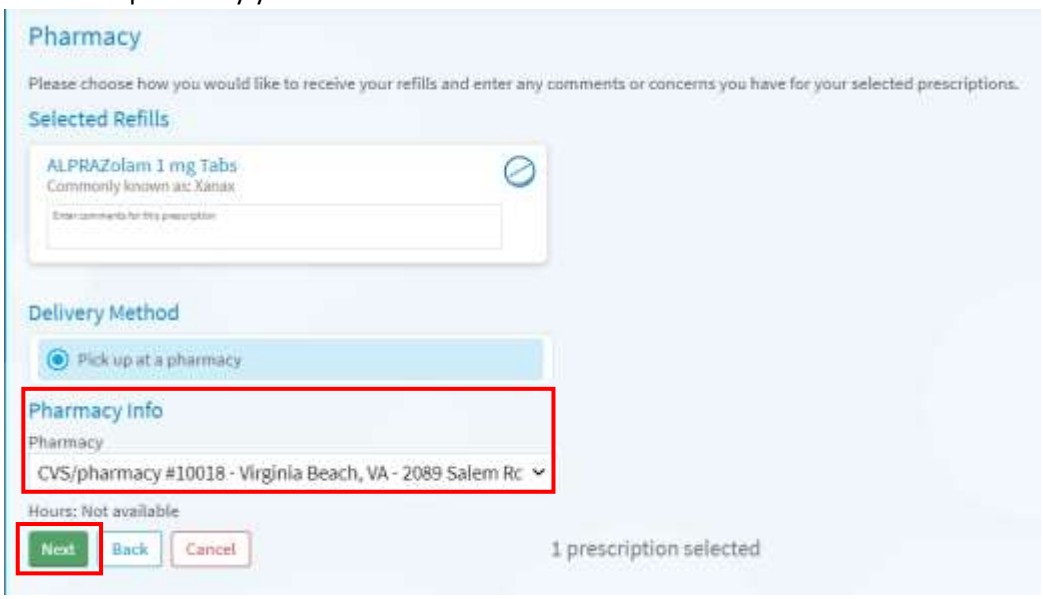
3. Select **Request refills**

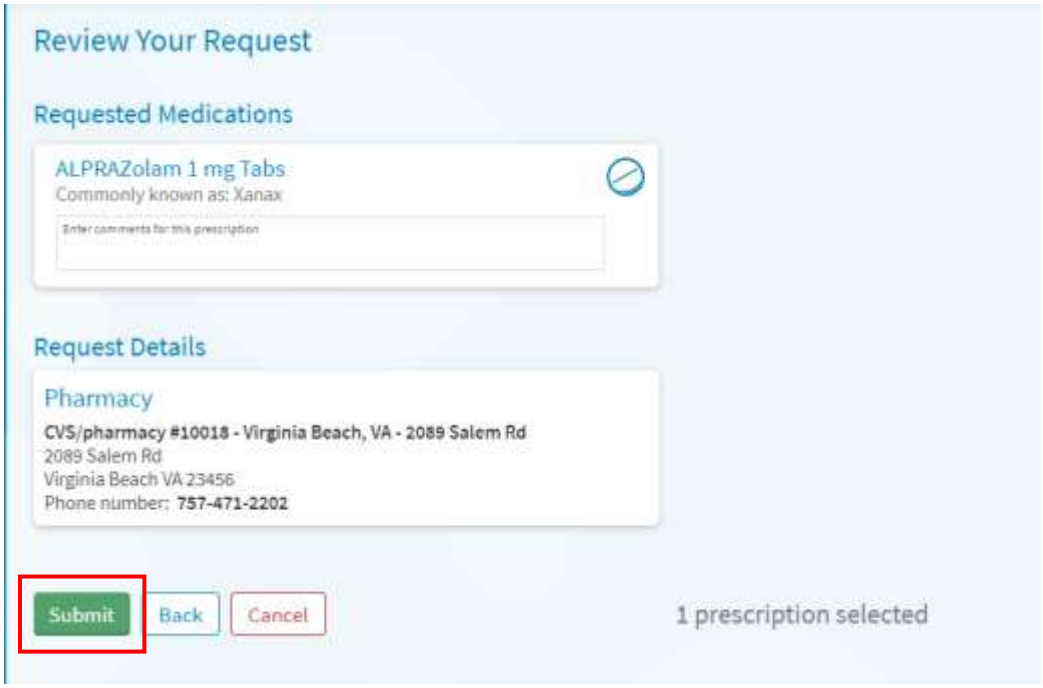


4. Select which medication(s) you would like to refill. Select **Next**.



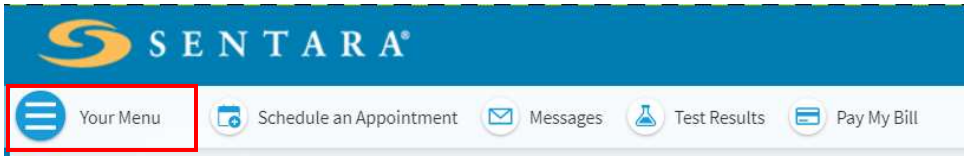
5. Select the pharmacy you would like to use. Select **Next** and then select **Submit** to send refill request.




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

Messaging: Review deleted messages

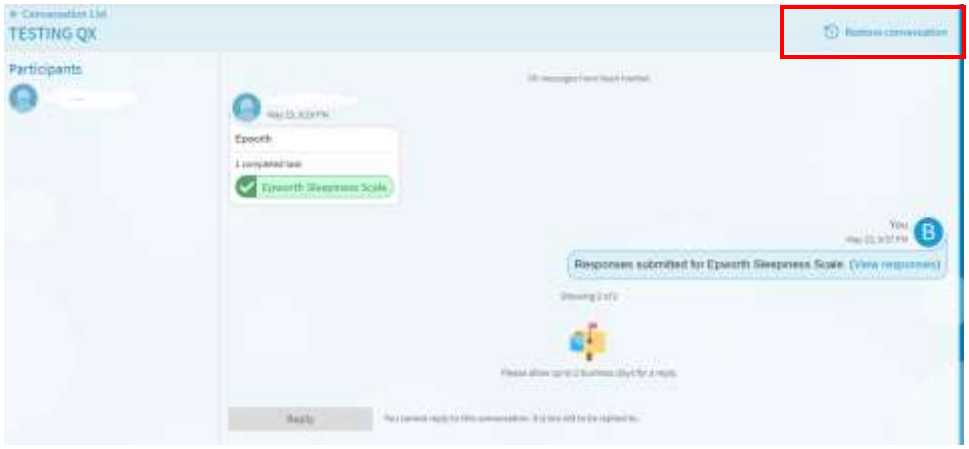
1. Select **Your Menu**



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

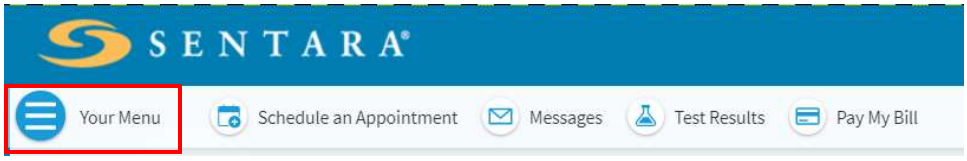
3. Select **Trash**.

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



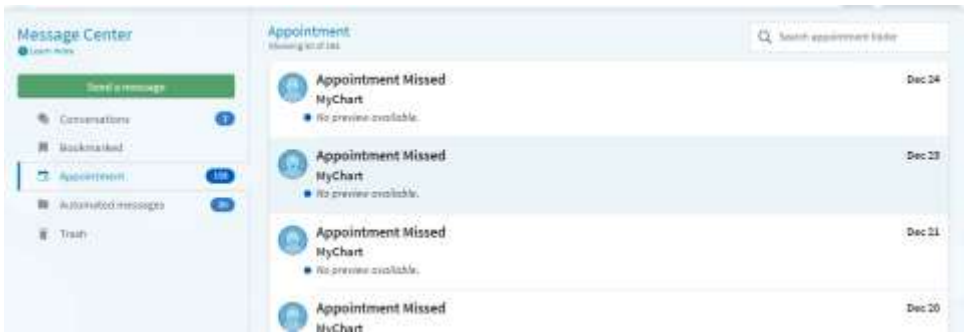
Messaging: View your new messages

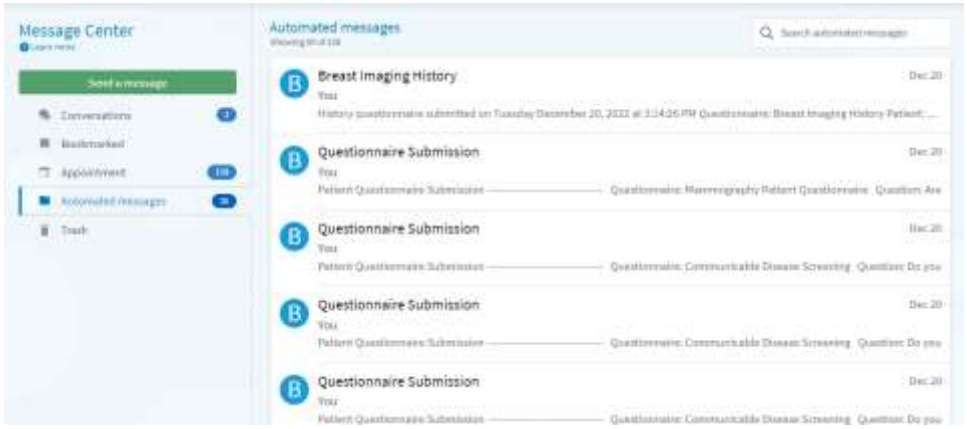
1. Select **Your Menu**



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

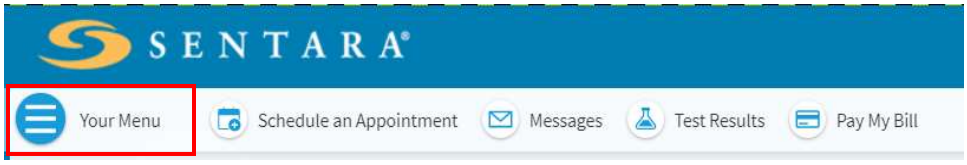
3. Under the message center the number of unread messages is displayed next to each folder. You must open the messages to delete them. The unread messages are bolded.




Message Center
Send a message
Conversations
Bookmarked
Appointment
Automated messages
Trash
Automated messages
Breast Imaging History
You
Questionnaire Submission
You
Questionnaire Submission
You
Questionnaire Submission
You
Questionnaire Submission
You

Messaging: View your sent messages

1. Select **Your Menu**

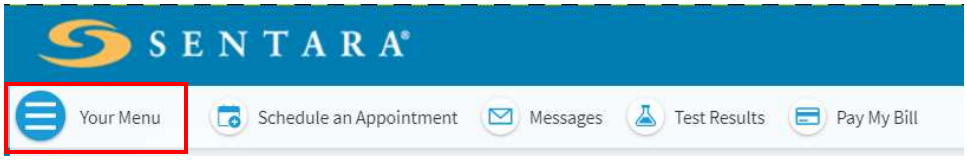


2. Under **Communications**, select **Messages**

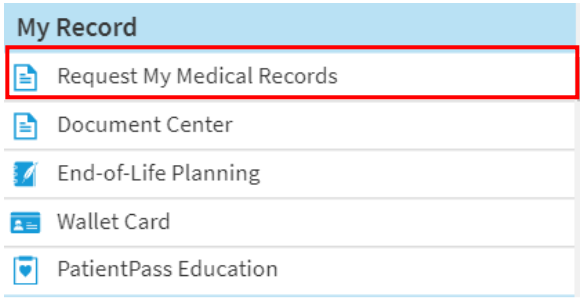
3. Under **Conversations**, any message labeled as *You* was sent by you. *Messages in* bold *are unread messages.*

Request Medical Records

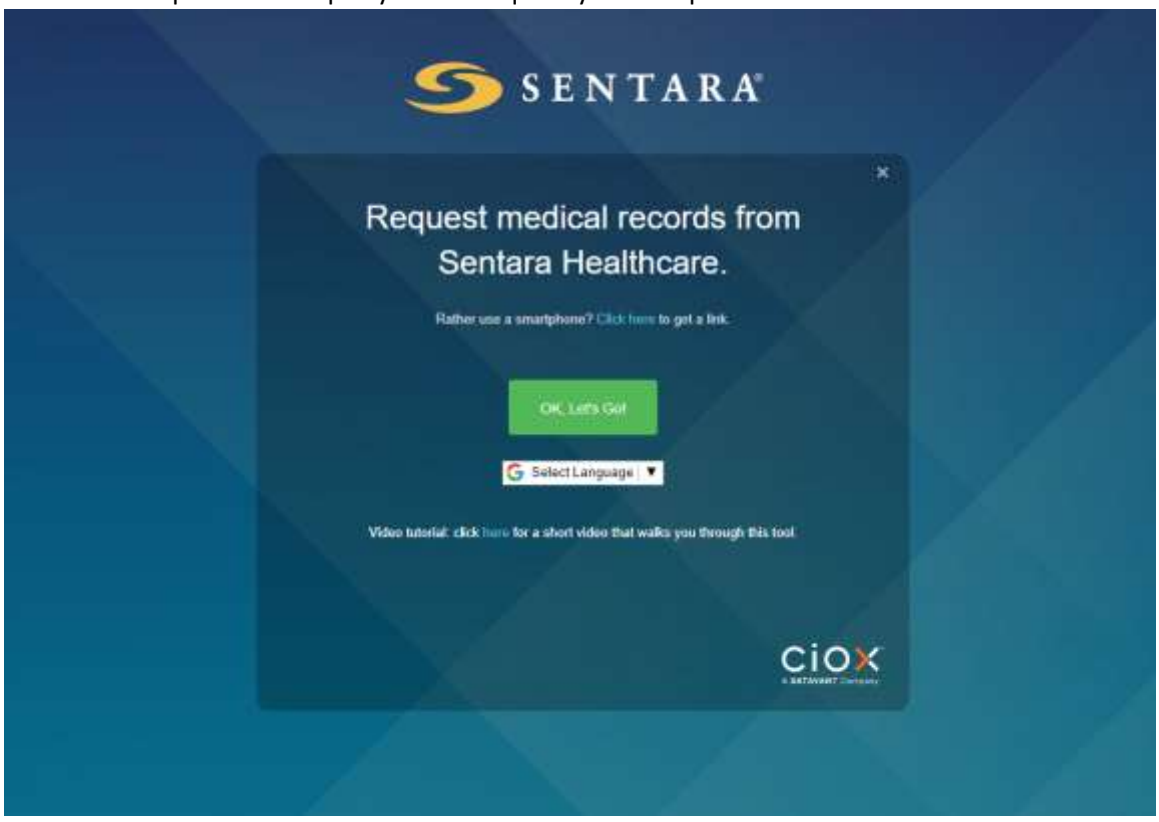
1. Select **Your Menu**

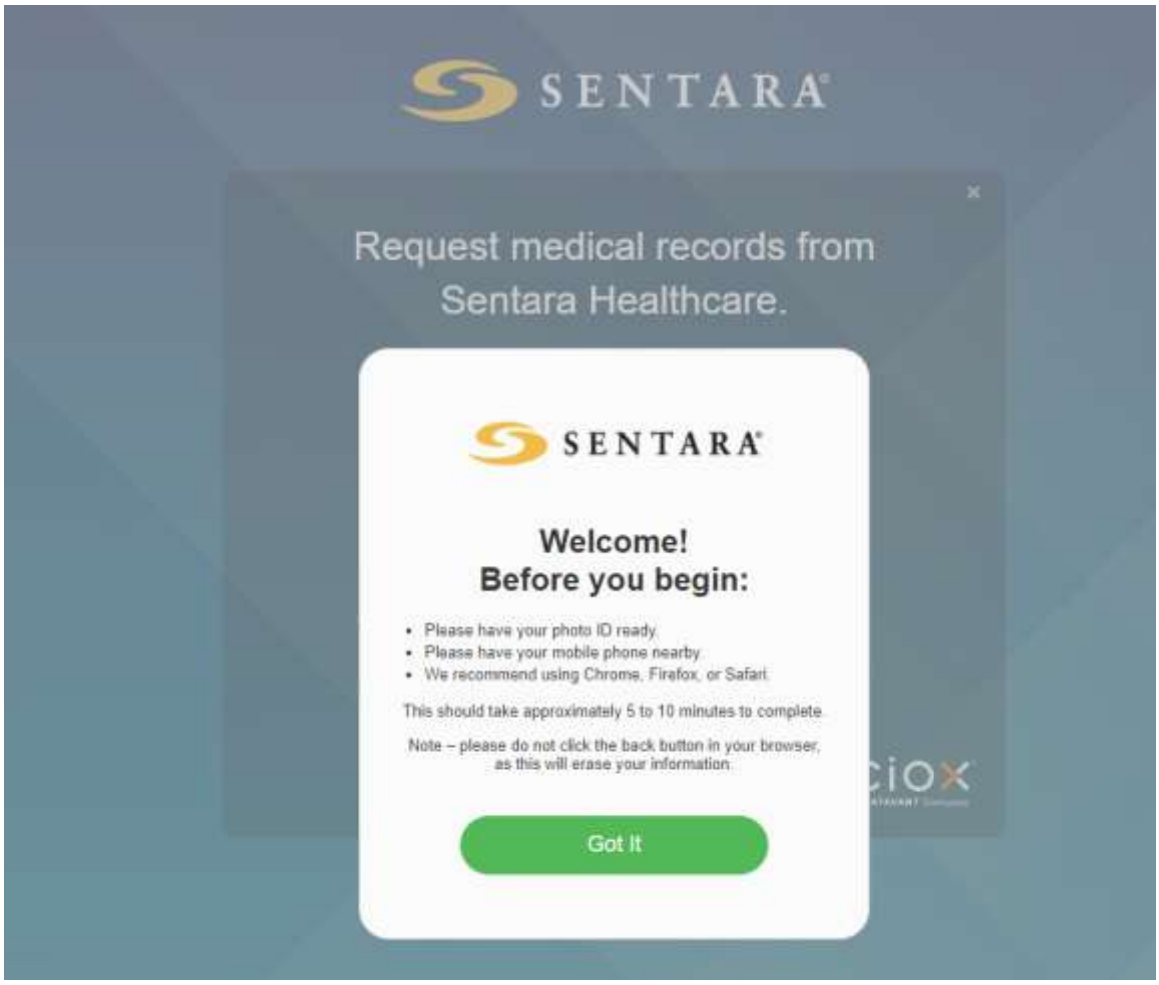


2. Under **My Record**, select **Request My Medical Records**



3. Follow the steps on the 3rd 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.

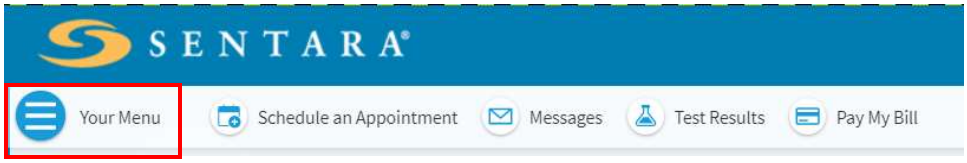
   Use the link below to find a medical records department nearest you.

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

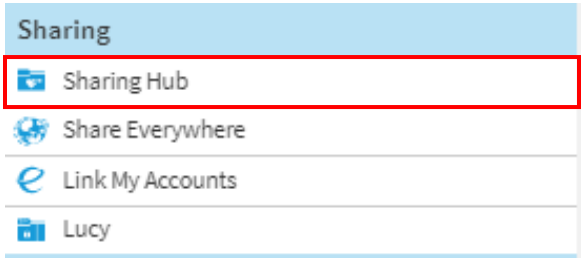
Proxy Sharing: How to grant another person access to your account

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

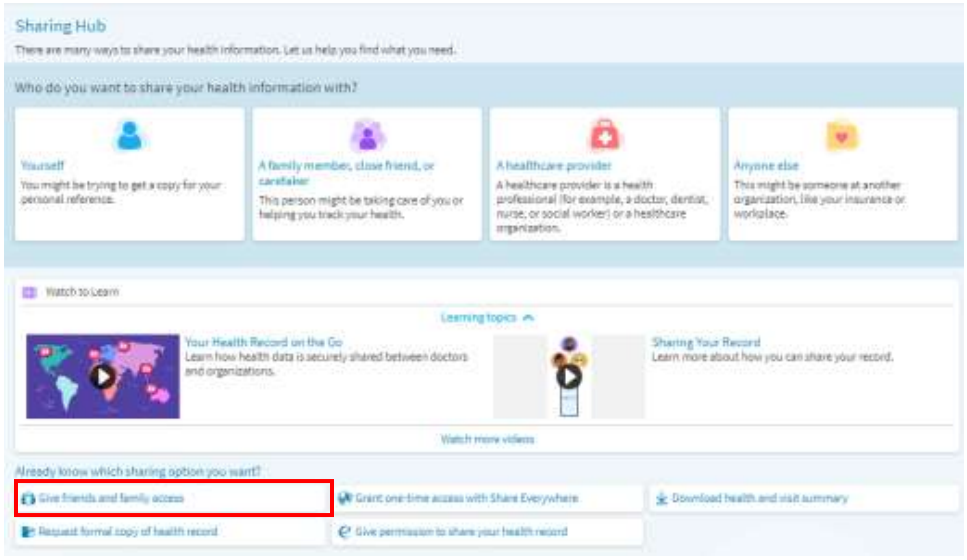
1. Select **Your Menu**



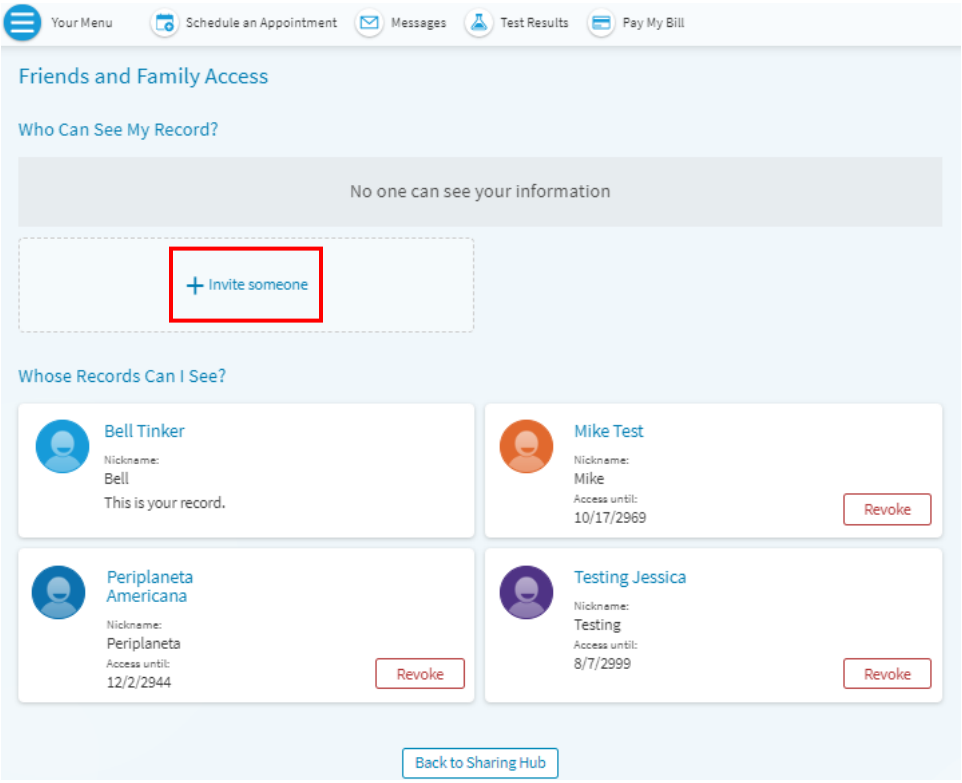
2. Under **Sharing**, Select **Sharing Hub**



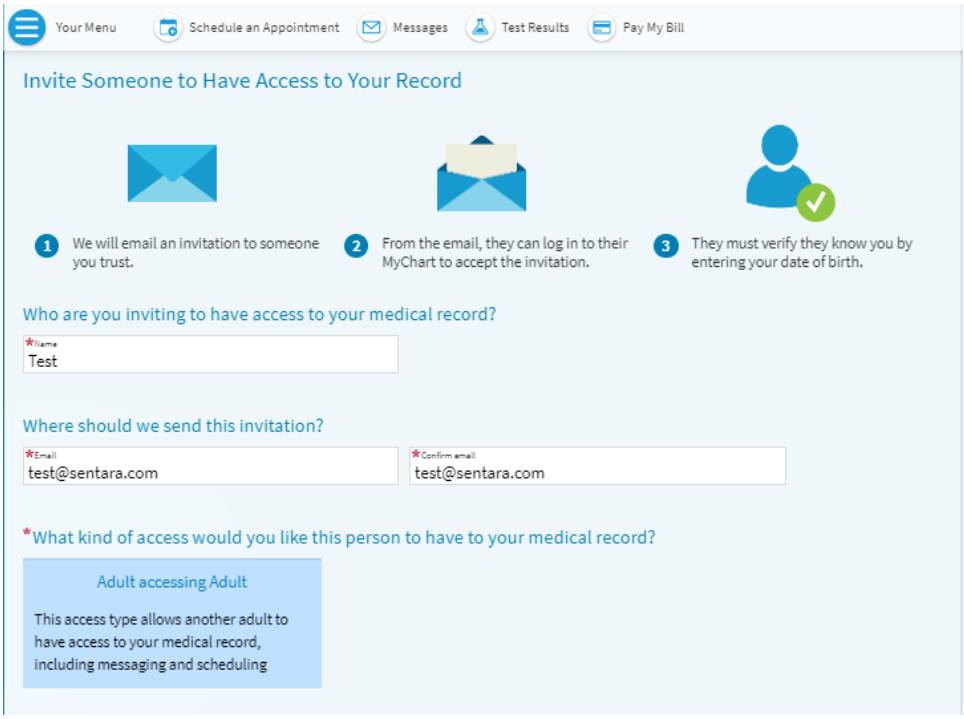
3. Under **Already know which sharing option you want?**, select **Give friends and family access**

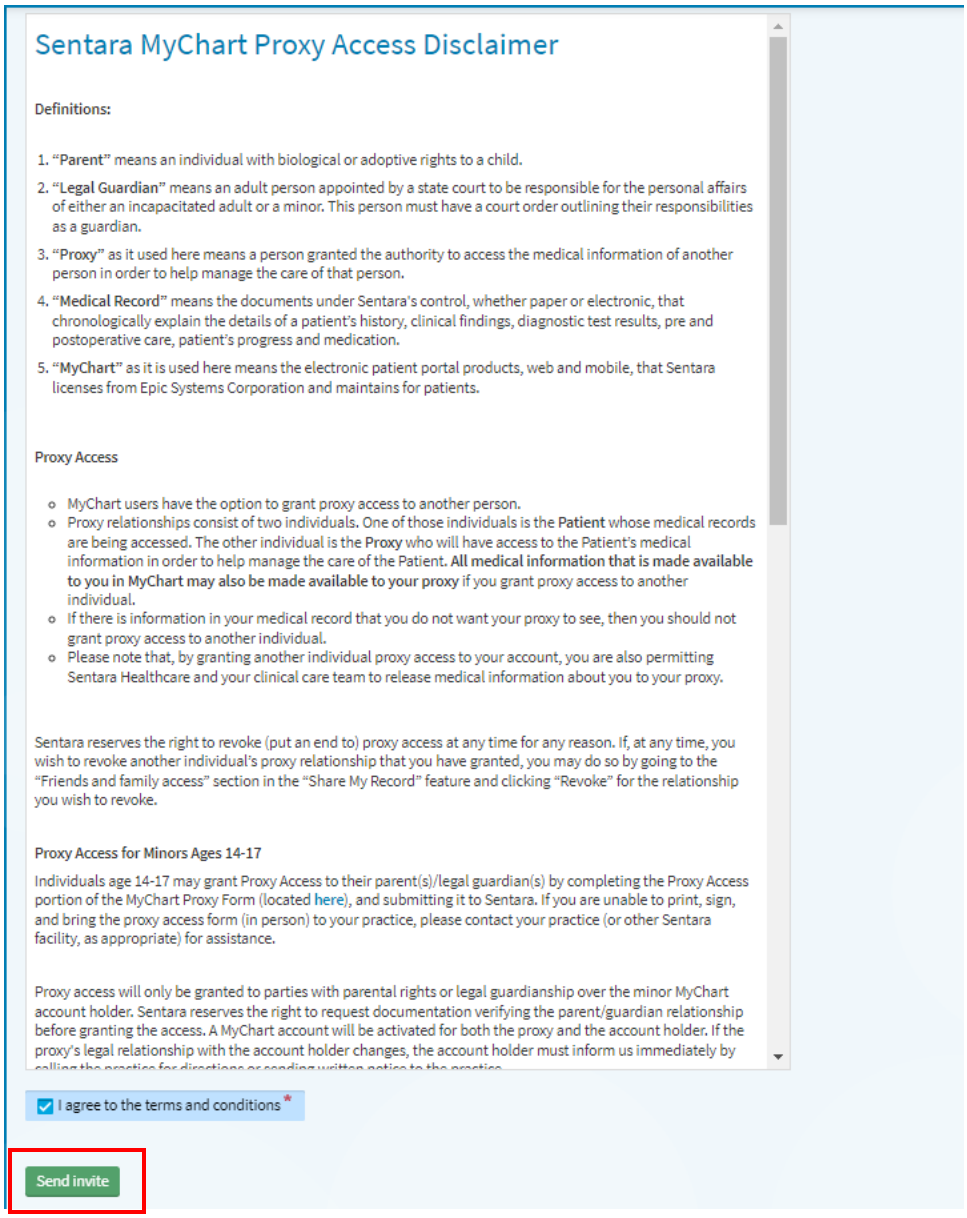


4. Select **+Invite Someone**



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





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.

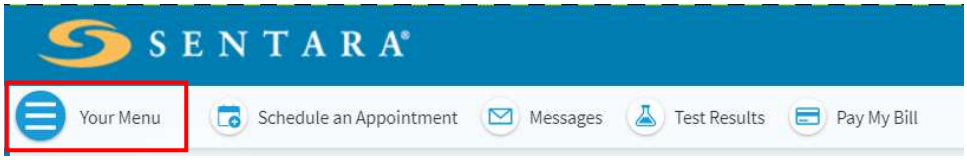
All proxy forms may be located by copying and pasting the link below in your browser address bar: http://www.sentara.com/hampton-roads-virginia/patientguide/medical-records/sentara-mychart/patient-forms.aspx

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

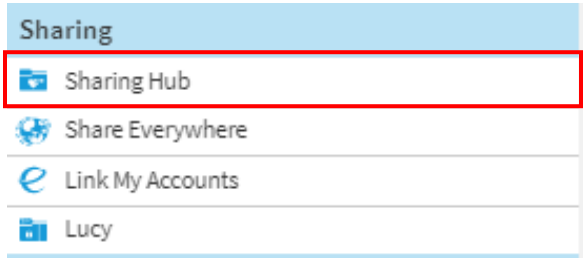
If you do not have a Sentara Medical Group provider, you may send in a pdf format to Mychart_support@sentara.com

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

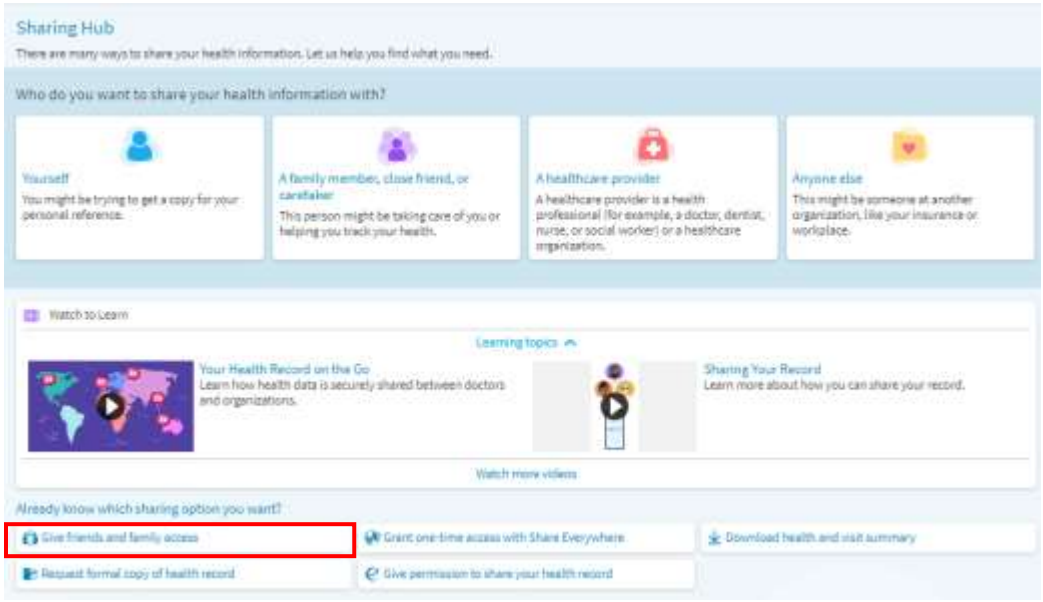
1. Select **Your Menu**



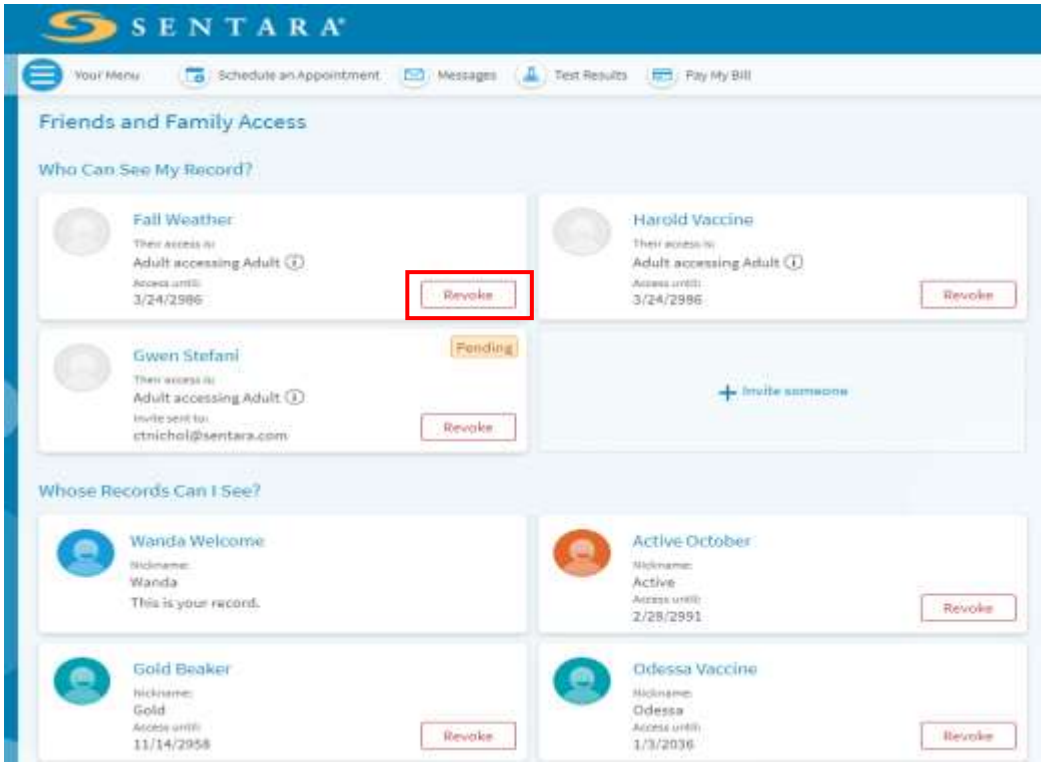
2. Under **Sharing**, select **Sharing Hub**



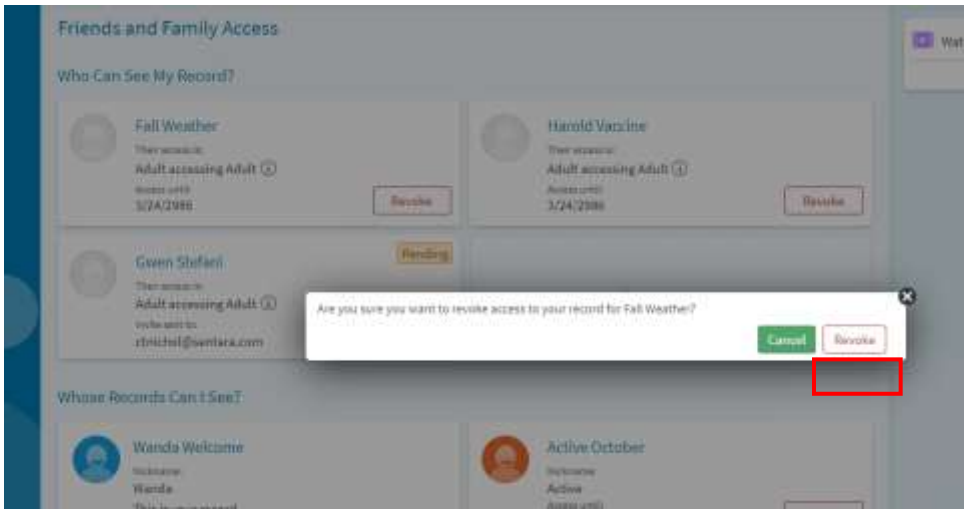
3. Under **Already know which sharing option you want?**, select **Give friends and family access**



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

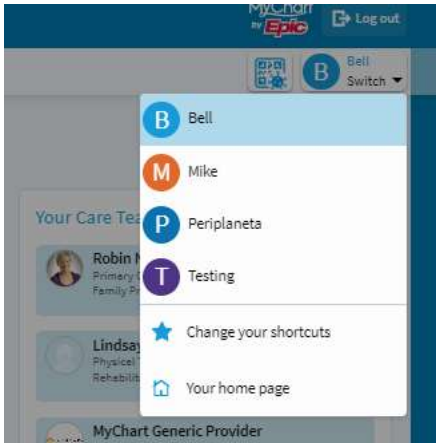


5. Select **Revoke** and the Family and Friends access page will refresh. After this action is complete, the person you revoked access from will be unable to access your Sentara MyChart account.



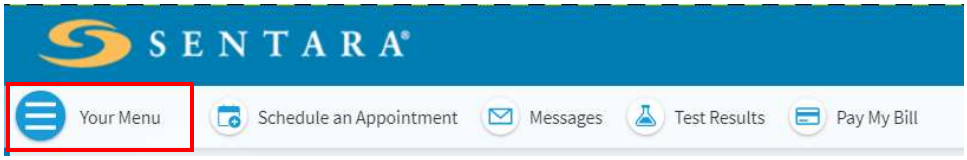
Proxy Sharing: How to view another person's record that you have access to

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.

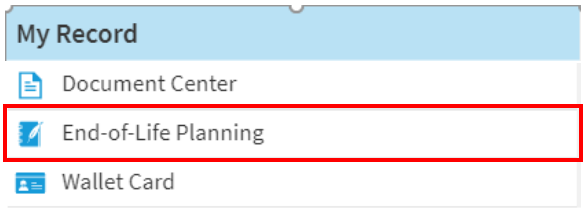


Update End of Life Planning

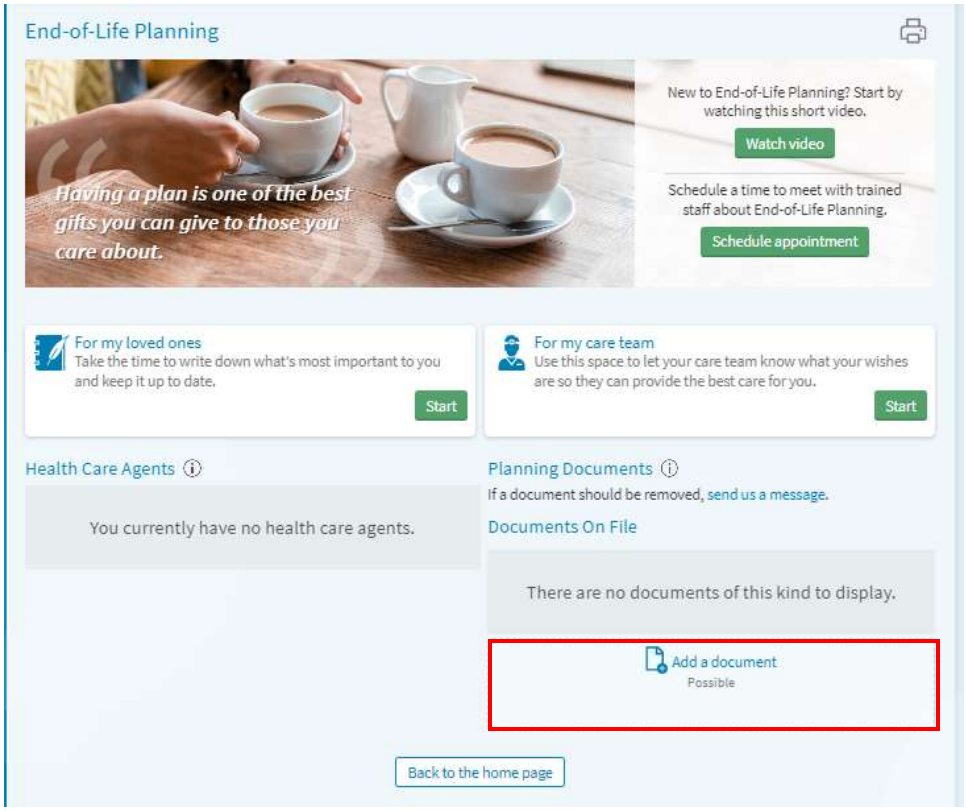
1. Select **Your Menu**



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

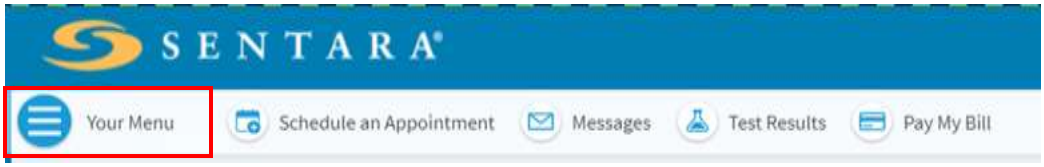


3. You can now upload your Advance Care Plan to send to your physician's office. To upload your Advance Care plan under **Document on File**, select **Add a document**

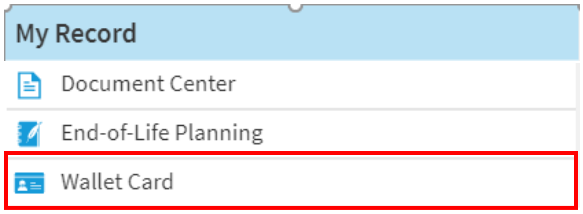


Update Wallet Card

1. Select **Your Menu**

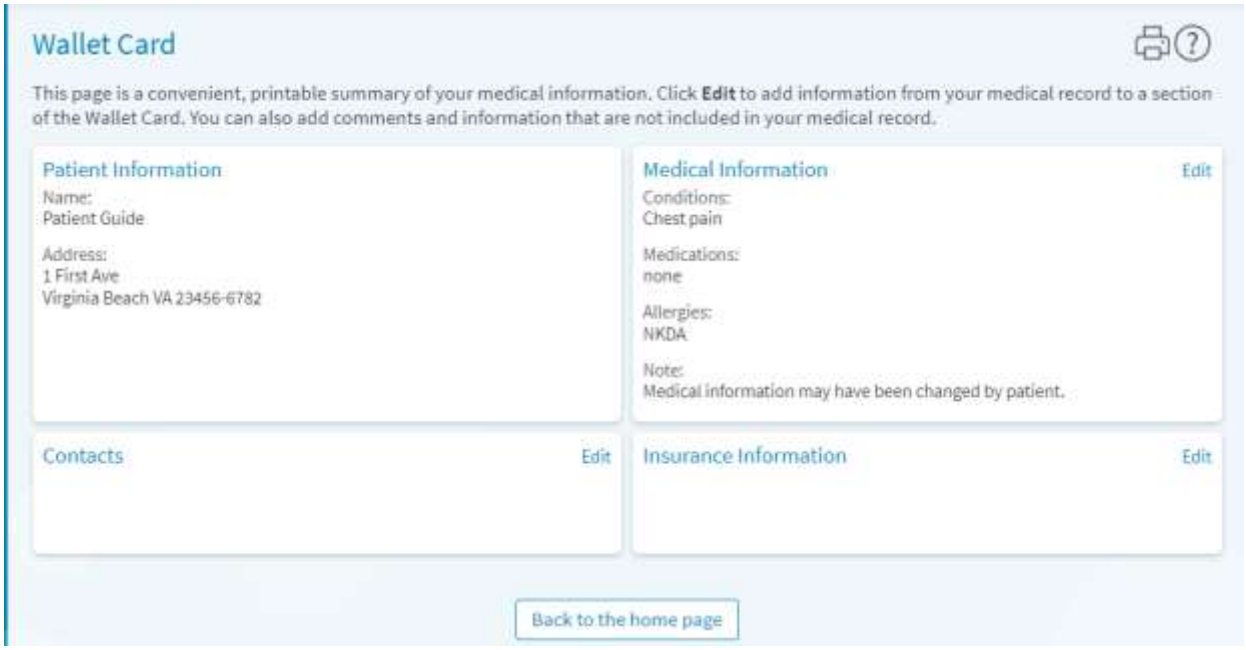


2. Under **My Record**, select **Wallet Card**



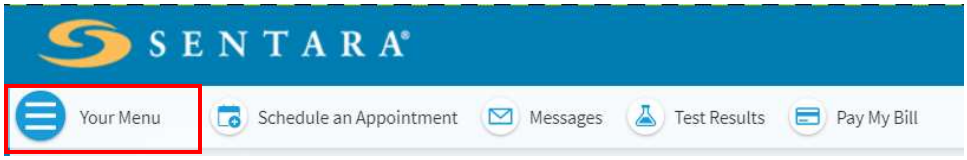
3. Select **Edit** next to the heading Medical Information, contacts, or Insurance Information to make any updates and pull information from your MyChart to the card.

   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.

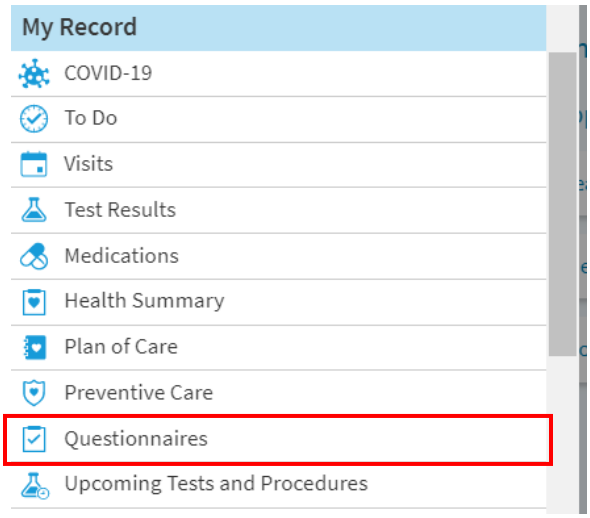


View and/or Complete Questionnaires

1. Select **Your Menu**



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



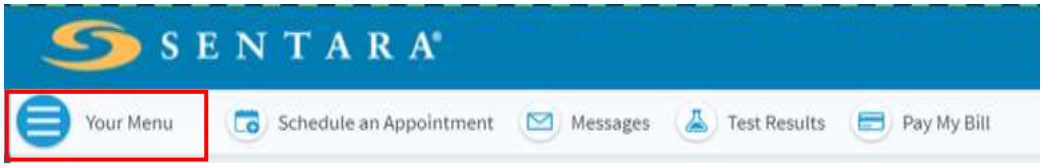
3. Select the questionnaire, complete the answers, and select **Submit**

* *Indicates a required field*

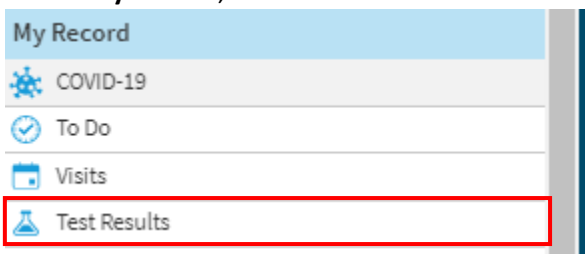
Your updated information will show in your MyChart account once your provider's office has reviewed and reconciled the information.

View Test Results

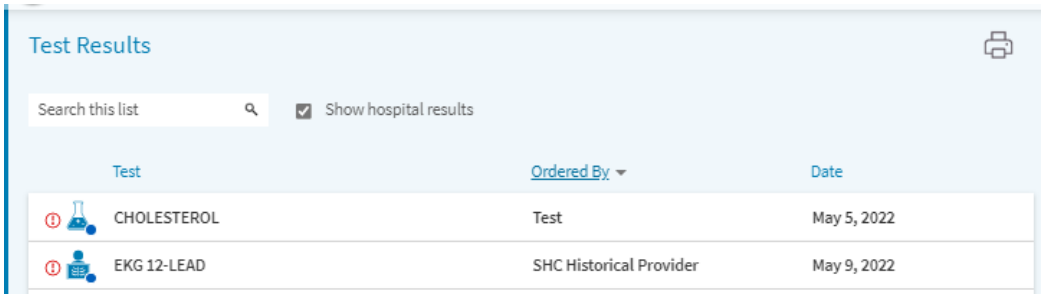
1. Select **Your Menu**



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



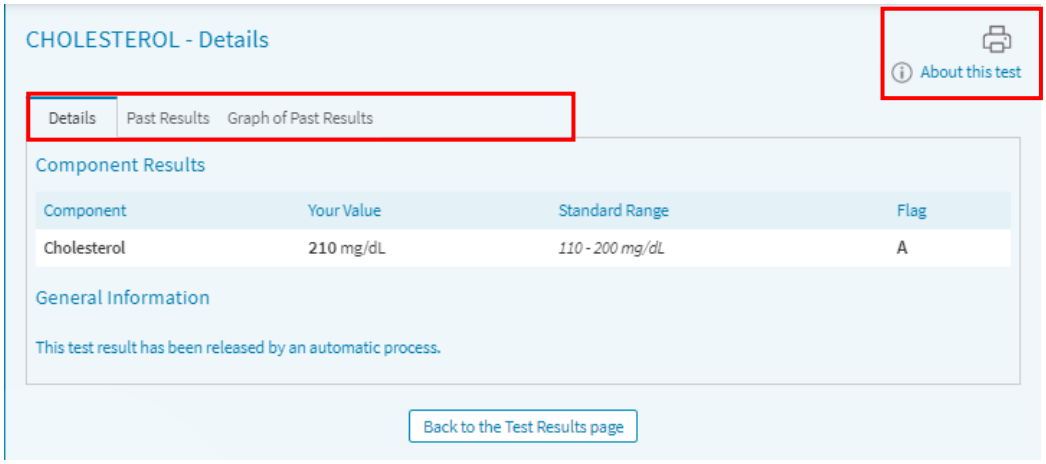
3. Check the box to **Show Hospital Results** and a complete list of available tests will display. Select the test result you would like to view. The unviewed test results will be bolded.



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

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.



Review our Terms and Conditions

1. Scroll to the bottom of the MyChart home page

2. Select the **Terms and Conditions** link