

2024
Version



MyChart Quick Reference Guide

Patient Instructions

V3.0



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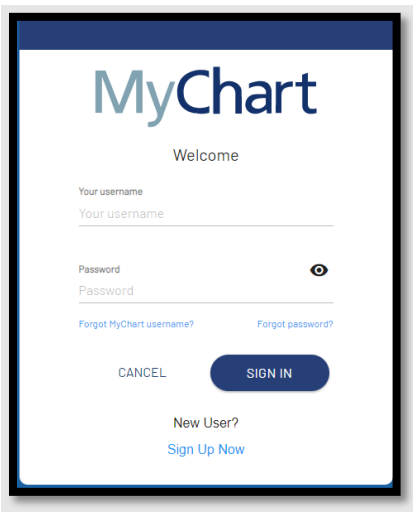
Welcome To MyChart

MyChart Website

1. Go to www.grh.org (Grande Ronde Hospital website)
2. Click on the MyChart link
3. Click “Log in/Register”
4. This will direct you to <https://wamt.myonlinechart.org>
 - a. If prompted, select “Washington” as the service area
5. Click the “Access MyChart” button

Logging In

If you have an existing MyChart account, enter the username and password in the screen below.



Signing up for MyChart

We recommend creating a MyChart account in person or over the phone. You may do this by:

- Calling the GRH MyChart hotline at 541-963-1800
- Presenting to any GRH location

Forgot Username

1. Open up MyChart
2. Select [Forgot MyChart username?](#) located under the password field
3. A prompt will populate for you to type your name, birthday and zip code to retrieve your username*
4. You may also call the GRH MyChart Hotline at 541-963-1800 and a representative can look up your username

***Note:** these fields must match what GRH has on file for you.

Forgot Password

1. Open up MyChart
2. Select [Forgot password?](#) located under the password field
3. You will then be prompted to put in your MyChart Username
 - a. Follow the steps above to look up a username, if it is not known
4. MyChart will email you a link to the email address that is on file for your MyChart account

Note: Staff within MyChart Support cannot look up a forgotten password, the steps to reset a password would need to be followed if a password is forgotten. If you are unsure of which email you have on file for MyChart you can call the GRH MyChart Hotline at 541-963-1800 to confirm the email.

How to remove two-factor authentication?

When logging into the desktop version of MyChart, you may be prompted to set up two-factor authentication to protect your information. If you have questions about two-factor authentication, you can call the GRH MyChart Hotline at 541-963-1800. If you wish to remove two-factor authentication from your account, you will need to contact the Providence MyChart Support Line at 1-833-395-2035 for assistance.

Navigating MyChart

When you first log into MyChart, you will see the MyChart home page.

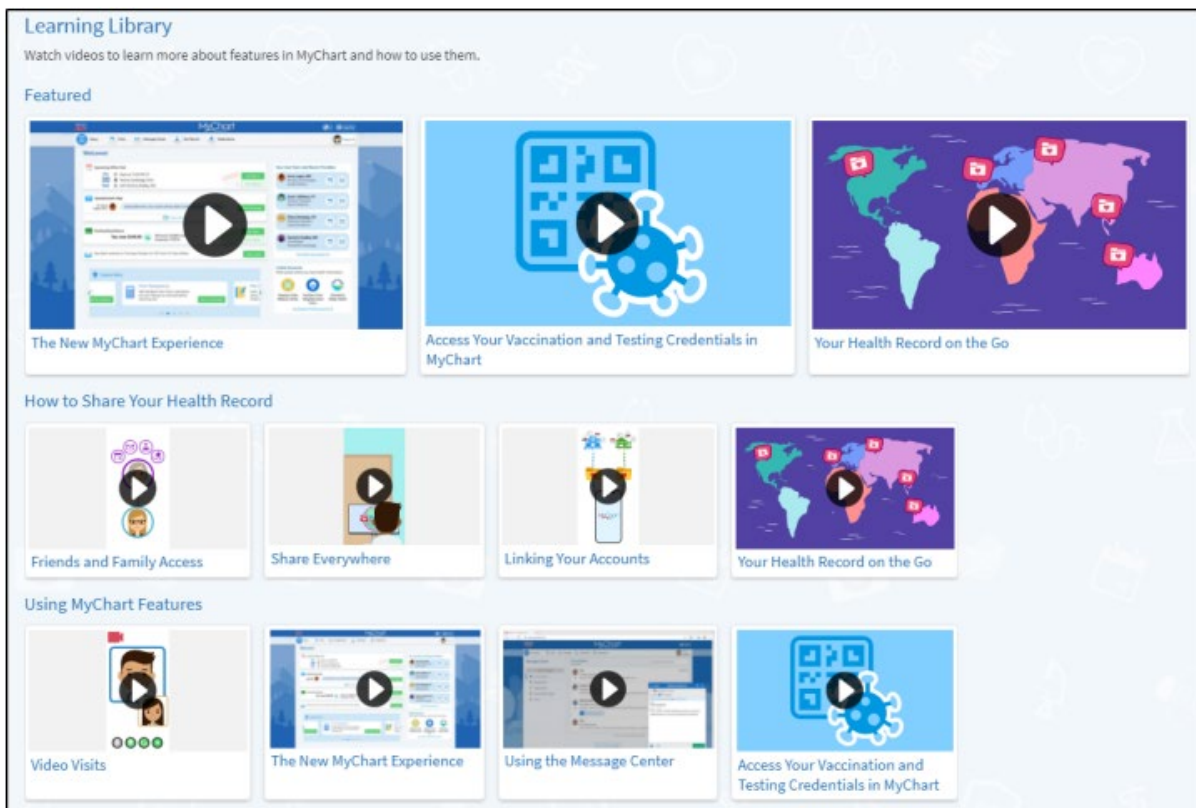
- At the top of the home page are shortcuts you can use to get to the most used activities
- Below the shortcuts is the health feed, which shows the most important alerts and information for you and any family member you care for
 - Example: a new message from your care team or reminders for an upcoming appointment
- You can use the searchable menu to easily find any other activities you need to get to

Note: You can customize the shortcuts by selecting your account picture in the top right corner and select **Change Your Shortcuts**.

Learn How to Use MyChart

In the Learning Library, you can watch videos about MyChart’s features.



To view these videos, go to **Resources** >  **Learning Library**




Health

Manage Medications


MyChart allows you to request refills and remove medications from the MyChart app. To manage your medications:

1. Open the MyChart app and select the **Menu** icon 
2. Go under the section that says **My Record>Medications** 
3. A list with the medications that are on your medication list will populate

If a medication appears on this list that you would like to remove:

1. Go to the tile that has the medication you'd like to remove
2. Select **Remove**  at the bottom of the tile

If a medication appears on this list that you would like to request a refill for:

1. Go to the tile that has the medication you'd like to refill
2. Select **Request Refill**  that appears at the bottom of the tile


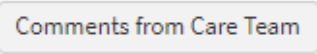
Note: Not all medications are eligible for refill requests through MyChart. If there is a medication on your list that you'd like to refill, but this choice does not appear, contact the prescribing provider's office.

View Test Results

To view test results, from the **Menu**  go to **My Record>**  **Test Results**.

Test results will appear in chronological order along with the date and name of the test performed. This list will show labs, radiology and other standard tests.

To review a detailed view of the test you've had performed:

- Select the **Test** 
- If your provider has reviewed the test results and added comments, click 

If there are still questions after reviewing your test results, contact the ordering provider with inquiries.

Note: If test results haven't appeared on your MyChart within the expected timeframe, reach out to the ordering provider's office for results.

View Summary of Health Information

To get a summary of your medical record, from the **Menu**  go to **My Record>**  **Health Summary**. This summary includes:


- Current health issues
- Medications
- Allergies
- Immunizations

- Preventative Care


Personal Information

To view your personal information from the **Menu**  go to **Account Settings** >  **Personal Information**


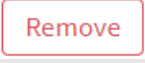
To edit your phone number, mailing address or email:

1. Go to the **Contact Information** tile and select **Edit** 
2. You can then update your information by replacing each tile with the updated information

To edit your gender, gender identity, sexual orientation, marital status, religious preference, ethnicity, or preferred language:

1. Go to the **Details About Me** tile and select **Edit** 
2. You can then update your details by selecting from the prepopulated fields for each of these sections

To edit or remove an emergency contact:


1. Go to the **Family & Friends** section
2. Go to the emergency contact you wish to remove/edit and select **Edit** 
3. From there you may update the contact's information
4. To delete the contact, select the **Remove**  button at the bottom of this tile

Note: If your legal name has changed from the one reflected on MyChart, you will need to present GRH registrars with an updated government issued photo ID for your name to be changed.

Track COVID-19 Testing and Vaccination Status

The COVID-19 activity pulls together helpful information and resources for you, including:



- Your COVID-19 testing status and recent results
- Your COVID-19 vaccination status and details about the vaccine you received
- Links to educational resources provided by the Centers for Disease Control and Prevention (CDC)

Click  to quickly access the activity from the MyChart home page. You can also access the activity from the COVID-19 health feed card or by going to **MyRecord > COVID-19**.

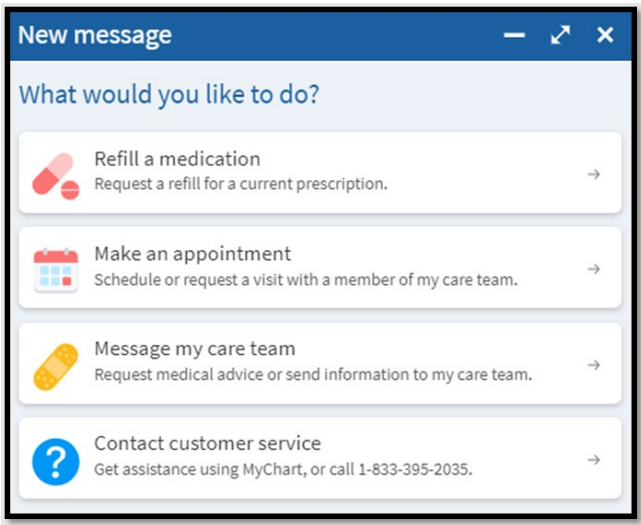
Messaging

Note: Some features have limited accessibility based on the type of MyChart User Account. If there are questions, contact the GRH MyChart Hotline at 541-963-1800.

Sending a Message to Providers

1. Open MyChart and go to the **Menu** 
2. Go to **Communications > Messages** 

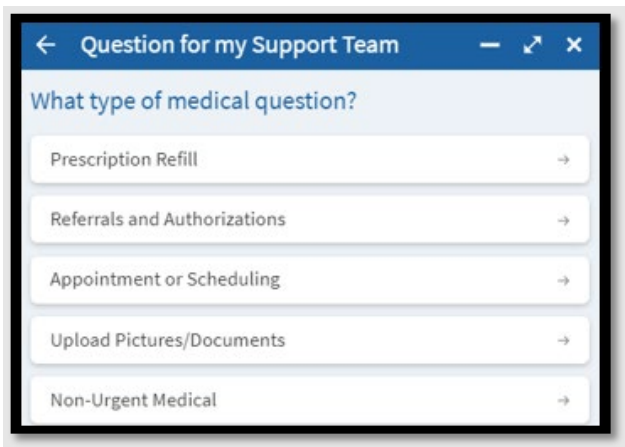
3. Click **Send a message**
4. Select one of the four message options available in order to continue with sending a message:



REFILL MY MEDICATION- This option will pull up your current medication list. The medications eligible for a refill will be toward the top of the list. Select which medication needs to be refilled by selecting “Request Refill” under the right medication.

MAKE AN APPOINTMENT – This option may only be used with select providers/clinics.

MESSAGE MY CARE TEAM- Selecting this option takes you to a page that instructs you to call 911 for emergency or for urgent medical conditions. This page also says to expect a response within three (3) business days. A prompt to select which care team member the inquiry needs to be directed to will show up. A prompt to select a subject title for the inquiry from a dropdown list will pop up. Options include:





Once a subject title has been selected, you will be prompted to select the care team member you wish to receive your message.

Fill out the subject line and message box as desired and click “Send” in the bottom right corner of the screen. There is also a choice to attach images to messages by selecting the paperclip icon at the bottom of the message page.

Note: The care team members are unique to each user. If the desired care team member is not populating for your message, call the provider’s clinic for assistance.



CUSTOMER SERVICE- Select this option to report a website issue.

Viewing Messages Received in MyChart

You can read any messages sent by your provider, or other clinic staff, by going to your Message Center (**Menu**  go to **Communication >Messages** ). The message Center includes four folders:

- The **Conversations** folder is the primary folder and includes messages between you and your care team or other clinic staff. The list of messages in this folder is organized by conversations to keep messages and replies together.
- The **Appointment** folder includes appointment reminders and confirmations.
- The **Automated Messages** folder includes system messages automatically sent to and from your account, like payment confirmations and questionnaire submissions.
- The **Trash** folder includes any conversations you may have removed from your main folders. If you realize you need a message again, you can restore it to its original folder.

Receive email or text messages when new MyChart messages are available

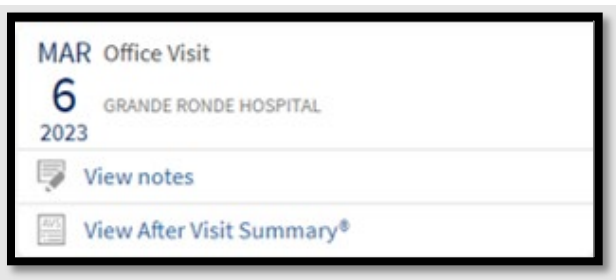
1. From the **Menu** , go to **Account Settings >**  **Communication Preferences**
2. Expand the Messages section and select a notification option
3. Update your email address and mobile phone number, if needed, at the bottom of the page
4. Click **Save Changes**

Visits

To view your visits from the **Menu**  go to **My Record >**  **Visits**


Viewing Past or Upcoming Appointments

When viewing past visits, you can see the After Visit Summary (AVS) and/or note to see the details from your earlier visit(s).



Cancel an Appointment

For some future visits, you can select the visit and cancel future visits. To do this:

1. Click on the desired appointment you wish to cancel
2. Select **Cancel Appointment**  at the bottom of the tile

Note: Not all visit types allow for online cancellation. If an appointment needs to be cancelled, the department/clinic that your visit is scheduled at should be contacted directly.

Have a Video Visit

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop computer or mobile application to start a video visit. Mobile devices are preferred because most devices already have the camera and microphone setup for video visits.

Note: If your provider is on a mobile device, they cannot access other activities while they are connected to your video because mobile devices will not run the camera in the background. If a provider navigates to a different activity, for example, to document information about your visit, the video is paused, and you see the provider's initials in a circle instead of a video image until the provider returns to the video visit activity.

Prepare for your Video Visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:



- If you will join the video visit on your mobile device, make sure the camera app is up to date.
- If you will join the video visit on your desktop computer:
 - Make sure you have a webcam set up
 - This can be a webcam that's part of a laptop or a separate USB webcam
 - Make sure you have installed any required browser plug-ins, software or apps with the most recent updates

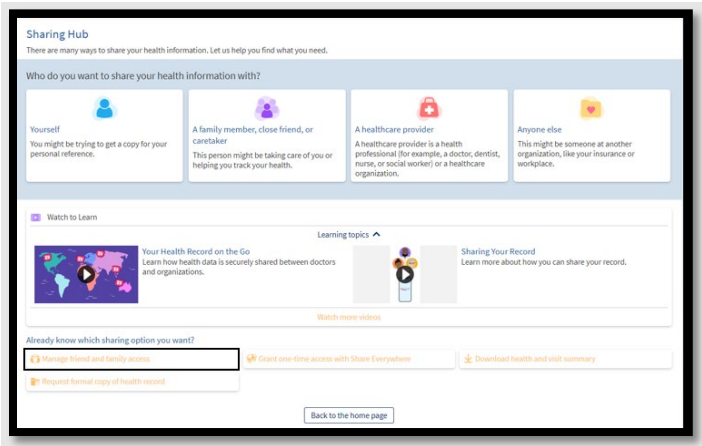
After you have done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your video visit start time.

Family Access

Linking Adult MyChart Account

If a friend or family member wants to gain access to your MyChart, log into your MyChart account.

1. From the **Menu** , go to **Sharing**  **Share My Record**.
2. At the bottom of this screen, select the tile that says, **Manage Friend and Family Access**



- From there, you would need to **+ Invite Someone** in order to have these records linked
- You would then enter in the full name and email address of the individual you are giving proxy access to

- Click **Send Invite**
- The invitation then appears as Pending at the top of the page
- The individual receiving the invite would then need to log into the email entered in for the invite
 - From this email invite, the recipient can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation
- You can return to this page at any time to edit or revoke that person's access

Switching Between MyChart Accounts



Once the invitation is accepted, the accounts can be switched by changing the name at the top right corner of the desktop version or toggling between the tiles at the bottom of the MyChart app.

Note: If the Patient trying to share access is a Minor, please reach out to the GRH MyChart Hotline at 541-963-1800 for help with this process.

Medical Record Access and Sharing

Getting Copies of Your Medical Record

To initiate this process, call the GRH HIM department at 541-963-1446. When placing the request, please tell the representative that you want this information sent to you through MyChart. Once this request has been filled follow the steps below to find these records:

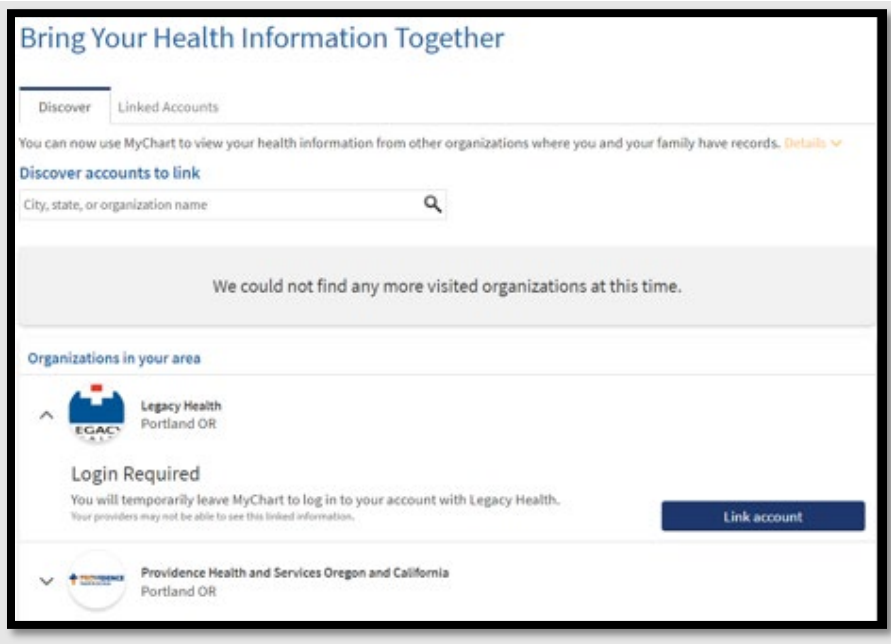
- From the **Menu** , go to **Document center** 
- Select **Request Additional Records**
- To open: Under **Recently Requested Records**, select **Download**
- This will download a viewable PDF version of the requested records

How to Link MyChart Accounts from Different Organizations?

If you have been seen at another healthcare organization that also uses MyChart, you may be able to link your MyChart accounts together.

From the **Menu** , go to **Sharing**  **Link My Accounts**.

1. Search for the other organization that you have a MyChart account set up with
2. After selecting the organization that you are wanting to link, you will be prompted to go to that organization's MyChart login page



3. Enter in the MyChart username and password for the other organization
 - a. You may also be prompted to verify your account by answering an identifying question (i.e. phone number, last four digits of SSN, etc.)
4. This will then link your accounts between organizations until you revoke access

Switching Between Organizations on the App

When accessing the MyChart App, swipe between each organization's login page to switch organizations.

Billing and Insurance

Account Summary


From the **Menu** , go to **Billing**  **Account Summary**.

From there you can view any balance on your GRH account. You may also view the most recent statement, previous payments, and make a payment. You may also set up auto pay from this menu if you have a balance due.


To make a payment:

1. Select payment option, either **Pay Now** or **Set up Auto Pay**
2. Enter in the amount you would like to pay and the card information you would like to use
 - a. If setting up auto pay, the system will automatically calculate the minimum monthly payment amount
3. Select **Submit Payment**

To view your most recent statement:

1. Select **View Last Statement** 
2. This will show any Insurance adjustments or payments toward your last statement

To view account details:



1. Select **View Account Details** 
2. This will open any recent payments that have been made as well as which forms of payment have been used in the past

Preferences and Administrative Features

Communication Preferences

Communication preferences allows the patient to be in charge of how they would like to be contacted.

If you need to adjust how information is received (i.e. telehealth, billing, messages, appointments), adjust by following the steps below:

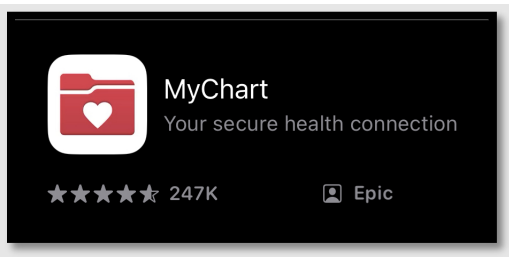
1. From the **Menu** , go to **Account Settings** >  **Communication Preferences**
2. Toggle each form of notification you'd like to adjust
 - a. Color icons means you would like to receive notifications this way
 - b. White icons mean you would not like to receive notifications this way

Mobile Apps

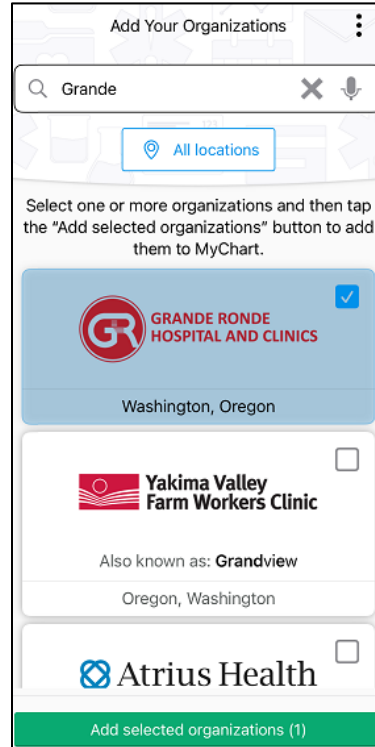
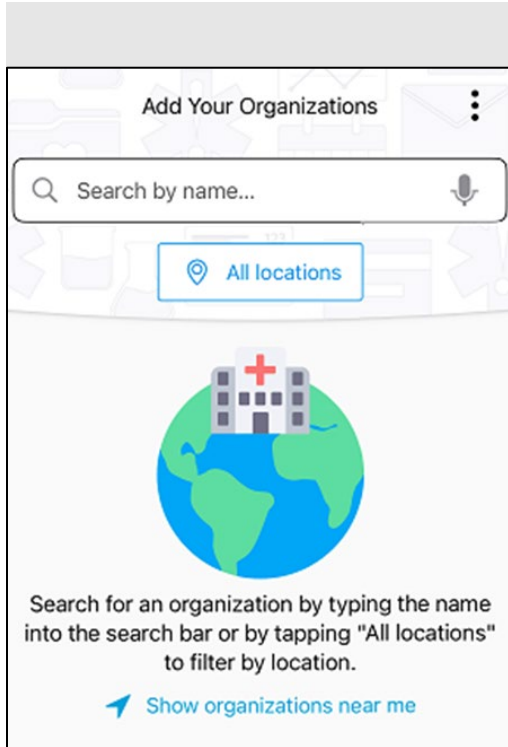
Download the MyChart App

To download the app:

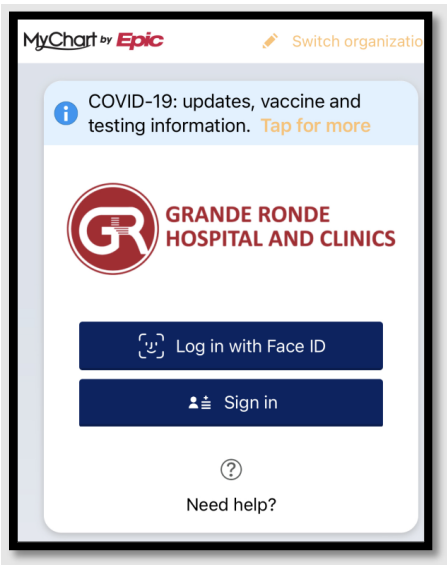
1. Go to the App Store for iOS devices or Google play for Android
2. The icon will look like the following:



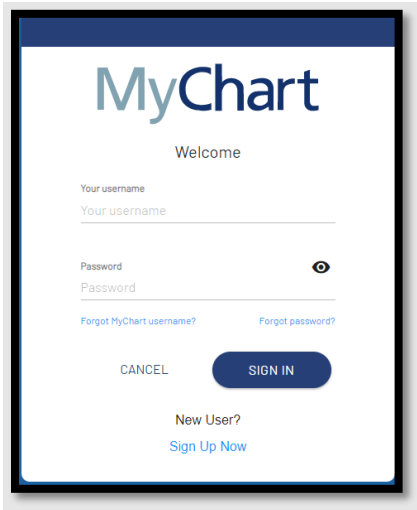
3. Once the app has been downloaded, select Grande Ronde Hospital and Clinics as the facility



4. After the facility has been selected, the app will route to the log in page. If the phone being used is equipped with biometric capabilities (i.e. retina scan, face recognition, fingerprint scan) there will be a choice to Sign In or Log in with Biometric ID.



5. If **Sign In** is selected on the previous screen, the app will be routed to the login page
- Enter in your username and password to log in.



6. If using the **Biometric ID** option to login, select that choice
 - a. If the biometric login has been set up on the mobile device, the app will use that data to securely log in

Other Questions

For questions or help with issues not covered in this guide, contact the GRH MyChart Hotline at 541-963-1800.