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# Welcome to MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From MyChart, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

This guide provides an overview of many of MyChart's features and how to use them.

## Sign up for a MyChart account

To sign up for MyChart, you must be [at least 13 years old](#). There are several different methods of MyChart signup that might be used by different departments across the organization:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a MyChart activation code on your After Visit Summary.
- After you check in for your appointment, you may receive an activation link via text or email.
- You might be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record.
- Activation codes are provided on After Visit Summaries and Billing Statements
- If a code has been generated for you, it is good for 30 days. On the 27<sup>th</sup> day you may receive an email warning that the code will be expiring soon and remind you to activate your account.
- You may receive an email invite to sign up when you have normal lab results available to view in MyChart

## Request an activation code if you don't already have one

To request an activation code online:

1. On the MyChart login page, click **Sign Up Online** in the New User? section.
2. Enter the required information.
3. Complete the CAPTCHA challenge.
4. Click **Submit**

## Use your activation code to sign up

1. From the MyChart login page, click **Use Your Activation Code** in the New User? section.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Click **Next**.

3. On the next page, choose the following:
  - **MyChart username.** This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time. If you are resetting your account, your username may already be populated
  - **Password.** This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be **8-20 characters, include 1 number and 1 letter**, and must be different from your MyChart username. Choose a password that you don't use for other websites.
4. On the next page, provide your contact information and notification preferences.

## Log in to MyChart

1. In your web browser, enter <https://mychart.riversideonline.com/mychart/> and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

## What if I forget my MyChart ID or password?

1. Click the **Forgot Password** link below the login or password field for assistance. You will be prompted to provide personal information to verify your identity.
2. Click **Next**
3. Select to have a one-time use security code sent to either **email** or **text**.
4. Enter the **code** sent to your email or phone, click Next
5. Enter your **new password**

If you are still having trouble logging in, [contact MyChart Support at 757-534-9440](#).

## Will my account be locked after a certain number of unsuccessful login attempts?

### MyChart Website

When you exceed the maximum amount of allowed login attempts (5), your MyChart account is not automatically locked. Instead, you are redirected to the Password Reset page where you can try to reset your account by supplying some unique personal identifying information: Mychart username, Date of birth, Last 4 digits of ssnum. The login failure warning also contains a link to the Password Reset page, for easy access before you reach the login attempt limit.

A mychart account is only locked if the maximum number of password reset attempts is reached (5). If you account becomes locked after the 10 total attempts, you will need to contact [contact MyChart Support at 757-534-9440 to have your account reactivated and your password reset](#)

## MyChart Mobile

MyChart accounts are locked after 5 failed login attempts. Select the Forgot Password link to reset your account before you reach the 5<sup>th</sup> attempt. If we don't have your ssnum on file, you won't be able to reset your self. You will need to [contact MyChart Support at 757-534-9440 to have your account reactivated and your password reset](#)

## Learn how to navigate MyChart

When you first log in to MyChart, you'll see the MyChart home page.

- At the top of the home page are shortcuts you can use to get to the most commonly used activities.
- You can customize the shortcuts by selecting your account in the top right corner and then **Change Your Shortcuts**.
- Below the shortcuts is the health feed, which shows the most important alerts and information for you and any family member you care for, like a new message from your care team and reminders for an upcoming appointment.
- You can use the searchable menu to easily find any other activities you need to get to. Health

# My Health Record

## View your test results

With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **Your Menu > My Record > Test Results**. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result.

## Receive email or text messages when new results are available

1. Go to **Your Menu > Account Settings > Communication Preferences**.
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.

# Manage your medications

## View your current medications

Go to **Your Menu > My Record > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

## Request a medication refill

1. From the medication list, click **Request Refills**.
2. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.
3. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next**.
4. Review the details of your refill request and click **Submit**.

You will receive a message in your MyChart Inbox when your prescription refill is processed.

If the medication is marked "This medication isn't available for refill through Riverside MyChart at this time" then go to **Your Menu > Communication > Ask a Question > Ask Your Provider/Office a Question** and request a refill for the medication

# Manage My Pharmacies

A patient can update their list of preferred pharmacies without completing eCheck-In. Instead, they can access the standalone Manage My Pharmacies activity from any of the following pages on the MyChart website or mobile app:

- **Your Menu > My Record > Medications > Go to Manage My Pharmacies**

- **Your Menu >Account Settings > Personal Information>Manage my pharmacies** (in sidebar)
- **Your Menu >My Record > Plan of Care**
- **Your Menu >My Record > Health Summary>Medications>Go to Manage My Pharmacies**

## View a summary of your health information

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

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care

## Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

## Track your daily health readings online

Your physician might request that you record information such as your daily glucose or blood pressure readings in MyChart. When you enter the information in the Track My Health feature, your physician automatically receives the readings so he can monitor your progress between visits.

### Record a new reading in Track My Health

1. Go to **Communication > Messages**. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
  - In the future, you can record your readings by going directly to **Your Menu >My Record > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.



4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete**.

### Track your readings over time in a table or graph

1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From this page, you can:
  - Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
  - View the readings in a graph. Click **Graph** to change the display.
  - Customize the date range or the number of readings that appear. Change the **From** and **to** fields or the **latest values** field and click **Apply** to update the display.

## Track your 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).

You can access the activity from the COVID-19 health feed card or by going to **My Record > COVID-19**.

### Quick Access to COVID-19 Activity

Need to share your COVID-19 vaccination status or test result for travel or an event? Use this button at the top of the page to quickly share your COVID-19 information with QR codes, printable PDFs, and more.



## Advance Care Planning

Having a plan is one of the best gifts you can give to those you care about. Here you can watch a short video and review other helpful resources. Upload copies of your Advance Directive/Living Will and Power of Attorney. Currently these are the only documents that should be uploaded in this activity. **Please upload a single document rather than multiple pages individually.**

Go to **My Record->Advance Care Planning**

### Planning Documents

Here you can see documents that have been accepted and unaccepted along with reason for denial.

## MyChart Patient Quick Start Guide

At this we can't remove documents uploaded in error. Select **Add a document**. Once your document is approved it will show as Accepted.

### End-of-Life Planning to Share With Your Loved Ones

These questions will guide you through documenting your end-of-life wishes. In addition to giving you peace of mind, answering these questions can assist your loved ones in making stressful decisions when you're ill or upon your death. Your answers will be stored for future reference, but are not automatically sent to your care team. You do not need to answer every question, and can come back to edit or answer them at any time. Select **Start**

### End-of-Life Planning to Share With Your Care Team

Having a plan for end-of-life care is important for everyone regardless of age or current life situation. Answer these questions when you're ready. You can always choose to finish any part of the questionnaire later by clicking the Finish Later button below. Your responses will not be shared with your care team until you click **Submit**. You can also change any of your responses in the future by returning to this questionnaire.

Designate one or more health care agents who can make health care decisions for you when you cannot. Agents are not active until activated by your provider when you become incapacitated. Select **Add Health Care Agent**.

## Messaging

### View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Message Center (**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 conversation to keep messages and replies together.



To flag a conversation for easy access in the future, open the conversation and bookmark it. The conversation then appears in the **Bookmarked** folder.

- 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've deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.



If you're looking for messages about a specific topic in a particular folder, you can enter key words in the **Search** field to find them.

### Receive email or text messages when new MyChart messages are available

Go to **Account Settings > Communication Preferences**.

1. Expand the Messages section and select a notification option.
2. Update your email address and mobile phone number if needed at the bottom of the page.

## Ask your doctor or clinic questions about your medical care or chart

If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Your Menu > Communication > Ask a Question > Medical Question**.
2. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
3. Select a subject for your message and enter your question.
4. When you are finished, click **Send**.

Someone at your clinic should respond to you [within two business days](#). If you've opted to receive email or text notification for new messages in your MyChart account, you'll receive a message letting you know that the clinic has responded to your request.

### Ask Customer Service

You can send questions to customer service regarding Billing, Insurance, Requesting copies of your record, How to use the site, and Compliments or Complaints.

All other questions should be directed to your Provider/Practice.

Please do not send messages regarding the need to cancel your appointment or request a refill. You will not get a response within a reasonable time for these requests. If your request is time sensitive you need to call the office.

## Visits

### View your past or upcoming appointments

You can view your past or future appointments by going to **Visits in the top menu** or **Your Menu > My Record > Visits**.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

Select a past appointment to view the After Visit Summary. You can also view any of your doctor's visit notes that are shared with you by selecting the **Notes** tab. If you don't have any **Notes**, it is because your provider opted not to share them in MyChart. Contact your provider/office if you have any questions.

### Request or schedule an appointment

To request or schedule an appointment, go to **Your Menu > My Record > Visits > Schedule an Appointment** or **Visits > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment or Schedule an Appointment page.

- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.
- When you schedule an appointment, you schedule the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.

### Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. [If it is too close to your appointment date or time \(within 23 hrs.\), you'll need to call the clinic to cancel your](#)

appointment. Do not send cancellation messages to Customer Service. Your message may not be addressed in the time needed.

1. Go to **Your Menu > My Record > Visits > Schedule an Appointment or Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

## Receive medical care online with an e-visit

If your provider offers e-visits, you can answer a questionnaire about your symptoms and send photos or videos as needed for your provider to review. Your provider can offer medical advice for at-home care or let you know if you should schedule an appointment for treatment.

1. To submit and e-visit, go to **Your Menu > Find Care > E-Visits**
2. Accept the Terms and Conditions of conducting an E-Visit.
3. Select from the available list of e-visit questionnaires that fits your reason for the visit. If you don't see your reason, you should call the office to schedule an appointment. We currently only offer e-visits for symptoms that can be easily treated without an in-person visit. Please also keep in mind that the provider may also recommend an in-person visit should it be necessary.
4. **Choose a Provider** to have the E-Visit with. If you don't see your provider, it may be they don't participate. If your family medicine provider is not showing, send us a Customer Service message so we can update if needed.
5. **Provide a pharmacy** to which any prescriptions for this visit should be sent.
6. Select **Next**
7. If prompted, **review Health Issues, Medications, and Allergies** we have on file for you.
8. **Complete the assigned questionnaires** related to this visit
9. **Click Next** and review your questionnaire responses, make edits as needed
10. **Submit** your e-visit. The provider and/or office staff will respond as soon as possible.

## Have a video visit with your doctor

You can have a video visit to have a face-to-face interaction with your doctor from the convenience of home or work. You'll meet one-on-one with your Riverside physician or advance practice provider in a private, secure video visit. And like our in-office sessions, you will receive the care you need for your continued good health or for treatment of your medical conditions.

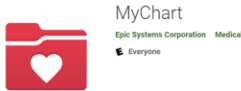
You can complete video visits on a desktop computer/laptop or on your smartphone (preferred)

Smartphones deliver the smoothest experience as the camera and microphone are built in and no testing required.

## Prepare for your video visit

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

- If you'll join the video visit on your mobile device, make sure the camera app is up-to-date and you have downloaded and installed the MyChart App from the app store on your phone.



- If you'll 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've installed any required browser plug-ins, software, or apps with the most recent updates.

After you've 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.

Your appointment for your Video Visit will show in your Riverside MyChart, and you can view the appointment details from two places in MyChart:

- There is an alert on the Home Screen that will take you directly to appointment details.
- Visits>Appointments and Visits>Upcoming Appointments. Click the Details button

You can access full step by step directions for either Desktop or Mobile here:

- <https://mychart.riversideonline.com/mychart/RHSExtPages/VideoVisitDesktopInst.pdf>
- <https://mychart.riversideonline.com/mychart/RHSExtPages/VideoVisitMobileInst.pdf>

**NOTE:** If you have issues logging in to Riverside MyChart, contact the Support line: 757-534-9550

### Join the next available video visit

If you need to be seen right away, you can join the queue for an on-demand video visit. Currently offered for Family Medicine and Urgent Care

1. Go to **Find Care > On Demand Video Visit**.
2. Confirm the state you're currently in. Your device might request access to location services.
3. Select your reason for visit from the list of options.
4. After you've provided this information, select **Put Me In Line** to be seen by the next available provider. You can choose to receive a notification when your provider is ready to see you.

### Schedule a future video visit

1. Go to **Find Care > Schedule an Appointment**.
2. Select one of the video visit options as your reason for visit. If you don't see an option for video, it may be that your provider is not yet offering video visit scheduling online. Please call the office to schedule.
3. Choose which provider and time slot you want and then select **Schedule**.
4. At least fifteen minutes prior to your video visit appointment, log in to MyChart and go to the visits list (**My Record > Visits**).

5. Select **eCheck-In** to complete the necessary steps prior to beginning your visit. Echeck-In is required for telemedicine visits.
6. After you've completed eCheck-In, select **Begin Visit** to ensure you're able to connect.

If the connection was successful, you'll be placed in a virtual waiting room. Your provider will be with you shortly!

## Hello Patient – Auto Arrival

MyChart's Hello Patient feature leverages geolocation capabilities on iOS and Android devices to detect when you arrive for an appointment. If you have completed all check in tasks ahead of time, you can be automatically checked in without even needing to visit the front desk.

If you do have outstanding check in tasks, you can be automatically signed in and then prompted to complete eCheck-in.

If location sharing is turned off on your phone, you can use self arrival in mychart to notify the practice you have arrived. Practice staff can see on the schedule if you have arrived. For the “Hello Patient” feature to prompt you when you arrive, you must have the MyChart App installed on your phone and location sharing permission should be set to “Always” (iOS) or “Allow all the time” (Android)

### Enable Location Arrival in MyChart

Log into the MyChart App on your phone and :

1. Navigate to **Account Settings**
2. Scroll down and select **Appointment Arrival** to turn **ON**

### Setup Your Device - iPhone

In **Settings**, navigate to MyChart App

1. Tap the **Notification Settings**
2. **Allow Notifications** must be set to **ON**
3. Tap to place a checkmark on **Lock Screen, Notification Center, Banners**
4. **Sounds & Badges** must be set to **ON**
5. In **Settings**, navigate to **Location Services**
6. Tap the circle to turn on **Location Services**
7. Tap the arrow for **MyChart**
8. Tap **Always in Allow Location Access** – this is the recommended setting for MyChart. If not set to Always, you will need to log in to the MyChart App once you arrived to receive notifications.

### Setup Your Device – Android

Navigate to **Settings**

1. In **Settings**, tap on **Apps**
2. Tap **All** then **MyChart**



3. In **App info**, tap **Notifications**
4. Tap **Show notifications** to turn **ON**
5. Tap to **General** in the **Categories Section**
6. Tap to select **Alert**, then tap to turn on: **Show as Pop-Up**, **Vibrate**, and **App icon badges**
7. Click on back arrow twice to return to **MyChart** app settings
8. In **App Info** tap **Permissions**
9. Tap on **Allow all the time**, exit settings

### Use Self-Arrival

If you don't want to allow Location Services on your phone, you can **Log into MyChart** on your phone or on the desktop computer within 30 minutes of your appointment:

1. Navigate to **Visits**
2. Find your upcoming appointment and select **Visit Details**
3. Select the **"I'm Here"** button and follow on screen prompts

# Medical Record Access and Sharing

Epic offers several different features through the MyChart patient portal to allow you to access your health records.

## Proxy Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

Parent-Child proxy access is limited to parents and legal guardians. If you're a parent or legal guardian, you can have [full access to your minor child's \(0-12yrs\) record until the child turns 13, at which time the access is terminated. Teens \(13-17yrs\) can create their own MyChart account and can grant full proxy access to other family members or adults 18 and older.](#) This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

After you've received permission and proxy access is granted to another patient, new or timely information for that patient appears alongside your info in your health feed on the MyChart home page. You can view other information in the patient's record by switching to their chart.

1. From the **Switch** menu, select the patient's name.
2. After you read the proxy access disclaimer, click **Accept** to continue to that patient's chart.



You can customize how the names and photos appear for each proxy relationship. For more information, refer to [Personalize MyChart](#).

## Invite another Riverside patient to have to access your record

1. Go to **Sharing > Share My Record** and select **Friends and family access**.
2. On the Friends and Family Access page, click **Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, confirms the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.

After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they 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.

After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.


If the person you are inviting is **NOT** a Riverside patient or you are unsure:

1. Select **Send a Request** to Grant Access to Your Record to a Friend or Family Member who is not a Riverside patient or lives out of the area.
2. Complete the request form and **Submit**

The request message is sent to customer service, please allow up to 5 days for access to be established.

## View and print your child's immunization record

When you are in a child's record in MyChart,

1. Go to **My Record > Health Summary** and
2. select the **Immunizations** tab. You can see the immunizations your child has received and the dates on which she received them.
3. To open a printer-friendly summary of your child's immunizations, click .
4. Click the immunization name to learn more.

## View a child's growth charts


To view your child's growth charts, open your child's record and go to **My Record > Growth Charts**.

You can customize the view of the growth chart by:

Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).

Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click .

## View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in MyChart. If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Go to **Your Menu > My Record > Document Center**.

2. Click **Visit Records** and select the **Lucy Summary** tab.
3. Click **Download** and then click **Request** for the message that appears. You'll be notified when your download is ready.
4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

## View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Sharing > Share My Record** and select **Download** or **Send** your record.
2. Select a visit on the Single Visit tab or use the Date Range tab or All Visits tab to select multiple visits. Then:
  - Click View to view a copy of the visit summary.
  - Click Download to save a copy of the visit summary for your records.
  - Click Send to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

## Request your Medical Records

If you need records that aren't available in MyChart, or you need copies of your medical record for personal, legal, or other reasons, you can send a request to Riverside Health Information Management department.

1. Go to **Your Menu > Communication > Submit a Medical Records Request**
2. Complete all required fields in the request form and click **Submit**

## Download medical records you've requested

If you've requested a copy of your medical record from your healthcare organization, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail.

1. Go to **Your Menu > My Record > Document Center** and click **Requested Records**.
2. Locate the record you want to view and click **Download**.
3. If the record is password protected, you see a message to warn you. Click **Continue Download**.
4. Click **Save** to save the file to your computer and then open it, or click **Open** to open it without saving it to your computer.

## Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist,

dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to **Your Menu > Sharing > Share My Record > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to [www.shareeverywhere.com](http://www.shareeverywhere.com) to enter the code along with your date of birth.

## See your medical information from other healthcare organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in MyChart. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

Allergies, Health Issues, and Medications may be visible without you having to connect to another MyChart account. To view other information, you must link your MyChart accounts from the other organizations. An existing MyChart account with other organizations is required for this linking. Go to **Your Menu > Sharing > Link My Accounts** to get started. Then, select your account from the list and click **Link Account**.

Information from the other organization appears in MyChart with an  icon.



For more information about how linked accounts work and what information you can see from each healthcare organization, click **See more** and then click the link for the FAQ page.

## Connect with other Hospitals and Doctors

Link your Riverside MyChart account with other healthcare organizations and see your health information in one place. If you have a MyChart account with another organization, MyChart will prompt you with an alert.

1. GoTo **Your Menu > Sharing > Link My Accounts** under the Discover tab
2. Select **Link Account** for the organization you want to link to
3. Verify your account with the requested information
4. Select **Link Account**

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To Unlink an account: Select **Unlink** next to the organization under the Linked Accounts tab **Your Menu > Sharing > Link My Accounts**

## Billing and Insurance

### View your outstanding balance or billing information

To see the outstanding account balance for any of your accounts, go to **Your Menu > Billing > Billing**

**Summary**. To view additional information about an account, including past statements, click the **View account** link. To see more up to date billing information, payment plan information, etc, click the **Pay Now** link and log into Riverside Bill Pay. MyChart may display balances that are 2 or 3 days behind transactions that have been completed in Riverside Bill Pay



If you have a question about your balance or other information for a billing account, you can use the **Contact customer service** link to send a message or Contact Billing Customer Service at 1-800-621-7677 for assistance.

### Make a payment for an outstanding account balance

1. Go to **Your Menu > Billing > Billing Summary**.
2. Click **Pay Now**
3. You will be redirected to the Riverside Bill Pay portal. If you have not created an account before, do so now, you will need to know your Guarantor # which can be found by your name on the Billing Summary page in MyChart. You will be prompted to accept Single Sign-On so that in the future, when clicking Pay Now, you will be automatically logged into Riverside Bill Pay.



If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month. Contact Billing Customer Service at 1-800-621-7677 for assistance.

### Paperless billing

With Riverside Bill Pay, Paperless Billing settings are no longer managed in MyChart. At this time, if you have signed up for Riverside Bill Pay, you are enrolled in paperless billing. If you have questions, please contact Billing Customer Service at 1-800-621-7677 for assistance. Get a price estimate for medical care

To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyChart. The estimate is based on your insurance and what other patients have been charged in the past.

1. Go to **Your Menu > Billing > Estimates** and click **Create a New Estimate**.
2. Select where you want to have the procedure done and look up the kind of service you want to receive. You can search for the service or look through services by category.
3. After you select the service and see the estimate, you can click **Save** so that you can refer to it later.

### View Estimates

1. Go to **Your Menu > Billing > Estimates**.

2. Select an estimate to see details.
3. Hover and select **View Letter** to see the letter prepared with your estimate

## View claims for services covered by insurance

1. Go to **Your Menu > Insurance > Claims**.
2. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click **Customer Service Request** to send a message to customer service staff.

## Review and update your insurance information

To review the insurance information your clinic has on file, go to **Your Menu > Insurance > Insurance Summary**. Click **View coverage details** for the payor or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update coverage, go to **Your Menu > Insurance > Insurance Summary**. Click **Update coverage**

To add scanned images of your insurance card, you will need to scan the front and back of your insurance card to your computer as two separate files. File types accepted are (.bmp,.jpeg,.jpg,.pdf,.png,.tif,.tiff) Max image size is 3 MB. Go to **Your Menu > Insurance > Insurance Summary** and click **Add Insurance Card Photos**.

1. Click **Add Front** and then select the image you created of the front of your card
2. Click **Add Back** and then select the image you created of the back of your card
3. Click **Submit**

To add a new coverage:

Scan front and back images separately to your computer and save in one of these formats (.bmp,.jpeg,.jpg,.pdf,.png,.tif,.tiff) Max image size is 3 MB

1. Go to **Your Menu > Insurance > Insurance Summary** and click **Add a Coverage**
2. Select **Other** insurance
3. Enter the requested information (Insurance Name, Member Number, and Group Number)
4. Upload the images of your card you saved to your computer
5. Click **Submit**.

## Request assistance with your medical bills

If you need help paying your medical bills, you can submit a financial assistance application to see if any resources are available to you. Go to **Billing > Financial Assistance** to get started. You'll need to provide the following information to complete the application:

- How many people live in your household
- How much you receive from all sources of income



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- Your household expenses (such as mortgage, rent, and auto loan)
- Your assets (such as your bank account and vehicle)
- Supporting documents to verify the information you provide

After you submit your application, a financial counselor will contact you to follow up.

# Preferences and Administrative Features

## Personalize MyChart

There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
  - Change the name that appears under that person's photo.
  - Add or change the photo. Note that photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face.
1. Go to **Your Menu > Account Settings > Personalize**.
  2. Click **Edit**.
  3. Make any of the changes described above and then click **Save**.

## Update your personal information

You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Your Menu > Account Settings > Personal Information**.
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

## Customize your notification preferences

MyChart can send you notification by email or text message when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Your Menu > Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive.
3. Update your email address and mobile phone number if needed.

## Change your MyChart password or update your security question and answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Your Menu > Account Settings > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.

## Protect Your Account with Two-Step Login Verification

You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email or text message to log in to MyChart, in addition to using your username and password. This extra security is optional and you can turn it on or off whenever you want. Two-step verification uses the contact information we have on file to verify your identity. Before you start, please make sure your email and/or mobile phone number is up to date under Personal Information.

1. Go to **Your Menu > Account Settings > Security Settings**
2. To turn on two-step verification, select **Turn On Two-Step Verification**
3. Verify your identity by entering your **current password** to access MyChart
4. Select **Continue**
5. Select how you want to receive your temporary security code, **Email** or **Text**
6. To finish updating your two-step verification settings, you will need to **enter the code** sent to either your email account or phone. If you don't receive a code in a few minutes, select **Send to my Email** to try again
7. If you trust the device you are logging in on, for example your home computer, you can select the **This is a private computer, skip this step next time** checkbox and you won't be asked to verify for 90 days on that device. If you clear your web browser history/cookies, you will also clear this selection and have to verify the next time you log into MyChart.
8. Click **Next**

## Verify Your Secure Contact Information

Contact verification features in MyChart help ensure that you have secure contact information on file when you need to be reached during two-factor authentication or password reset. This adds an additional layer of security for preventing an unauthorized user from trying to access the your MyChart account.. This verification is not required but will remain on the home page alerts until done.

From the homepage alert:

Select **“Send code to verify”** to verify either your email or mobile phone number we have on file. You can also choose to **“Update contact info”** first if the email or phone number showing on file has changed. You will want to do this before verification.

From **Your Menu>Account Settings>Personal Information**:

Select **“Verify”** under contact information



Text messages are sent via a “short code” phone number (78234). This is NOT your code. You need to open the text to see your 6 digit code sent to you.

## Deactivate Your MyChart Account

Patients can deactivate their own MyChart accounts from the MyChart website and the MyChart mobile app in version 10.1 or higher. Deactivating your account will not terminate any Proxy accounts.

To deactivate your account, go to Account Settings->Security Settings-Dactivate Your Account

## MyChart Mobile

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following, and more! **The minimum required version of the MyChart app is 9.7 or higher**

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and view visit summaries for past appointments
- View your health summary, including allergies, immunizations, current health issues, and medications
- View preventive care procedures and when they are due
- Request and pay for medication refills
- View billing statements and pay balances due and visit copays
- Access family members' charts

If you have an iOS device, you can pair it with Apple Watch™. With MyChart for Apple Watch, you can:

- See alerts for new information in MyChart
- View upcoming appointments
- Read messages
- Review your medication list

## Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."

1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:



2. Search for **MyChart**. Look for the following logo to make sure you have the right app: <Update this logo and the search terms if your organization uses a branded MyChart app.>



3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.

5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.



You can easily add or switch between your MyChart accounts at different healthcare organizations using the **Switch Organizations** button on the login screen or the **Switch Organization** menu option after you've logged in.

## Connect your MyChart account to Apple Health or Google Fit

If your doctor has assigned you a patient-entered flowsheet for tracking your health data, you can connect MyChart to Apple Health or Google Fit to automatically pull in data from other health and fitness apps or devices.

1. In the MyChart mobile app, open the Track My Health activity.
2. Tap **Connect to Health** or **Connect to Google Fit** at the bottom of the screen.
3. Choose the data you want to share with MyChart by tapping the toggle button for each type of data.
4. Tap **Done**. At this point, recent data that was already stored in Health or Google Fit is automatically synced to MyChart.