

November, 2017

Welcome to the new MyChart!

If you have visited the MyChart website in the past few weeks, you have seen the new look and new features. If this is your first visit, welcome! We have received some questions and helpful input from patients about the new website (thank you), so we have created this tip sheet to help find your way around. All your prior information is in the new MyChart along with several new features.

Your personal menu and information will look slightly different than this Tip Sheet. This is because each person has individual information and contacts with clinics, doctors, and coverage. However, this Tip Sheet will help you learn about the new format and features available in your personal MyChart account.

New Home Page

The MyChart home page is redesigned with a new look and feel. Continue reading below for more information about the new home page.

Other accounts (such as children)
Click the circle to connect

Main Menu
Click each item for more options

WELCOME

UW MOM

Health Visits Messaging Billing Coverage Resources

Preferred Name ABC...
Log Out

Welcome!

- Schedule appointments for your current health reminders. 3 reminders need your attention.
- Read your new message from ZZZHERDENDORF, GENERIC.
Subject: (sample message) Please increase your dose of ...

To Do

Overdue health reminders

	S	M	T	W	T	F	S
Colon Cancer Screening Please Schedule			1	2	3	4	5
Cholesterol Screening Please Schedule	6	7	8	9	10	11	12
Office Visit with Example Provider Name, MD Friday August 25, 2017 2:30 PM	13	14	15	16	17	18	19
Screening Mammogram with MAM, YAHARA Thursday June 07, 2018 11:00 AM	20	21	22	23	24	25	26
	27	28	29	30	31		

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Quick Links

- Request access to another account (proxy)
- View test results
- Ask a question
- Schedule an appointment
- e-Visits
- Clinic billing summary

Care Team

- David Kunstman, MD
Primary Care Provider
Family Medicine
- ZZZMONTGOMERY, PROVIDER - NP

Annotations:

- Your personal reminders and action items. Each person will be different. Click items for more information
- Send a message
- Billing and payments
- A list of some of your providers. View more in "Ask a Question" or "Scheduling"

MyChart Homepage: SAMPLE

Homepage Features

The **Main Menu** is at the top of the screen. Click each item for more choices in each category: Health, Visits, Messaging, Billing, Coverage, Resources.

Other accounts (proxy access) are now located at the top of the screen next to the “MyChart” logo. When you have access to other accounts (such as children), the names will appear here in a circle icon. Click the circle to connect to the account. If you would like to set up new access to another person (such as your child), click [“Request access to another account”](#) in the Quick Links section (right-hand side).

Send a message is now called **“Ask a question.”** It is located in the Quick Links section (right-hand side). You should be able to contact providers you have seen in the past two (2) years. If you feel there is an error in the list of providers you may send a message to, please call the MyChart patient help desk at (877) 768-0732 and we will look into the situation. We apologize for any inconvenience.

Care Team is a new feature on the right-hand side of the home page. It shows providers who have participated in your care in the past. In some cases you will see an envelope (✉), which you may click on to send a message. If you don't see a provider you wish to send a message to, check your list of options in “Ask a question.” The Care Team feature is not displayed for patients age 12-17.

➤ **Care Team Updates?**

The Care Team is set up within your medical record. Usually clinic staff can update your Care Team at your next visit. When your record is updated MyChart will show the change. In addition to the Care Team list set by your clinic, MyChart will also show some additional providers you have had contact with in the past. We are sorry we cannot remove these automated listings at this time.

To-Do List is on the left side of the home page. It shows health reminders and upcoming appointments. Click on these items for more information.

New Message Center

The Message Center has been updated with new features to help you manage your messages. To open the Message Center click “[Messaging](#)” in the main menu, and then click “[Message Center](#).”

- In the upper left you can choose between [Inbox](#) and [Sent Messages](#).
- [Sorting](#) and [filtering](#) options are available.
- You can click “[Ask a Question](#) (upper right), which allows you to send a new message to the clinic.
- Hover on a message to activate the “[Delete](#)” button.
- Click “[Load More Messages](#)” at the bottom of the screen if you do not see what you are looking for. MyChart will load the most recent messages, but you may use this link to load older messages as well.

The screenshot shows the MyChart Message Center interface. At the top, there are navigation tabs: Health, Visits, Messaging, Billing, Coverage, and Resources. The Messaging tab is selected, and a dropdown menu is open, showing options for 'Ask a Question Letters' and 'Message Center'. The 'Message Center' option is highlighted. Below the navigation, there are two tabs: 'Inbox' and 'Sent Messages'. The 'Inbox' tab is selected. Below the tabs, there is a search bar and two dropdown menus: 'Sort by: Received Date' and 'Filters: All Messages'. Below the search and filters, there is a list of messages. The first message is from Jane A Smith, dated 10/21/2017 08:02 AM, with the subject 'Sample Message subject line'. The second message is from Example Provider Name, dated 10/11/2017 03:06 PM, with the subject 'Test'. The third message is from MyChart, dated 09/22/2017 03:20 PM, with the subject 'Annual Flu Vaccine Reminder'. At the bottom of the message list, there is a 'Load More Messages' button. To the right of the message list, there is a 'Delete' button. Annotations with green lines point to various features: 'Choose "Inbox" or "Sent Messages"' points to the tabs; 'You can "Sort" by: Received Date, Subject, From' points to the 'Sort by' dropdown; 'You can "Filter" to show: All Messages, Unread Messages' points to the 'Filters' dropdown; 'Choose "Message Center" from "Messaging" main menu to see all your messages' points to the 'Message Center' option in the dropdown; 'Click "Load More Messages" at bottom of screen to see more' points to the 'Load More Messages' button; and 'Hover mouse over the message to activate "Delete" button' points to the 'Delete' button.

MyChart Message Center

Printing

Printing can be done from any page in MyChart. There are three ways to print. Pick the one that works best for you. (Note, MyChart no longer shows a print button on-screen as it did in the past).

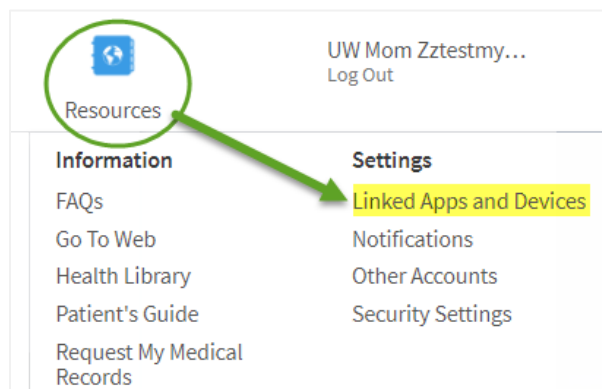
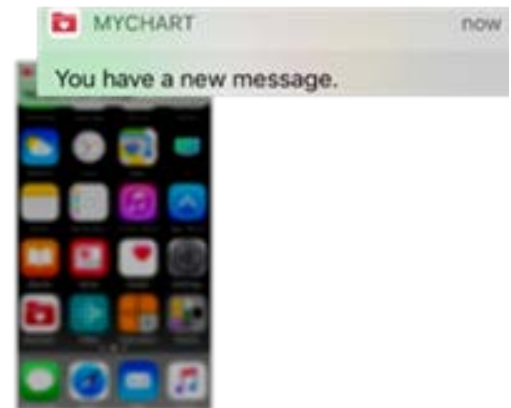
3 ways to print

- **PC Computers: Ctrl + P** (Keyboard: Press and hold the “Ctrl” key, then the “P” key, then release both keys)
Mac Computers: Command ⌘ + P (Keyboard: Press and hold the Command “⌘” key, then the “P” key, then release both keys)
- **Right-Click, Print** (Mouse: Right-click anywhere on the screen. A menu will appear; click the “Print” option)
- **File, Print** (If you display your browser’s “pull down menu,” click the “file” menu. This is usually in the upper left of the screen. When the menu opens click the “Print” option.)

Push Notifications

Mobile device Push Notifications are now available. Notifications will be sent to your iOS (iPhone) or Android device to alert you when new information is available.

You can manage these settings from the MyChart Website. In the “Resources” menu select “Linked Apps and Devices.” Linked devices for Push Notifications can also be managed via MyChart Mobile in the account settings



My Plan of Care

The “Health” menu contains a new feature called “Plan of Care.” This brings together several items onto one screen. It includes:

- **Goals:** Displays patient goals recorded by your clinic within your medical record. (not displayed for age 12-17). If you and your provider are creating and tracking goals in your medical record, this information will be reviewed and updated when you see your provider at an appointment.
- **To Do List:** Displays health reminders and upcoming appointments. The To Do List also displays on the home page.
- **Medications:** Current medications list.
- **Care Team:** Shows providers who have participated in your care in the past. This also displays on the home page.

MyChart POC Health Visits Messaging Billing Coverage Resources Zztest L. ZztestM... Log Out

My Plan of Care **SAMPLE**

Summary

Goals

- On Track** I will work on exercise several times weekly
Last reported on Mar 14, 2016
- 120/80** Blood Pressure below 140/90
Last reported on Aug 11, 2017
- Not On Track** I will work on losing weight.
Last reported on Mar 14, 2016

To Do

Overdue health reminders

- Colón Cancer Screening
Please Schedule
- Breast Cancer Screening
Please Schedule

		August 2017						
		S	M	T	W	T	F	S
				1	2	3	4	5
	6	7	8	9	10	11	12	
Office Visit with Mary E Klink, MD Tuesday August 15, 2017 9:00 AM	13	14	15	16	17	18	19	
Office Visit with David Kunstman, MD Wednesday August 16, 2017 1:20 PM	20	21	22	23	24	25	26	
	27	28	29	30	31			

Medications

- cetirizine 10 MG tab
Commonly known as: ZYRTEC
- VITAMIN D PO
- clobetasol 0.05 % ointment
Commonly known as: TEMOVATE
- naltrexone 50 MG tab
Commonly known as: REVIA
- lisinopril 5 MG tab
Commonly known as: PRINIVIL, ZESTRIL
- ascorbic acid 500 MG tab
Commonly known as: VITAMIN C

Care Team

- David Kunstman, MD
Primary Care Provider
Family Medicine
- ZZZMONTGOMERY,
PROVIDER - NP

MyChart Plan of Care: SAMPLE

New Billing Features for UW Health Bill Pay

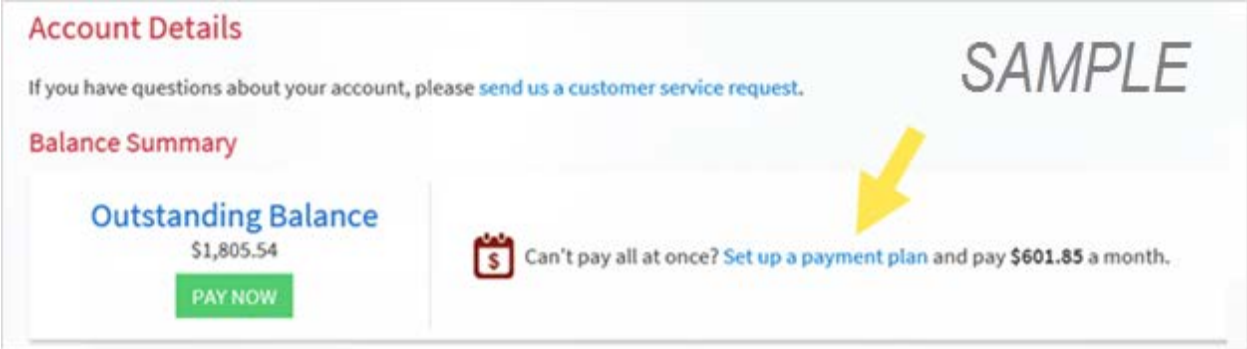
New features have made bill pay easier through MyChart. This applies for UW Health billing.

Save Credit Card

You can now securely store your credit information in MyChart. To set this up, the next time you make a credit card payment in MyChart, click the check-box “Save for future use.”

Payment Plans Self Enrollment

You can now set up your own automatic payment plan. To set this up, go to the “Account Details” page and click “Set up a payment plan.” This option is only available if you have an outstanding balance.



Payment plans self-enrollment: *SAMPLE*

Pay as Guest

You can now pay bills on the MyChart website without logging in. This is helpful for people who do not have a MyChart account and wish to pay online for paper statements received the mail. Patients with a MyChart account can also use this, however logging in to pay bills is recommended because more features are available.

This feature is available on the MyChart homepage prior to logging in. Click the **“Pay as guest”** button.

