

ONLINE USER GUIDE

MyChart
by Hawai'i Pacific Health



**Healthier is 24/7 access
for your health care needs.**

MyChart by Hawai'i Pacific Health is an easy, confidential way to stay in touch with your healthcare provider's office and access your medical information online.

Use MyChart to check on your lab results, refill medications, request appointments or referrals, send messages to your health care provider, pay bills online, manage a family member's account, and much more.

MyChart is free, easy to use, confidential, and conveniently available to you at anytime, 24/7.

MyChart provides many services and benefits

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With MyChart, you have a wide range of services and benefits that connects you to your care team, helps you manage your own health and that of family members, handle appointments, pay bills online, and much more.

Connect with your doctor and care team.

- ▶ Schedule appointments.*
- ▶ Email your doctor with questions.
- ▶ View summaries of your doctor visits.

Manage your health.

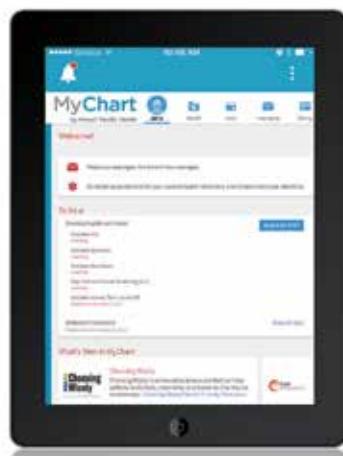
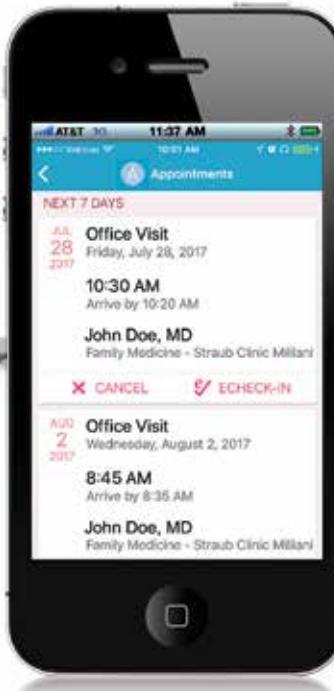
- ▶ Get prescription refills and update medications.
- ▶ View test results securely.
- ▶ Get online medical records downloaded for free.
- ▶ Update allergy information.

Help family members track their health care.

- ▶ Track annual appointments and immunizations.
- ▶ Update care details for seniors.

Manage your account.

- ▶ Pay bills online.
- ▶ Decide how you want to pay your bill: in full, partial payment, or by installment.



Optimize your appointments.

- ▶ E-check in.
- ▶ Fill out required forms in advance, and save time during registration.
- ▶ Use Email or E-Visit to ask your question. Use E-Visit for non-urgent specific symptoms such as colds or coughs, urinary tract infections, or rash.

Sign up online, then download the **MyChart** app today.



HawaiiPacificHealth.org/MyChart

*Not all features are available at all locations.

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New users can sign up for MyChart

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Get the most out of your MyChart account

You can also sign up family members, which includes your children or senior parents

To set up your account, you must first have internet access. If you received an activation code from your doctor's office, please have that number ready.

To register for your MyChart account go to:

www.HawaiiPacificHealth.org/MyChart



If you don't have an **ACTIVATION CODE**, you can request one in any of these 3 ways:

- Submit an online request when you begin the registration process.
- Call customer support at 535-7725 on Oahu or toll-free 1-877-228-1894 from the neighbor islands, or
- Ask your doctor's office next time you visit.

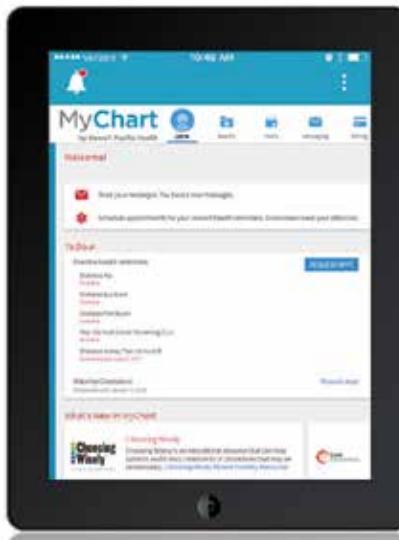
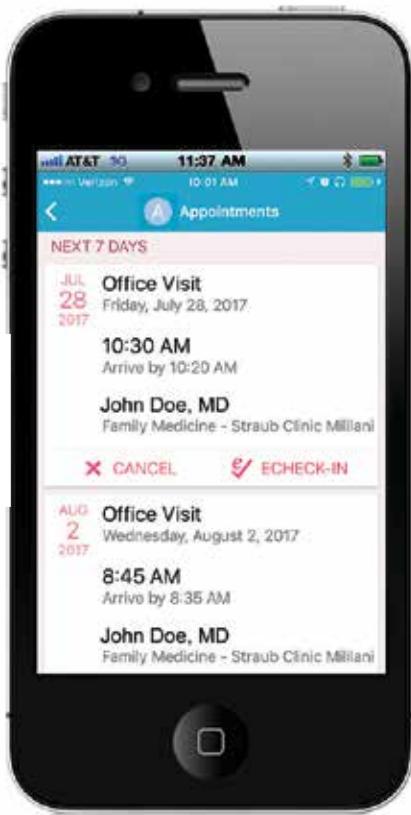
Download the mobile app

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After you use your computer to set up your account, download and enjoy the convenient and easy MyChart mobile app.

It's easy to take MyChart with you wherever you go. Download the mobile app for secure, on-the-go access that lets you receive health reminders, view lab results, schedule and manage appointments, re-order medications, and send messages to your doctor.

Other great mobile app benefits! You can submit E-Visit questions or easily pull up your MyChart account to share your medications list and test results with other healthcare providers.



TO DOWNLOAD:

- 1 Search for "MyChart from Epic" in the iTunes App Store or the Google Play Store.
- 2 Open the app and access Hawai'i, the state where your Hawai'i Pacific Health provider is located. Select MyChart by Hawai'i Pacific Health as your provider. Click "Install."
- 3 Log in with your MyChart Hawai'i Pacific Health user-name and password.

Sign up online, then download the **MyChart** app today.



Your MyChart Home Page

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by Hawai'i Pacific Health

Your Home Page is personalized for you. From your personal page, you can access MyChart services and features.

Every time you log in to your MyChart account, you will see your own Welcome! page that has new action or reminder items listed that are just for you.

The screenshot shows the MyChart Home Page for a user named Jane. At the top, there's a navigation bar with the MyChart logo, a profile icon for Jane, and links for Health, Visits, Messaging, Billing, Resources, and Profile. To the right, there are links for "Jane Aloha" and "Log Out".

The main content area starts with a "Welcome!" message. Below it are two boxes: one for "Overdue health reminders" and another for "View your 2 accounts with 4 new statements available".

A "To Do" section follows, featuring a "REQUEST APPT" button and a monthly calendar for January 2020. The calendar shows dates from 1 to 31, with specific days highlighted in blue (1, 2, 3, 10, 11, 16, 17, 23, 24, 25) and others in grey. A "APR 3, 2020 >" link is at the bottom right of the calendar.

To the right of the main content is a "Quick Links" sidebar with eight items:

- View test results
- Refill medications
- Ask a question
- E-Visit
- Schedule an appointment
- Review health summary
- View billing summary
- Share your record

Your Message Center

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Use Messaging to send and receive messages to your doctor's office, re-order your prescription medication, ask Customer Service a question, or click on the quick and easy E-Visit to inquire about your symptom-specific non-urgent symptoms.

MyChart by Hawai'i Pacific Health Jane

Health Visits Messaging Billing Resources Profile Jane Aloha Log Out

Ask a Question

Please select the option that most closely matches your question.

Please call 911 if you have an emergency. For urgent medical questions please call your provider.

New Medical Question You have a simple medical question that doesn't require an immediate response.	Request a Medication Refill You would like to request a refill or renewal of a current medication.
Symptom-Specific E-Visit You would like to receive medical care online for a common problem by answering a few questions.	Customer Service Question You have a question related to a bill, your insurance, or another non-medical concern.

New Medical Question

Do I need an appointment?
Can I take a different medication instead?
Do you have flu shots available?
What immunizations do I need for my overseas travel?
...etc

Symptom-Specific E-Visit

Back pain Cough, sore throat
Cold, flu, sinus problems Diarrhea, stomach irritation
Headache Red eye
Urinary symptoms Vaginal irritation or discharge
...and more

Please click on the symptom you are experiencing. If your symptom is not listed, please cancel your E-Visit and contact your physician or a clinic staff member for assistance.

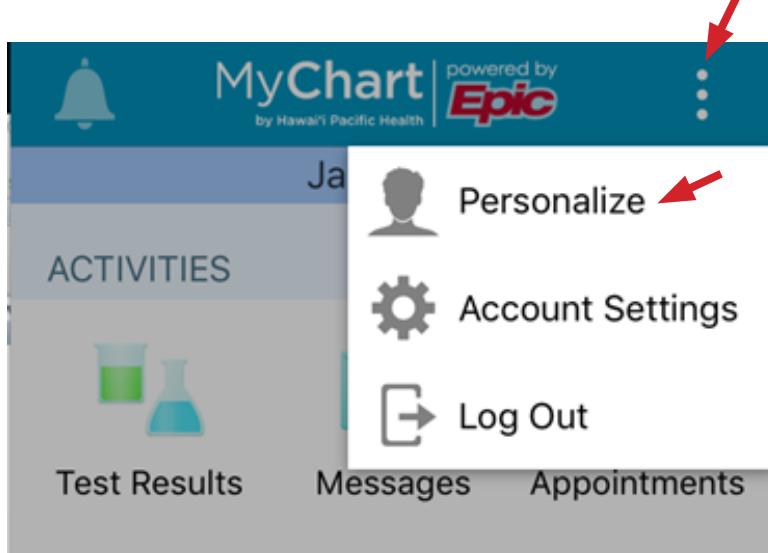
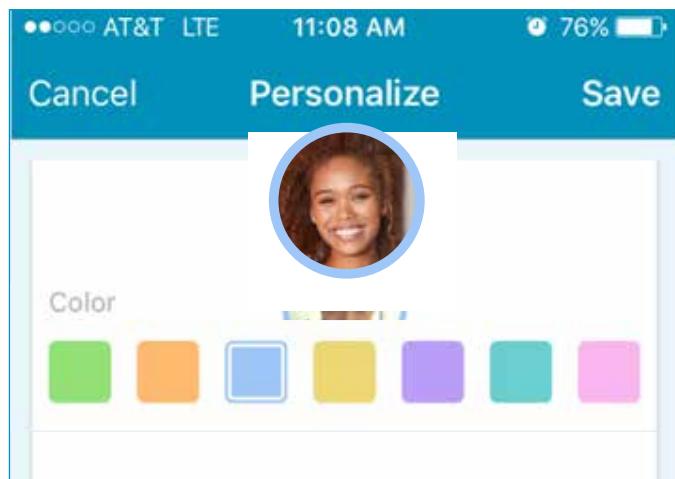
Add your photo to your chart!

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It's easy to do (especially on your mobile phone) and is very helpful to our doctors and staff who are here to serve you.

CRITERIA FOR ACCEPTABLE PHOTOS:

- Only the patient should be in the photo.
(No group or pet photos.)
- Patient photo should be of the complete face, taken from the front, from the top of the head down to the shoulders. (No sunglasses or hats.)
- Photo should be clear without the use of filters. (i.e. Snapchat.)



1. From a mobile device using the MyChart app, tap the 3 dots at the top right corner and select "Personalize."
2. Tap "Add Photo" and then add your selfie portrait of your face.
3. Your photo will be verified by the patient service representative at your next clinic visit and will be added to your chart.

Save time with e-check in

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Before you arrive at your doctor's office, you can e-check in for your appointments to save time! Checking in early lets the clinic know you will be keeping your appointment, confirms your contact and insurance information, and updates your medication list and allergies, all before you walk in the door! Use e-check in to speed up your check-in and save you time.

**DEC
20**
Fri

Office Visit with John Smith, MD
 **Arrive by 7:50 AM HST**
Starts at 8:00 AM HST

Internal Medicine - Straub Clinic Mililani
95-1249 Meheula Pkwy Ste 187
Mililani HI 96789-1791
808-625-6444



ECHECK-IN

DETAILS

 [Reschedule Appointment](#)
 [Cancel Appointment](#)

- ▶ E-Check In can be done by a patient 3 days prior to an appointment with any Hawai'i Pacific Health doctor or provider.
- ▶ E-Check In benefits include:
 - Update your insurance information
 - Update your medications and/or add a preferred pharmacy
 - Update your allergies list
 - Pay for your visit.

Download helpful information
from the Document Center

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Use MyChart to submit a request for your medical record and get a copy delivered to you online.

Document Center

You can request a release of your medical record on MyChart and also receive a notification when a new medical record release is available for download.

Document Center

Please select the option that most closely matches the information you would like.

Visit Records
Download and send visit summaries that would be helpful for a new provider, including details such as:
Health issues
Medications
Allergies
Immunizations
Plan of Care

Requested Records / Submit a New Request
Download records you specifically requested, or submit a new Medical Record Release Request.

Who's Accessed My Record?
View actions of people who have accessed your record.

Requested Records 

This is where your requested medical records appear for download.

Recently Requested Documents ^

You have no recently requested records.

Past Documents (0) ▼

If you want to request a new record, please [send us a medical record request](#).

Pay your bills online

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It's quick, easy, safe, and secure.

From the "Billing" tab, click on the "Billing Account Summary" option. Click on "See Account Detail" to view your bill and to make an online payment.

For a printed copy of your bill or online payment, click on the printer icon.



Billing Account Summary

Convenient billing features include:

- ▶ Pay bills using a bank account or credit card. You can also save your account information for future use.
- ▶ Set up a payment plan. Options include paying your bill in full, making a partial payment, or setting up an installment payment plan.

Billing Account Summary

Save time while you save paper! Sign up for paperless billing (available for Hawaii Pacific Health accounts only).

Hawaii Pacific Health Physician Services
Guarantor #60... (Patient Mychart)
Patients included: You

You Owe
\$1,780.00

PAY NOW

Last paid: \$20.00 on 8/5/2019

* For doctor's services

Hawaii Pacific Health Hospital Services
Guarantor #60... (Patient Mychart)
Patients included: You

You Owe
\$662.12

PAY NOW

Last paid: \$1.31 on 8/9/2019

* For hospital services

What is a guarantor?
The guarantor is the person or entity responsible for paying the balance of an account.

What if I can't pay all at once?
If you can't pay your whole bill at once, you may be able to set up a payment plan. This lets you automatically pay a small amount each month.

Why should I go paperless?
When you go paperless, you help the environment by saving paper. You won't get paper statements mailed to you - instead, you'll get an electronic notification when you have a new statement.

View account details **View last statement (7/19/2019)** **Contact customer service**

* Please note there may be times when your bill is split between doctor's services and hospital services.

Help family members track their health care

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Sign up for proxy access for children or adults

MyChart allows approved individuals, such as parents of minor children, legal guardians, or adult children who have health decision-making authority for their parents, to have access to the medical records of family members.

To obtain authorized access, you should complete the child or adult Proxy Access Form (found under MyChart FAQs) and return it to the doctor's office where your child or the adult receives their care.

PROXY ACCESS FOR CHILDREN

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows:

- When the child is 13 years old or younger, a parent or legal guardian with proxy access has complete access to the child's medical record.
- When the child turns 14 and through the age of 17, proxy access will be limited to certain kinds of information and MyChart functions.
- When the child becomes an adult at 18 years of age, a parent will no longer have proxy access.
- In the case of legal guardians, depending on the situation and capacity of the now 18-year old to manage his or her own health care, proxy access may be continued upon request and review.

PROXY ACCESS FOR ADULTS

Adult patients 18 and older generally monitor and manage their own MyChart accounts. However, if a patient turns 18 and wants or needs to have another adult serve as proxy representative, that young-adult patient can complete a Proxy Authorization Form. The most common example of proxy access for adult patients is when older parents want their health care managed by their adult children.



Proxy access, continued

Can I view a family member's health record in MyChart?

Yes, you can. This is called Proxy access and allows a parent (or guardian) or authorized adult to view a family member's chart. To do so, you must first log into your own personal MyChart account, after which you can view the account of the child or adult for whom you have proxy authorization.

How do I get proxy access to a family member's account?

You must have your own MyChart account and authorized proxy access. If the patient is a child through the age of 17, the child's parent can request and complete the Proxy Authorization Form. If the patient is an adult 18 and older, the patient can request and complete the Proxy Authorization Form.

You can obtain the MyChart Proxy Authorization Form by requesting it at your next visit to the clinic. Proxy access is usually activated within 4 business days.

ASK FOR THE FORM IN PERSON Adult patients can ask for a proxy form when they visit the clinic or hospital. You can also complete and turn it in at that time.

DOWNLOAD THE FORM FROM YOUR COMPUTER The Proxy Authorization Form is posted on the login page at www.HawaiiPacificHealth.org/MyChart.



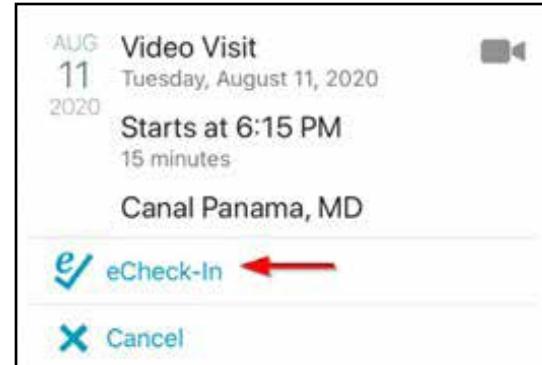
- A** Click ENROLL NOW Button
- B** Click Request Online Button at bottom of screen by No Access Code?
- C** Under Help Family Members Track Their Health Care – click on blue Proxy Activation Form
- D** Print it out, complete the form, and turn it in to your doctor's office.

Video Visits: A simple, convenient and secure way to see your physician

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A video visit is a scheduled appointment with your health care provider whereby you connect via the MyChart by Hawai'i Pacific Health patient portal. The video visit recreates an in-person experience by allowing you to discuss your needs with your provider, just as you would by having a conversation with a friend or family member. The process is easy and secure.

Once you have established with your physician's office that a video visit is appropriate for your appointment, you will need to confirm the following:



VIDEO VISIT REQUIREMENTS

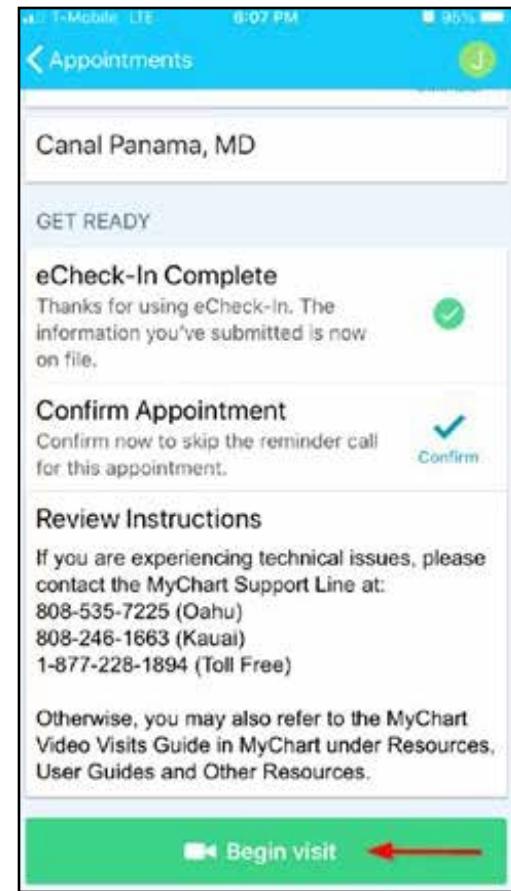
- An active MyChart account*
- One of the supported browsers: Edge, Chrome, Firefox or Safari
- An appropriate WiFi connection
- A device with a battery life of at least 50% at the beginning of the video visit.

*If you do not have MyChart, you can sign-up for an account by visiting our MyChart information page

If you prefer to not sign-up for MyChart, please call your physician's office and they will work with you to provide a video visit using other approved platforms.

ECHECK-IN

Prior to your video visit, you will be asked to complete our eCheck-in process. eCheck-in is available in the appointment section of your MyChart application and can be completed at least three days before your scheduled appointment. Once you click on eCheck-in, you will be asked a series of health questions, complete a hardware check of your computer or mobile device and provide patient consent.



ON THE DAY OF THE VISIT

You may join up to 30 minutes prior to your actual appointment time.

1. Click "Begin visit" when you are ready to join
2. You will be asked to allow your device browser to access your camera and microphone.
3. You will then be placed in a virtual waiting room until your physician joins.

For any questions or concerns, you may contact your physician's office or the Hawai'i Pacific Health MyChart Support line at 1-877-228-1894 or visit us online at <https://www.hawaiipacifichealth.org/hph-covid-19-updates/telehealth/>

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HawaiiPacificHealth.org/MyChart

healthier 



For MyChart activation or customer support, call:

O'ahu: 808-535-7725

Kaua'i: 808-246-1663

Neighbor Islands: 1-877-228-1894