



DEKALB HEALTH

MyChart

PATIENT GUIDEBOOK

Welcome to DeKalb Health MyChart!

dekalbhealth.mychartcc.com

As a patient of a DeKalb Health provider,
you now have access to your health information
from the convenience of your home, or even
from the palm of your hand.

Username: _____

Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. (Username may consist of lower and upper case letters, numbers, and these special characters: . _@)

Password: _____

Your password must be different than your username. (Your password must contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,*,&,\$,?)

Security Questions:

What is the name of your first pet?

Who is your favorite person from history?

What was the make of your first car?

Who was your closest childhood friend?

What street did you grow up on?

What was the name of your elementary school?

What was your high school mascot?

What is the year of your first child's birth?

What is your mother's middle name?

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WHAT CAN YOU DO IN MYCHART?

In MyChart, you can:

- View your health summary, including current medications, allergies, and immunizations
- Request and cancel appointments
- Send and receive secure messages with our staff
- Request prescription refills
- View and print test results

HOW YOU'LL BENEFIT FROM MYCHART

- Access your health information anytime, anyplace
- Save time spent organizing your health files
- Cut down on “phone tag” by sending a message to your physician
- With proxy access, stay informed about loved ones' health information
- Know and understand more about your own health

HOW TO ACTIVATE YOUR DEKALB HEALTH MYCHART ACCOUNT

Once you've received your DeKalb Health provided activation code, follow the instructions below to securely access your online medical record.

1. In your internet browser, go to **dekalbhealth.mychartcc.com**.
2. Click on the **Sign Up Now** link in the **New User?** box.
3. Enter your MyChart activation code. You will not need to use this code after you have completed the sign up process. If you do not sign up before the expiration date, you must request a new code.
4. Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated and click **Next**. You will be taken to the next sign up page.
5. Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. (Username may consist of lower and upper case letters, numbers, and these special characters: . _@)
6. Your password must be different than your username. (Your password must contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,*,&,\$,?)
7. Enter your security question and answer and click **Next**. This can be used at a later time if you forget your password.

8. Select your communication preference, and if applicable enter your email address. You will receive email notification when new information is available in your MyChart.
9. Click Sign In.
10. Review the terms and conditions page. Click the box next to "Please do not show this page next time" and click Accept.
11. You now have access to your MyChart account. It is recommended that you change your password frequently.

ADDITIONAL INFORMATION

If you have questions, you can email mychart@dekalbhealth.com or call **855.222.3648**.

Troubleshooting is hosted by our community connect affiliate Parkview.

Remember, MyChart is **NOT** to be used for urgent needs.
For medical emergencies, dial 911.

ACTIVATING MYCHART FOR CHILDREN UNDER 18 AND PROXY ACCESS FOR ADULTS

To activate a MyChart account on behalf of a child under the age of 18 or an adult, you will first need to request proxy access.

What is proxy access?

Access to a child's or adult's MyChart account may be granted to individuals who have authority to view their medical information. When can my child request access to their own MyChart account

0-13 years of age:

Parent(s) can request proxy access to their child(ren), and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group.

14-17 years of age:

Teenagers in this age group can now request their own MyChart account. This requires parental consent and parents can still request proxy access to their teen's account. Parents with proxy access will have limited access to certain medical information.

18 years of age and older:

Patients will have their own MyChart account and can request that someone have proxy access to their chart.

How do I request access?

To obtain MyChart Proxy Access to a child's or adult's MyChart account, please contact your physician's office.

If you have any questions, please call **855.222.3648**.

MYCHART CAN NOW BE ACCESSED SECURELY FROM YOUR IPHONE® OR ANDROID® PHONE!

Getting Started with Apple

1. After you have activated your MyChart account (page 5), download and install the MyChart App from the App Store on your iPhone®, iPod® Touch, or iPad®.
2. Select DeKalb Health from the list of healthcare providers.
3. Login with your DeKalb Health MyChart username and password.

Getting Started with Android

1. After you have activated your MyChart account (page 5) download and install the MyChart App from the Android Market on your Android Phone.
2. Select DeKalb Health from the list of healthcare providers.
3. Login with your DeKalb Health MyChart username and password.

APP FEATURES

- **Test Results** – You are able to view your results that have been released to your MyChart account
- **Messages** – View and reply to messages from your provider's office
- **Appointments** – View future appointments, past appointments and request new appointments
- **Medications** – View medication list and request refills
- **Health Reminders** – View your health maintenance reminders
- **Health Summary** – View your health summary such as allergies, immunizations, and health issues
- **Proxy Access** – View other accounts to which you have access in MyChart

FREQUENTLY ASKED QUESTIONS ABOUT THE MYCHART APP

Why use the MyChart App?

MyChart offers true mobility, instant access and optimized convenience. Users are not required to be in front of a traditional desktop or laptop computer to access the benefits of the MyChart system. Typical users would be patients who travel frequently, salespeople who spend a lot of time on the road, students, and those who have come to rely on an Apple or Android mobile device for internet access and messaging.

How do I use the app?

To use the mobile MyChart App, you must first have a MyChart account. If you do not already have a MyChart account, please ask for your access code at your next appointment.

The app is free. To get it, you need an iPhone, iPad, iPod Touch or Android device. From one of those devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

Can I change my password from the app?

No. You must use the DeKalb Health website (dekalbhealth.mychartcc.com) to change your password.

How do I sign up?

Patients who wish to participate will be issued a MyChart activation code during their office visit or hospitalization. This code will enable you to login and create your own username and password. If you were not issued an activation code, ask to sign up during your next office visit or call **855.222.3648**.

Is it secure?

Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses the same bank-level security that is used for other sensitive data transferred via the internet.

Can I create my account from the MyChart App?

No. Before accessing your MyChart from the mobile app, you must first activate the account via your internet browser.

Can I enroll in MyChart without an access code?

No. You must receive an activation code from your provider before you can successfully enroll in MyChart.

MYCHART FREQUENTLY ASKED QUESTIONS

What is MyChart?

MyChart offers patients personalized and secure online access to portions of their medical records. It enables them to securely use the internet to help manage and receive information about their health.

With MyChart you can use the internet to:

- View your health summary, including current medications, allergies, and immunizations
- Submit requests to schedule or cancel medical appointments with 24 hours advance notice
- Send and receive secure messages with your provider that are related to your current medical condition(s)
- Request prescription refills
- View and print test results – sensitive information will not be available
- Update email address, mailing address, and phone numbers

Can I use MyChart for medical emergencies?

No. MyChart should never be used for medical emergencies or urgent healthcare matters. **If you have an urgent medical need or require emergency attention, please go to the nearest emergency room or dial 911.**

What can I NOT use MyChart for?

- Same-day appointment requests
- Same-day prescription refill requests
- Online clinical consultations and treatments; or
- Any purpose at all if your last office visit with your provider was more than one year ago

Is there a fee to use MyChart?

No. MyChart is a free service.

Who is eligible to use MyChart?

MyChart is available to all patients treated at a DeKalb Health location, and to those who have been given proxy access.

Is MyChart secure?

MyChart is located on a secure server and you will be notified by email when you have new activity in your MyChart account.

When will I see test results in MyChart?

Lab results are released to a patient's MyChart immediately upon completion. Imaging and pathology results are released typically within four business days. To view a complete list of results, click on the green **Include Hospital Results** box located on the test results page. You will receive an email message notifying you to check your MyChart account when test results are available. Results of a sensitive nature, such as pregnancy or STD testing, will not be released to MyChart.

PATIENT ADVICE, PRESCRIPTION REFILLS, AND PATIENT APPOINTMENT REQUESTS

If I send a message, when can I expect a reply?

You will generally receive a response within two business days. MyChart messaging should **NOT** be used for urgent situations or emergencies.

Can I ask any type of question when using the “Get Medical Advice” message?

No. As per the terms and conditions with DeKalb Health, all messages sent through MyChart **MUST** be regarding your healthcare and conditions or the healthcare and conditions of a person for whom you have proxy access.

TROUBLESHOOTING

If you are having difficulty accessing the MyChart website, double check to make sure you have entered dekalbhealth.mychartcc.com.

Troubleshooting is hosted by our community connect affiliate Parkview Health.

(NOTE: Guidebook content was provided by Parkview Health.)

Who should you contact for assistance?

- Email: mychart@dekalbhealth.com
(Please include your full name and date of birth.)

- Phone: 855.222.3648

Who should a patient contact if they forgot their password?

- Online: Click on the “Forgot Password” link and follow the prompts

- Phone: 855.222.3648

Can I receive a new activation code if I lose my code or let it expire?


You can send an email to mychart@dekalbhealth.com and after the patient’s information is verified, a new activation code will be sent via U.S. Postal Service. Privacy issues prevent emailing a new activation code.

What should I do if my activation code doesn’t work?

For security reasons, an activation code expires after 90 days and is no longer valid after the first time it is used. If you have problems, you can contact:

- Email: mychart@dekalbhealth.com

- Phone: 855.222.3648



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