Can I print information from MyChart?

Yes, you can print information in an easy-to-read format by clicking the printer icon. It's located in the top right corner of the screens that contain health information. This makes it easy to share health information with other healthcare facilities, an employer or school.

Is MyChart secure?

Great care is taken to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, and personal usernames and passwords. Each MyChart user has a unique password, and that account cannot be accessed without that password. Unlike conventional email, all MyChart messaging is done while you're securely logged into the MyChart website.

I was logged out of MyChart; what happened?

HonorHealth does everything possible to protect the privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 19 minutes, you'll receive a warning message, allowing you to continue or log out. This will happen every 19 minutes of inactivity up to 90 minutes. At that point, you won't receive a warning; you'll be automatically logged out. It's recommended that you log out of your MyChart session if you need to leave your computer for even a short period of time.

Is my activation code my username?

No, your activation code is not your MyChart username or password. You'll only use this code to log into MyChart for the first time. (The code will expire after you have used it or after six months). When you log into MyChart the first time, you'll be prompted to create your own unique MyChart username and password.

My activation code doesn't work. What should I do?

For your security, your one-time activation code expires after 60 days. If you're experiencing problems with your activation code or need a new one, please call the HonorHealth Customer Navigation Center **623-580-5800.**
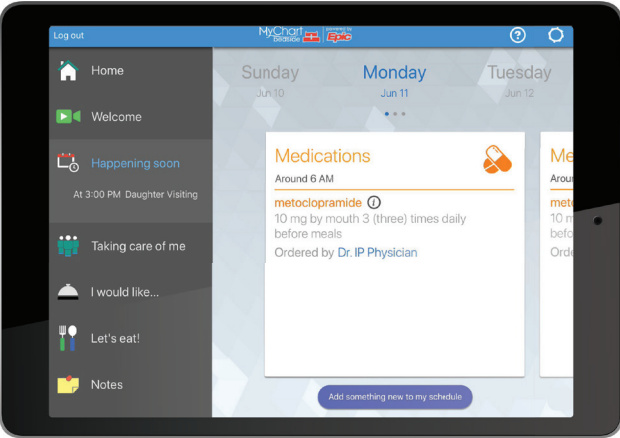
What is your privacy policy?

HonorHealth follows strict federal and state confidentiality laws and has the highest security measures in place to protect the privacy of your information. Your name and email address will be treated with the same care and privacy as your health record and will never be sold or leased.
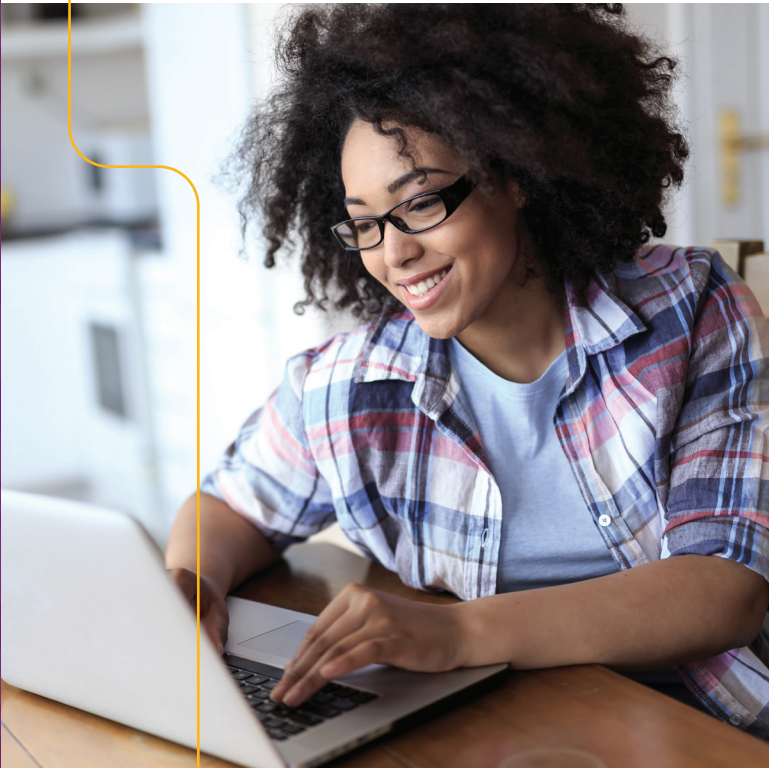
MyChart Bedside

MyChart Bedside is available during your hospital stay. A free app, MyChart Bedside provides you a clear understanding of your treatment plan while you're in the hospital.

Please check with your nurse for more information.

MyChart® Epic Systems Corporation.

HONORHEALTH®

HonorHealth.MyChart.com

MYCHART: YOUR PERSONAL HEALTH RECORD

MyChart is a free, easy-to-use, secure website that gives you access to your health information quickly and conveniently from your computer, smartphone or tablet.

MYCHART BENEFITS FOR HONORHEALTH MEDICAL GROUP PATIENTS

With MyChart you can:

- ✅ Schedule, reschedule or cancel appointments with your provider online
- ✅ Request an appointment from providers or specialists with whom you are already established
- ✅ Review test and lab results
- ✅ Email your provider with non-urgent medical questions and get a response within two business days
- ✅ Review and update your medications, immunizations, allergies and health history, or provide updates regarding current health issues
- ✅ Access patient education resources through nationally recognized sources
- ✅ Request prescription refills from your provider
- ✅ Review post-visit instructions
- ✅ Conveniently and securely pay your bills online for all your HonorHealth accounts

How do I sign up?

Instant activation – during the scheduling, check-in or discharge process, you may receive an email with a link to quickly complete your MyChart sign up.

- ✅ **HonorHealth Medical Group** patients will find your activation code on your after-visit summary paperwork.
- ✅ **HonorHealth hospital** patients will find your activation code on your discharge paperwork.

Using any computer, smartphone or tablet with Internet access, go to **HonorHealth.MyChart.com** and click on the **Sign-Up Now** button in the **New User?** box. You'll be asked to complete an online form and verify your identity in order to create an account.

Who can sign up for MyChart?

To sign up, you must be an HonorHealth patient and at least 18 years old. For children under age 12, a proxy can sign them up for an account.

Can I use MyChart to view health information for my child or another adult in my family?

For children up to age 12, you can request Proxy Access to view their MyChart account. Once the child turns 12, the account will be deactivated.

When can I see my test results in MyChart?

Your test results will be automatically released once they have been finalized. For tests completed while you were in the hospital, your results will be automatically released 24 hours after your discharge.

Is there a fee to use MyChart?

No, MyChart is a free service.

Who else can see my MyChart information?

Your HonorHealth provider and other team members involved in providing you care can see the information in your electronic health record. Other people will not be able to see your MyChart information unless you give them permission.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own MyChart account.

If I send a message to my HonorHealth Medical Group provider, when can I expect a reply?

You'll receive a response within two business days. Please don't use MyChart for urgent matters or emergencies. Instead, contact your provider's office directly. If you have a medical emergency, please call 9-1-1.

What if I have questions?

For general questions, technical problems or to receive an activation code for MyChart, please call the HonorHealth Customer Navigation Center at **623-580-5800**.

I forgot my password. What should I do?

Click the **Forgot password** link on the MyChart sign-in page to reset your password online, or call the HonorHealth Customer Navigation Center at **623-580-5800** to request a new, secure password.
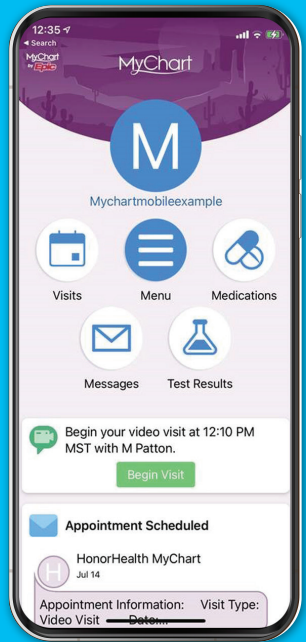
Get the free MyChart App

MyChart users can download the MyChart mobile app from the App Store or Google Play Store.

To download:

1. Access the App Store or Google Play Store on your cell phone
2. Search for MyChart
3. Download the free MyChart app
4. Launch the MyChart app and select the HonorHealth logo as your healthcare provider
5. Log in using your MyChart username and password

Need help? Call the HonorHealth Customer Navigation Center at **623-580-5800**.

Can I pay my bill online?

Yes, MyChart offers convenient online bill pay for all of your HonorHealth accounts.

Where can I update my personal information (home address or email, or change my password)?

To make changes to your personal or security information, select **Menu** from the top toolbar and use the account settings section.