

## I forgot my password. What should I do?

You may click the **"Forgot password"** link on the MyChart sign-in page to reset your password online. You may also contact the HonorHealth Help Desk at **623-434-6293** to request a new, secure password.

## Where can I update my personal information (home address or e-mail, or change my password)?

To make changes to your personal information, select the health icon from the top tool bar and then click on demographics.

To change your password, select the settings icon from the top tool bar, and then click on security settings.

## 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, personal usernames and passwords. Each MyChart user has a unique password, and that account cannot be accessed without that password. Unlike conventional e-mail, all MyChart messaging is done while you're securely logged into the MyChart website.

## 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 e-mail address will be treated with the same care and privacy as your health record and will never be sold or leased.

## 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.

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

For your security, your one-time activation code expires after six months. If you're experiencing problems with your activation code or need a new one, please call **623-580-5800**.

## 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.

## Immediate medical matters

Please don't use MyChart for messages requiring urgent attention. For urgent medical matters, contact your doctor's office directly. If you have a medical emergency, please call 911.

## WELCOME TO HONORHEALTH, YOUR PARTNER IN CARE

HonorHealth was formed by a merger between Scottsdale Healthcare and John C. Lincoln Health Network. HonorHealth's mission is to improve the health and well-being of those we serve. The healthcare system encompasses:

### Five acute-care hospitals:

- HonorHealth Deer Valley Medical Center.
- HonorHealth John C. Lincoln Medical Center.
- HonorHealth Scottsdale Osborn Medical Center.
- HonorHealth Scottsdale Shea Medical Center.
- HonorHealth Scottsdale Thompson Peak Medical Center.

### Specialized patient care:

- Breast Health and Research Center.
- Greenbaum Specialty Surgical Hospital.
- Heart and Vascular Institute.
- HonorHealth Virginia G. Piper Cancer Care Network.
- Medical Group.
- Piper Surgery Center.
- Rehabilitation Hospital.
- Research Institute.
- Sonoran Health and Emergency Center.
- Virginia G. Piper Cancer Center.
- Virginia G. Piper Pediatric Center of Excellence - Children's Emergency Center.
- Extensive specialty care physician practices, outpatient treatment and surgery centers, medical imaging and much more.

### Foundation and community services:

- Adult Day Healthcare.
- Desert Mission Food Bank.
- HonorHealth Foundation.
- Lincoln Learning Center.
- Neighborhood Renewal.
- Neighborhood Outreach Access to Health.

Together, we can make quality care more personal and accessible. **Learn more at HonorHealth.com.**



ProvideAccess

## 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 personal computer, smartphone or tablet.

HONORHEALTH®

HonorHealth.com

HONORHEALTH®

HonorHealth.com



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## MyChart benefits for HonorHealth Medical Group patients

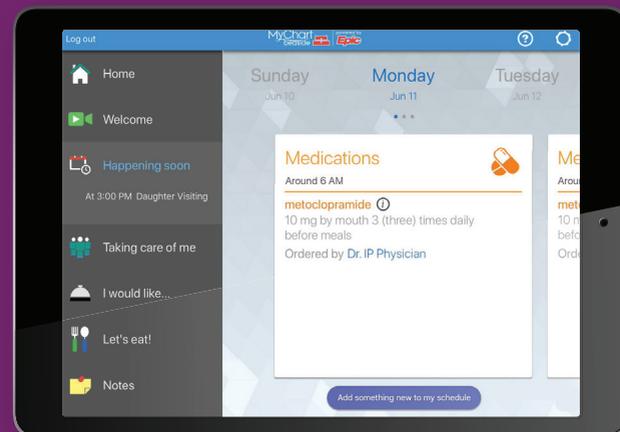
With MyChart you can:

- Schedule, reschedule or cancel appointments with your care physician/provider online.
- You can now request an appointment from providers or specialists with whom you are already established.
- Review test and lab results.
- Email your doctor 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 practice provider.
- Review post-visit instructions.
- Conveniently and securely pay your bills online for all your HonorHealth accounts.

## MyChart Bedside for patients in the hospital

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.



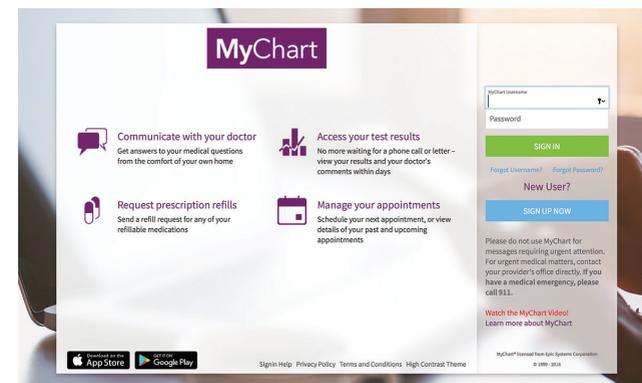
MyChart® Epic Systems Corporation.

## How do I 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.

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

Using any computer, smartphone or tablet with Internet access, go to **AzMyChart.com** and click on the **Sign-Up Now button** in the **"New User?"** box. You'll be asked to enter your activation code and set up your MyChart user ID and password. If you don't have an activation code, you can request one by clicking on the **Sign-Up Now** link followed by **Click Here to Request Access**.



## Who can sign up for MyChart?

To sign up, you must be an HonorHealth patient and at least 18 years old. A patient can also assign a proxy who does not have to be an HonorHealth patient.

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

You can request Proxy Access to see the information for someone for whom you are responsible. The information you can see in another person's chart will depend on the type of relationship you have with the person and the age of the individual. For additional information about Proxy Access, contact your HonorHealth Medical Group doctor's office.

## Is there a fee to use MyChart?

No. MyChart is a free service.



## Get the MyChart App

MyChart users can download the MyChart mobile application at the Apple App Store or the Android Market. The app is free.

### To download:

1. Access the App Store or Android Market on your cell phone.
2. Search for "MyChart" to locate the application.
3. Download the free MyChart application.
4. Launch the MyChart application and select the HonorHealth logo as your healthcare provider.
5. Log in using your MyChart username and password.

Need help? Call the HonorHealth Help Desk at **623-434-6293**.

## When can I see my test results in MyChart?

If you had tests completed through your provider's office, most will automatically be released after two business days; imaging results will automatically be released after three business days. If you were in the hospital, all test results completed there will automatically be released 24 hours after your discharge.

## Can I pay my bill online?

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

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

You'll receive a response within two business days. Please don't use MyChart for medical matters requiring urgent attention. Instead, contact your doctor's office directly. If you have a medical emergency, please call 911.

## Who else can see my MyChart information?

Your HonorHealth doctor and the office caregivers can see the information in your electronic health record so that they can care for you. 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 his/her own MyChart account.

## What if I have questions?

For general questions about MyChart, please call **623-580-5800**.

If you need a new activation code you will need to contact your HonorHealth physician.

If you're experiencing technical problems, please contact the HonorHealth Help Desk at **623-434-6293**.