

With **MyChart** - a convenient, secure and confidential resource - you have access to your personal health information from any computer or mobile device at any time.

## How do I sign up?

Sign up for free at [www.MyChartPortal.org](http://www.MyChartPortal.org) or download the MyChart app from the App Store or Google Play.



*MyChart is an extension of your medical record, and as such, your privacy is strictly protected. Your name, address, email, phone number and all other personal information is confidential and will never be sold or leased.*

## MyChart

### Questions?

Contact the MyChart Help Desk  
(866)312-5023  
[myhealthrecordhelp@hshs.org](mailto:myhealthrecordhelp@hshs.org)

*HSHS maintains a medical record on every patient treated within its facilities. HSHS offers a shared electronic health record, which allows independent physician practices to optimize patient care coordination. For a current listing of organizations, please refer to our HSHS Notice of Privacy Practice. Please know that this efficiency also allows for all participants in our shared electronic health record to have one patient portal, consolidating the places you need to look to find your medical information. Although the website address or names may differ among the facilities, it is the same user name and log in to access the portal. For example, MyChart, MyPrevea, and MyPrairieChart will allow you to access the same medical information.*



**Hospital Sisters**  
HEALTH SYSTEM

[hshs.org](http://hshs.org)

# MyChart

Free access to  
health information 24/7



**Hospital Sisters**  
HEALTH SYSTEM

## My medical record

Use MyChart to:

- refill and track prescriptions
- view your immunization records
- view your list of allergies
- view lab and test results
- review your health record to understand your personal wellness
- click on your current health issues, allergies or medications to learn more about each topic from the National Library of Medicine



## Messages

Because life can be a whirlwind of activity, MyChart lets you send secure messages to your provider's office whenever your schedule allows - without playing phone tag.



- Ask a question
- Send a comment
- Update your provider on your progress
- Request a prescription refill
- Request an appointment

## Appointments

MyChart lets you:



- request an appointment with a provider you have seen
- schedule appointments online with certain providers
- check the time of and confirm future appointments
- get directions to an upcoming appointment
- keep track of previous appointments
- cancel appointments up to 24 hours before the scheduled time

All of this is also available with the MyChart app!



## Proxy access

My Family's Records



Are you the medical decision maker in your family? Do you care for an elderly relative or another individual? With proper consent, legal documentation of guardianship or activated Power of Attorney, you may use features of MyChart to manage the health information of your spouse, children or others you care for.

### CHILDREN AGE 12 UP TO AGE 18\*

*Limited access is available for children age 12-18*

- view their immunization records
- request an appointment
- message their provider

*Full access, available upon minor's consent*

- refill and track prescriptions
- view their immunization records
- view their list of allergies
- view lab and test results
- request an appointment
- message their provider

### ADULT to ADULT

- refill and track prescriptions
- view their immunization records
- view their list of allergies
- view lab and test results
- request an appointment
- message their provider

### GUARDIAN or POWER OF ATTORNEY

- refill and track prescriptions
- view their immunization records
- view their list of allergies
- view lab and test results
- request an appointment
- message their provider

Features may be added over time. As we innovate and improve, you may have more options available through your online health record.

## Insurance

- Review the insurance information on file for your account
- Add, delete or edit your insurance information to save time at your next appointment



## Online payment

Save a stamp. If you're the guarantor of your account, you can securely pay your bills through MyChart using your credit card.

## Letters

If you received a letter from your provider's office in the past two years, you can go online to read a copy at any time.



## Travel

Downloading the MyChart app to your smartphone will give you access to your medical information and other MyChart functionalities at any time. Under the Download Summary, you'll find your "Lucy Record." If you are traveling outside of the area or to a location with poor phone/data coverage you may download your Lucy Record to a USB drive and bring it with you, so your information is readily available should you need it.

*\*Due to regulations regarding HIV, substance use disorders and behavioral care, we are not able to offer full proxy MyChart access to parents of children ages 12 up to 18 without the minor's authorization. In addition, HIPAA, Wisconsin and Illinois regulations require patient's authorization to disclose information to another individual, this includes but is not limited to records of a spouse or elderly relative.*



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