

MyChart Patient Quick Start Guide

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Welcome to MyChart

UW Medicine/Fred Hutchinson Cancer Center MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

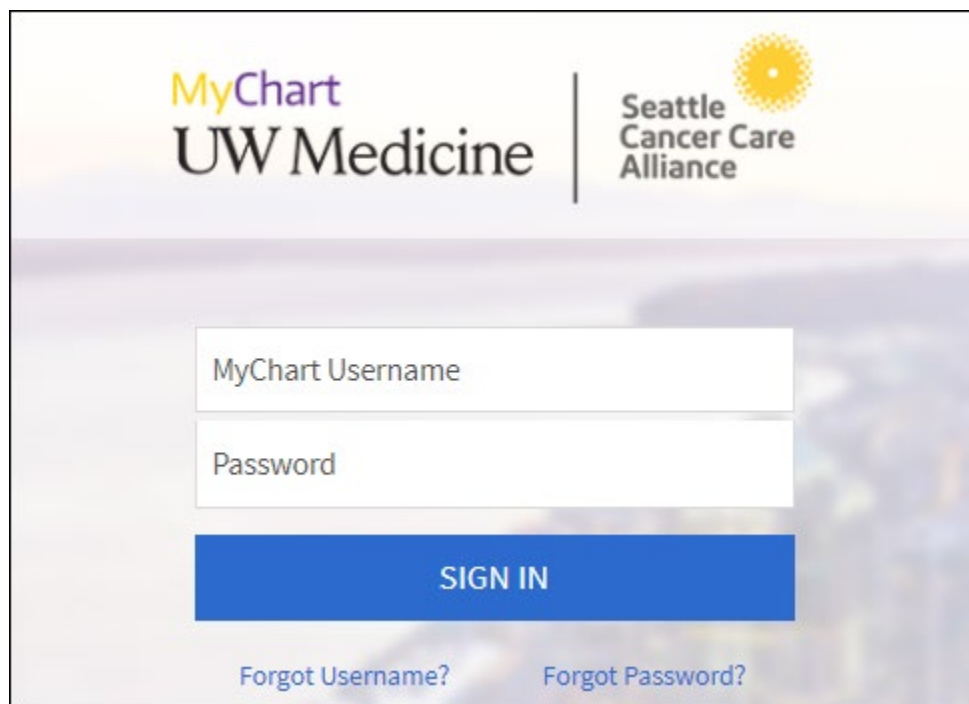
From MyChart, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

This guide provides an overview of many MyChart features and how to use them.

What if I forget my MyChart ID or password?

Click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, call the MyChart Help Desk at 855-520-5151. The MyChart Help Desk is available Monday - Friday, 8:00 am - 6:30 pm, excluding [public holidays](#).



MyChart
UW Medicine

Seattle
Cancer Care
Alliance

MyChart Username

Password



SIGN IN

[Forgot Username?](#) [Forgot Password?](#)

Health

View your test results

Test Results

Test	Ordered By	Date ▼
 THYROID STIMULATING HORMONE	B Smith, MD 	Jul 23, 2018

With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **My Record > Test Results**. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result.



If you're looking for a specific result, enter key words in the search field on the Test Results page.

Receive email or text messages when new results are available

1. Go to **Account Settings > Communication Preferences**.
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Manage your medications

Medications



UW Medicine/Seattle Cancer Care Alliance (SCCA) MyChart is not linked to pharmacies outside of UW Medicine or SCCA. Requests through MyChart to pick up at non-UW Medicine or SCCA pharmacies will be sent directly to your provider. Please allow 2-5 business days to complete.

Need to update your list of pharmacies? [Go to Manage My Pharmacies.](#)

[REQUEST REFILLS](#)

albuterol HFA 108 (90 Base) MCG/ACT inhaler

Commonly known as: Proventil HFA; Ventolin HFA

[Learn more](#)



Inhale 2 puffs by mouth every 6 hours as needed for shortness of breath/wheezing.

Prescription Details

Prescribed October 18, 2018

Approved by [Jane Smith, MD](#)

Refill Details

Quantity 1 Inhaler

Request Refill

Remove

View your current medications

Go to **My Record > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.



- Remove a medication you're no longer taking by clicking Remove and then adding comments about why you're no longer taking that medication.

Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

Request a medication refill

- From the medication list, click **Request Refills**.
- Select the check box next to the medication you need refilled and enter any comments. Click **Next**.
- Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next**.
- Review the details of your refill request and click **Submit**.

You will receive a message in your MyChart Inbox when your prescription refill is processed.



You can request refills only for prescriptions that were filled at a UW Medicine or Fred Hutch pharmacy. If you need a medication refill for a prescription at an external pharmacy (for example, Walgreens or CVS), you'll have to contact that pharmacy to request a refill.

View a summary of your health information

To get a summary of your medical record, go to **My Record > Health Summary**. This summary includes:

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care topics

Track your COVID-19 testing and vaccination status

The COVID-19 activity pulls together helpful information and resources for you, including:

- Your COVID-19 testing status and recent results.
- Your COVID-19 vaccination status and details about the vaccine you received.
- Links to educational resources provided by UW Medicine and the Centers for Disease Control and Prevention (CDC).

You can access the activity from the COVID-19 health feed card or by going to **My Record > COVID-19**.

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **My Record > Visits**. Locate the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

If you need to close a questionnaire before you finish it, click **Finish Later** to save your progress.

Manage end-of-life planning decisions

Track decisions about your medical care and potential end-of-life care in the event that a family member, doctor, or other designated health care agent needs to act on your behalf. Access these resources from **My Record > End-of-Life Planning**. From this page you can:

- View and upload planning documents (such as an Advance Directive or POLST)
- View and update health care agents
- Fill out End-of-Life Planning questionnaires
- Access additional helpful resources

Track your daily health readings online

Your physician might request that you record information such as your daily glucose or blood pressure readings in MyChart. When you enter the information in the Track My Health feature, your physician automatically receives the readings so they can monitor your progress between visits.

Record a new reading in Track My Health

1. Go to **Communication > Messages**. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
 - In the future, you can record your readings by going directly to **My Record > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete**.

Track your readings over time in a table or graph


1. On the Track My Health page, click a flowsheet's name to view previous readings in a table.
2. From this page, you can:
 - Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
 - View the readings in a graph. Click **Graph** to change the display.
 - Customize the date range or the number of readings that appear. Change the **From** and **to** fields or the **latest values** field and click **Apply** to update the display.

Messaging


View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Message Center (**Communication > Messages**). The Message Center includes four folders:

- The **Conversations** folder is the primary folder and includes messages between you and your care team or other clinic staff. The list of messages in this folder is organized by conversation to keep messages and replies together.

 To flag a conversation for easy access in the future, open the conversation and bookmark it. The conversation then appears in the **Bookmarked** folder.

- The **Appointment** folder includes appointment reminders and confirmations.
- The **Automated Messages** folder includes system messages automatically sent to and from your account, like payment confirmations and questionnaire submissions.
- The **Trash** folder includes any conversations you've deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.

 If you're looking for messages about a specific topic in a particular folder, you can enter key words in the **Search** field to find them.

Receive email or text messages when new results are available

1. Go to **Account Settings > Communication Preferences**.
2. Expand the Messages section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Ask your clinic a question

If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might ask your clinic a question if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Communication > Ask a Question**.
2. Select **Ask Your Clinic a Question**.
3. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or other providers on your Care Team.
4. Enter a subject for your message and enter your question.
5. When you are finished, click **Send**.

Someone at your clinic should respond to you within two business days. You will receive an email notification letting you know that the clinic has responded to your request.



To view a message after you've sent it, go to **Communication > Messages** and find your message in the **Conversations** folder.


Visits


Upcoming Visits

Next 7 Days


SEP 24
Fri

Return Visit with B Smith, MD

 **Arrive by 4:25 PM PDT**
Starts at 4:40 PM PDT (20 minutes)





UW Neighborhood Clinics Belltown Family Medicine
2505 Second Ave, Suite 200
Seattle WA 98121-1495

 [Get directions](#)

[eCheck-In](#)

[Details](#)

 [Reschedule appointment](#)


 [Cancel appointment](#)


Past Visits

Last 3 Months

SEP 22
2021

Routine Visit
B Smith, MD
SCCA Gastrointestinal Oncology

 [View notes](#)

 [View After Visit Summary®](#)

View your past or upcoming appointments

You can view your past or future appointments by going to **My Record > Visits**.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Verify or update insurance and demographics information
- Answer appointment-related questionnaires
- Verify guarantor information
- E-Sign appointment documents

For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View notes**.

Request or schedule an appointment

To request or schedule an appointment, go to **Find Care > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment or Schedule an Appointment page.

- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. Click **Send Request**, and someone from the clinic will contact you to verify an appointment date and time.
- When you schedule an appointment, you schedule the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots, verify your demographic information, and click **Schedule** to schedule the appointment.



If you don't find the appointment date or time you want when you schedule an appointment, you can add yourself to the wait list to receive notification if earlier appointment times become available. Wait list options are available during scheduling and after you've scheduled when you click **Details** for an upcoming appointment from the Visits list.

You can also favorite an appointment to make it easy to schedule the same type of visit again later with the same provider and department.

Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time, you'll need to call the clinic to cancel your appointment.

1. Go to **My Record > Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

Family Access

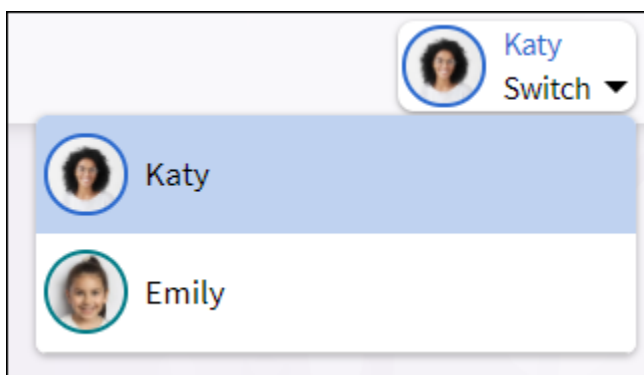
If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

Access a family member's record

After you've received permission, you can view a family member's records by clicking your name in the upper right corner of the page and selecting the name for that family member in MyChart.



After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.



You can customize how the names and photos appear for each family member. For more information, refer to [Personalize MyChart](#).

Request access to a family member's record

Through your MyChart account you can request access to your child's record. For more information about the type of access you'll have to your child's record, visit the [proxy access information](#) page

1. Go to **Sharing > Sharing Hub**.
2. Click the **Friends and Family Access** tile, then click the **Request access to a minor's record** link.
3. Complete the form and click **Submit Request**.

Your request will be reviewed within approximately two business days.


Invite someone else to access your record

You can grant another adult access to your own record, and through their account they can grant access to you.

1. Go to **Sharing > Sharing Hub**.
2. Click the **Friends and Family Access** tile, then click **Invite Someone** under the Who Can See My Record? section.
3. Enter that person's name and email address, confirms the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.
 - After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.
4. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.

View and print your child's immunization record

When you are in your child's record in MyChart, go to **My Record > Health Summary** and click the **Immunizations** tab. You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click .


View your child's growth charts

To view your child's growth charts, open your child's record and go to **My Record > Growth Charts**.

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click .

Medical Record Access and Sharing

Epic offers several different features through the MyChart patient portal to allow you to access your health records and share them with other people. For more information about accessing family members' records, refer to [Family Access](#).

Document Center

Please select the option that most closely matches the information you would like. To request an electronic copy of your records, please send us a [Medical Records Request](#).

Visit Records

Request and send visit summaries that would be helpful for a new provider.

Requested Records

This is where your requested medical records appear for download.

My Documents

View, download, and print documents that have been scanned to your chart.

Who's Accessed My Record?

View actions of people who have accessed your record.

View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in MyChart. If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Go to **My Record > Document Center**.
2. Click **Visit Records** and select the **Lucy Summary** tab.
3. Click **Download** and then click **Request** for the message that appears. You'll be notified when your download is ready.
4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

View, download, or send visit records

You can view, download, or share your record for a specific visit or set of visits.

1. Go to **Sharing > Sharing Hub** and select **Download health and visit summary**.
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits.
Then:
 - Click **View** to view a copy of the visit summary.
 - Click **Download** to save a copy of the visit summary for your records.
 - Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

View documents you have on file

You can view any documents that have been scanned to your record by going to **My Record > Document Center** and clicking **My Documents**. This could include records sent from outside facilities, completed paperwork your clinic scanned to your record, or an image uploaded during a clinic visit.

Request and download medical records

You can request a copy of your medical records through MyChart by going to **Sharing > Sharing Hub** and clicking the **Request formal copy of health record** tile. Complete and submit the request form.

The Health Information Management department will process your request and you will receive an email notification when your records are available to download from MyChart.


1. Go to **My Record > Document Center** and click **Requested Records**.
2. Locate the record you want to view and click **Download**.
3. If the record is password protected, you see a message to warn you. Click **Continue Download**.
4. Click **Save** to save the file to your computer and then open it or click **Open** to open it without saving it to your computer.
5. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to the Share My Record activity by going to **Sharing > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to www.shareeverywhere.com to enter the code along with your date of birth.

See your medical information from other healthcare organizations


Bring Your Health Information Together 



You can now use UW Medicine eCare to view your health information from other organizations where you and your family have records. When you connect your accounts from the participating organizations, you will be able to see the following types of information all right here in your account with UW Medicine - Washington. [Learn more](#) about linking your account.

- Allergies
- Care Team
- Health Issues
- Medications
- Messages
- Test Results
- Visits


Accounts

 Cactus Health  UNLINK

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in your UW Medicine/Fred Hutch MyChart account. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

<ul style="list-style-type: none"> Allergies 	<ul style="list-style-type: none"> Appointments and Visits 	<ul style="list-style-type: none"> Test Results
<ul style="list-style-type: none"> Care Team Members 	<ul style="list-style-type: none"> Health Issues 	<ul style="list-style-type: none"> Immunizations
<ul style="list-style-type: none"> Medications 	<ul style="list-style-type: none"> Messages 	<ul style="list-style-type: none"> Implants

To view this information, you must link your account. Go to **Sharing > Link My Accounts** to get started. Then, select your account from the list or search for it and click **Link Account**.

After you've linked your accounts, information from the other organization appears in MyChart with a  icon.



For more information about how linked accounts work and what information you can see from each healthcare organization, click the **See our FAQ page link**.

Billing and Insurance

Billing Summary



Save time while you save paper! Sign up for paperless billing.

UW Medicine

Guarantor #4649 (Katy Johnson)

Patients included: You



Your Balance

\$94.20

PAY NOW

Can't pay all at once?
Sign up to pay \$47.10 per month.

SET UP PAYMENT PLAN

Last paid: \$10.00 on 10/30/2020

[View account](#)

[Manage financial assistance](#)

[View last statement \(11/16/2020\)](#)

[Contact Billing Customer Service](#)

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**. To view additional information about an account, including past statements, click the **View account** link.



If you have a question about your balance or other information for a billing account, you can use the **Contact customer service** link to send a message.

Make a payment for an outstanding account balance

1. Go to **Billing > Billing Summary**.
2. Click **Pay** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.



If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

Sign up for paperless billing

1. From the Billing Account Summary page, click the **Sign up for paperless billing** link.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up**.

Opt-out of paperless billing

1. From the Billing Account Summary page, click the **cancel paperless billing** link.
2. Click **Receive paper statements**.

View a price estimate for medical care

To help you plan for upcoming care, such as a surgery or other procedure, your clinic may send you a price estimate through MyChart. The estimate is based on your insurance and what other patients have been charged in the past.

1. Go to **Billing > Estimates**.
2. Click on an estimate to view details and attached letters or documents.

Request assistance with your medical bills

If you need help paying your medical bills, you can submit a financial assistance application to see if any resources are available to you. Go to **Billing > Financial Assistance** to get started. You'll need to provide the following information to complete the application:

- How many people live in your household
- How much you receive from all sources of income
- Your household expenses (such as mortgage, rent, and auto loan)
- Your assets (such as your bank account and vehicle)
- Supporting documents to verify the information you provide

After you submit your application, a financial counselor will contact you to follow up.

Review and update your insurance information

My Insurance



Insurance on File


Aetna Us Healthcare
Aetna Us Healthcare


Subscriber Name
Johnson, Katy


Subscriber
Number
123456789


Group Number
876543



 Update coverage

 Replace insurance card photos

 Remove coverage

 ADD A COVERAGE

To review the insurance information your clinic has on file, go to **Insurance > Insurance Summary**.

To request updates to your insurance information, make any of the following changes:

- Request a change to an existing coverage.
- Remove a coverage.
- Add a new coverage. New coverages are submitted for verification when you log out of MyChart.

Preferences and Administrative Features

Personalize MyChart

There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
 - Change the name that appears under that person's photo.
 - Add or change the photo. Note that photos you upload through MyChart are visible to medical staff, so you should only use a photo that shows each person's face.
1. Go to **Account Settings > Personalize**.
 2. Click **Edit**.
 3. Make any of the changes described above and then click **Save**.



You can also add your photo from the **Switch** menu by selecting **Add Your Photo**.

Update your personal information

You can update your address, phone number, email address, and other personal details at any time so that your clinic always has the most up-to-date information in your record.

Personal Information

Please enter contact and personal information here, and click **Save Changes** to send a message to the clinic. Allow 24 hours for the information to be updated in the legal medical record.

Contact Information	Details About Me
<p>123 City SEATTLE WA 98115</p> <p>Going somewhere for a while? Add a Temporary Address</p> <p>🏠 206-123-4569 📞 206-123-4567 📠 <i>Not entered</i> ✉️ email@email.com</p> <p>EDIT</p>	<p>Preferred Name <i>Not entered</i></p> <p>Sex Assigned at Birth Female</p> <p>Marital Status Married</p> <p>Ethnicity Hispanic or Latino</p> <p>Language (Fluency Required) Spanish</p> <p>Gender Identity Choose not to disclose</p> <p>Sexual Orientation Straight (not lesbian or gay)</p> <p>Race White</p> <p>Ethnic Background Mexican</p> <p>Religion <i>Not entered</i></p>

1. Go to **Account Settings > Personal Information**.
2. Click **Edit** in the section for the information you need to update.
3. Confirm that your updated information is correct, and then click **Save Changes**.

Customize your notification preferences

MyChart can send you notification by email when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

Communication Preferences

Choose how you would like to receive MyChart notifications. You can manage your settings for push notifications on your mobile device.

	Email	Text	Call	Mail
<p>✓ Appointments Alerts and notifications about upcoming or past appointments.</p>				
<p>✓ Messages Receive updates from your healthcare organization.</p>				
<p>✓ Health Notifications when new information is available about your care.</p>				
<p>✓ Billing Updates about billing and insurance information.</p>				
<p>✓ Questionnaires Alerts when questionnaires are available or due.</p>				
<p>✓ Account Management Receive alerts about account updates.</p>				
<p>✓ Telehealth Alerts for current telehealth visits</p>				

Apply to all records I can access

SAVE CHANGES

1. Go to **Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive.
3. Update your email address and mobile phone number if needed.

Change your MyChart password

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Account Settings > Security Settings**.

Protect your account with two-step verification

You can ensure that your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is turned on, you must enter a code that is sent to you by email to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you will be prompted to verify your email address or mobile phone and enable two-step verification. If you decide to turn off two-step verification instead, you can turn it on again later.

1. Go to **Account Settings > Security Settings** and click **Turn on Two-Step Verification**.
2. Confirm your email address, enter your MyChart password, and then click **Continue**.
3. Click **Send to my Email** or **Send text message** to receive the security code to turn on two-step verification.

Mobile Apps

MyChart for iOS and Android are portable versions of MyChart that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyChart website, allowing you to do all of the following, and more!

- View test results
- Send and receive messages
- Schedule and confirm upcoming appointments and view visit summaries for past appointments
- View your health summary, including allergies, immunizations, current health issues, and medications
- View preventive care procedures and when they are due
- Request medication refills
- View billing statements and pay balances due and visit copays
- Access family members' charts

If you have an iOS device, you can pair it with Apple Watch™. With MyChart for Apple Watch, you can:

- See alerts for new information in MyChart.
- View upcoming appointments.
- Read messages.
- Review their medication list.

Download the MyChart app

To install the MyChart app, go to the App Store or Google Play Store and search for "MyChart."

1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:



2. Search for **MyChart**. Look for the following logo to make sure you have the right app:



3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Select your primary healthcare organization from the list of organizations. If you don't see it right away, you can search for your healthcare organization by name, state, or ZIP code.



You can easily add or switch between your MyChart accounts at different healthcare organizations using the **Switch Organizations** button on the login screen or the **Switch Organization** menu option after you've logged in.

Frequently Asked Questions

What are Health Reminders?

These are courtesy reminders of when you are due for certain tests or appointments (wellness exams, flu shots, etc.). Your primary care clinic manages these and are happy to make any adjustments as needed. You may send a message to your provider's team with any questions.

Why am I unable to reply to my provider's message?

A grayed out reply button typically means the message has expired. A message expires 30 days from sending.

Why am I unable to send a message to my provider?

Providers must fit one of the following criteria to be a recipient of a message:

- You have had a past visit with them in the last three years
- You have an upcoming visit with them in the next three days
- The provider is listed as your PCP
- The provider is listed on your Care Team

Why am I unable to schedule a visit with my provider?

Providers must fit one of the following criteria to be schedulable:

- You have had a past visit with them in the last three years
- The provider is listed as your PCP

Why am I unable to see my appointment notes?

The provider may still be in the process of completing the visit and has not finalized the notes for release to MyChart. You will receive a notification when your visit summary is available.

Am I able to see my imaging reports in MyChart?

Currently, MyChart supports the written summary of the imaging report. For the full copy of the imaging report you may contact the appropriate radiology department to determine what options are available for transferring these records:

- Eastside Specialty Center: 206-598-6206
- Harborview Medical Center: 206-744-3109
- Northwest Hospital: 206-368-2778
- UW Medical Center: 206-598-6206
- Fred Hutch South Lake Union: 855-557-0555
- Fred Hutch Evergreen Health: 425-441-2600
- Fred Hutch Issaquah: 425-392-2551
- Fred Hutch Northwest Hospital: 206-606-5800
- Fred Hutch Overlake Cancer Center: 425-454-2148
- Fred Hutch Peninsula: 360-697-8000

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