

# Frequently Asked Questions



## MyChart



Glencoe Regional  
Health Services

### Who can sign up for MyChart?

You must be at least 18 years old to sign up for MyChart.

### How do I sign up for MyChart?

There are three ways to sign up for a MyChart account:

1. **Online:** If you have a current, valid email address in your electronic medical record at Glencoe Regional Health Services (GRHS), Allina Health or an affiliated health care system, go to [grhsonline.org/mychart](http://grhsonline.org/mychart) and click “sign up online.”
2. **In person:** Your nurse or medical assistant can help you activate your MyChart account during a clinic appointment or inpatient hospital stay. If you choose not to activate your account during a clinic visit or inpatient hospital stay, a nurse or member of the hospital or clinic reception staff can give you a document with a unique code so you can activate your account from the privacy of your home at a later time. You will need to enter this code the first time you visit the MyChart login page to establish your account and set up your personal ID and password. The packet you receive from your clinic or hospital also will include the forms you’ll need if you wish to establish access to another person’s MyChart account, such as a spouse or dependent child.
3. **By fax or mail:** You also may request a unique activation code by completing a form and returning it to MyChart Services via mail or fax. To download and print a sign-up form, visit [grhsonline.org/mychart](http://grhsonline.org/mychart). After your sign-up form has been processed, you will receive a one-time activation code in the mail.

### How does giving my consent to share my electronic medical record affect MyChart?

If you consent to share your Excellian electronic medical record with affiliated health care systems, you will have a single MyChart account with one unique ID and password, from which you will be able to access all of your care information across all organizations. If you decline the consent to share your medical information with affiliated partners, you will have multiple MyChart accounts – one for each health care organization you visit. Each of these accounts will have a unique ID and password. You will need to log in to the specific MyChart account for each organization in order to view your information from that organization.

### Who do I contact for assistance if I have difficulty logging in or using MyChart?

Call MyChart Services toll free at 1-855-551-6555. Help is available 24 hours a day, seven days a week.

## **Does MyChart have Internet browser requirements?**

MyChart works best on Internet Explorer 7 or higher and Mozilla Firefox 3.5 or higher. You can download both browsers for free. For Internet Explorer, visit [microsoft.com/IE](http://microsoft.com/IE). For Firefox, visit [mozilla.org](http://mozilla.org).

## **Is MyChart secure?**

Yes. MyChart is a secure Internet site, which means your information is encrypted and therefore always safe and protected. Only users who have been verified through an authorization process are permitted to access MyChart. Each authorized MyChart user has a unique MyChart ID and password that is known only to them. It is extremely important that you keep your access code, MyChart ID and MyChart password completely confidential. Anyone who obtains your access code or password will be able to review your medical information and communicate with your provider as if he or she was you.

## **Can I have access to another person's MyChart account, such as my spouse or child?**

### **May I authorize another person to have access to my MyChart account?**

To share access to your MyChart account or gain access to another person's MyChart account, complete the MyChart sign-up form and proxy forms as directed. Once complete, please submit these forms to MyChart services by mail or fax. The forms are available by request at your GRHS hospital or clinic, or may be downloaded at [grhsonline.org/mychart](http://grhsonline.org/mychart). The adult proxy form must be completed and submitted every five years.

### **Can I revoke the proxy access of another person to my MyChart account?**

It is easy to revoke access in MyChart should your circumstances change. Within your MyChart account, select the wrench icon and then select Who Can View My Record. From the list presented, select the name of the person whose access you want to deny and click Revoke Access.

### **Can I view all of my child's health information?**

To protect the privacy and confidentiality of health information according to state and federal laws, access to a child's medical records by parents and guardians is determined by the age of the child. Parents and guardians may have full access to a child's health information in MyChart from birth through age 12. On the child's 13th birthday, access is limited to scheduling appointments on the child's behalf and viewing and printing the child's immunization records. Once the child reaches age 18, parents and guardians are no longer able to access the child's MyChart information.

### **Can a legal guardian have access to a person's MyChart account?**

Yes, proxy access is given to court-appointed legal guardians. In order to have access granted, applicants must provide a copy of the court order that grants the legal guardian access to the patient's medical records. Attach a copy of the court document to the proxy access form and return both documents to the address on the form.

### **What are the requirements for selecting a MyChart ID and password?**

Your MyChart ID must consist of letters and numbers only (no symbols), and be between five and 24 characters long. Once selected, your MyChart ID cannot be changed. Your MyChart password must contain at least one number or symbol, one uppercase letter and one lowercase letter. It also must be at least eight characters long. Only you will know your MyChart ID and password. MyChart Services will not have access to this information.

## **I forgot my MyChart ID and/or password. How do I get a new one?**

You can get a new password by clicking on the Forgot Password? link on the MyChart welcome page. You will be prompted to enter your MyChart ID, Social Security Number and date of birth. Next, answer the password reset question you created when you first signed up for MyChart. After answering the password reset question, you will be asked to select a new password. Your MyChart ID is permanent and cannot be changed. If you forget your MyChart ID, please call MyChart Services toll-free at 1-855-551-6555. You will be given a new access code to sign in to MyChart. Once you have entered your access code, Social Security number and date of birth, your original MyChart ID will appear in the MyChart ID field. You will then be asked to select a new password.

## **How does the password reset question and answer work?**

When you signed up for MyChart, you were asked to enter a password reset question. This will enable you to reset your password if you forget it or want to change it for security reasons. Common password reset questions are “What is your mother’s maiden name?” or “What is your favorite color?” Enter the answer to your password reset question. Please keep in mind that your password reset answer cannot be the same as your MyChart password.

## **What types of appointments can I schedule with MyChart?**

Using MyChart, you can schedule the following types of appointments at any GRHS clinic: routine office visits; adult physicals; well-child exams; pre-operative exams; gynecology visits; routine obstetrics appointments and diabetic patient office visits. You also may use MyChart to schedule screening mammograms in the medical imaging department at the hospital. You will not be able to use MyChart to schedule lab-only appointments, nurse-only appointments, podiatry appointments, or appointments with our OB/GYN physician, consulting specialists or for most hospital-based services such as rehabilitation, medical imaging and laboratory tests. To make a rehabilitation appointment, please call 320-864-7730 or toll free 1-888-526-4242, ext. 7730 between 7 am and 5:00 pm Monday through Friday. To make an appointment with a consulting specialist or to schedule outpatient tests, please call 320-864-7750 or toll free 1-888-526-4242, ext. 7750 between 8 am and 5:15 pm, Monday through Friday.

## **Can I schedule an appointment for someone other than myself?**

Yes. You may schedule an appointment for someone else if you have received proxy access to that person’s MyChart account as described above. To do so, log into your MyChart account, then click on the tab with the name of the family member for whom you wish to schedule an appointment. From this point, simply follow the same steps you would follow when scheduling an appointment for yourself.

## **What if I have trouble scheduling clinic appointments through MyChart?**

MyChart may not have the capability to schedule complex clinic appointments. If you are having difficulty scheduling clinic appointments with multiple caregivers or for multiple patients (such as two or more children), please call GRHS directly. To make an appointment with your primary health care provider at any GRHS clinic, please call 320-864-7816 or toll free 1-800-869-3116 between 7 am and 5:30 pm Monday through Friday.

### **Can I cancel a clinic appointment in MyChart?**

To cancel an appointment, click on Appointments and choose Cancel Appts. If a button does not appear to the left of an upcoming appointment, you will not be able to cancel that appointment using MyChart. Please call GRHS directly to cancel this appointment. To cancel an appointment with your primary health care provider at any GRHS clinic, please call 320-864-7816 or toll free 1-800-869-3116 between 7 am and 5:30 pm Monday through Friday. To cancel an appointment for a screening mammogram, please call 320-864-7057 or toll free 1-888-526-4242, ext. 7057, between 7 am and 5 pm, Monday through Friday.

### **Can I download my medical record from MyChart?**

You can download a portable copy of your allergies, current medications, current health conditions, procedures, test results and immunizations from MyChart to a USB drive or disc. For added security you have the option of downloading this information so that the health summary cannot be accessed without a password. We recommend you choose the password-protection option if you download your health care information to a shared computer. While you cannot download your entire medical record from MyChart, you may contact our medical records department at 320-864-7993 or toll free 1-888-526-4242, ext. 7993 to request additional information be released to you.

### **What should I do if I don't understand my health information as it appears in MyChart?**

If you do not understand your health information in MyChart, you may call your clinic for clarification or discuss your questions with your provider during your next clinic visit.

### **Why don't I see all of my lab results in MyChart?**

Your results for most lab tests will appear in your MyChart account within four days. In some cases, your provider must release your lab or imaging results before they can be viewed in MyChart. If a result is not listed, please call your clinic and request that your provider release your results into MyChart.

### **What should I do if my health information in MyChart is incorrect?**

Please call or use the email feature within MyChart to contact your provider about your concerns. Another option would be to ask your provider to update your information during your next clinic visit.

### **Can I update my personal information online?**

Yes. Click on My Information to update your address, phone number or email.

### **Why am I not receiving emails alerting me when there is new information in MyChart?**

MyChart will automatically send you an email when you have new information in your MyChart account. If you are not receiving emails, please verify that we have your current email address on file. To verify your email address, click on My Information and then Change Address to review the email address that MyChart has on file for you. If it is incorrect, please change it to the correct address. You may also want to check your browser settings to make sure MyChart emails are not being sent to junk mail.

### **Can emancipated minors have access to their MyChart record?**

In all circumstances, a person must be 18 years of age or older in order to have access to MyChart.

**More questions?** Please call MyChart Services toll free at 1-855-551-6555.