



# MyChart Patient Portal

## FREQUENTLY ASKED QUESTIONS

Access your health information 24/7  
using your computer, tablet, or smartphone

### ENROLLMENT

#### How do I sign up for MyChart?

1. **Online:** go to [grhsonline.org/mychart](http://grhsonline.org/mychart) and click on “New user? Sign up here.”

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 reception staff member 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.

#### Who can sign up for MyChart?

Patients must be at least 13-years-old and be a patient at Allina Health or an affiliate partner health system (Glencoe Regional Health) to sign up for MyChart.

#### Who can I call for help?

Call **855-551-6555** for MyChart technical assistance, 7 days a week, 7 a.m. - 9 p.m.

#### How does consent to share my health record affect MyChart?

If you consent to share your health record with affiliate partners, you will have **one** MyChart account with a unique username and password. You will access all of your information across all organizations in this single MyChart account.

If you decline consent to share your information with affiliated partners, you will have **multiple** MyChart accounts: one for each organization, each with its own username and password. You will need to sign in to the specific MyChart account in order to view your information for that organization.

## ENROLLMENT - CONTINUED

### Can teenagers sign up for MyChart?

Yes. Teens ages 13 to 17 are able to sign up for a MyChart account, using it the same way adults do for:

- scheduling and managing appointments online
- emailing their care team
- viewing test results
- refilling prescriptions
- accessing their health information

This option respects teens' privacy and rights under Minnesota and Wisconsin state laws.

At the teen's request, health care providers may keep certain services confidential, including:

- prevention and treatment of pregnancy or sexually transmitted infection
- diagnosis and treatment of sexual and physical abuse
- care and counseling for drug and alcohol problems

A parent or guardian, with proxy access to their teen's health record, will not be able to see information related to these services.

For parents or guardians who have proxy access to their child's health care, this access will automatically change from full access to limited access when the child turns 13 years old. Parents and guardians will still have access to:

- message the teen's care team
- request appointments for a teen
- review allergies, immunizations and growth charts
- view and pay bills

This new online option provides an easy way for parents and guardians to stay connected with their teen's provider as their child learns how to manage their own health care.

## PROXY ACCESS

### Am I able to share my information or gain access to child's or another adult's health information?

Yes, this is called proxy access. To share your information or receive access to another person's information, download the appropriate MyChart sign-up and proxy forms on [grhsonline.org/mychart](http://grhsonline.org/mychart) and submit using the address or fax number shown on the form. Minnesota state law requires that adult access can only be given for a limited period of time; renewal is required every 5 years.

Share information with other health care organizations by using **Download my record** under **Health info** to get an immediate, concise summary of your key health care information. Save your health record to your computer, USB drive or disc and take it with you wherever you go.

### Can I revoke the proxy access of another adult to my MyChart?

Yes. To revoke access take these steps:

1. under **Resources** select **Personalize**
2. under **Who can view my record** select the person
3. 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, parents and guardians have full access to their 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
- viewing and printing immunization records
- receiving health topic alerts

Once your child turns 18 years old, you can no longer access his or her health information in MyChart.

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

Yes, proxy access is given to court appointed legal guardians. In order to have access granted you will need to provide a copy of the court order that grants the legal guardian access to the patient's medical record. Attach a copy of the court document to the proxy access form and return to address on the form.

## TECHNICAL REQUIREMENTS

### What Internet browser should I use?

MyChart works best on Internet Explorer 9 or higher and Mozilla Firefox 3.5 and higher. You can download both browsers for free. For Internet Explorer, go to [microsoft.com/IE](http://microsoft.com/IE). For Firefox, go to [mozilla.org](http://mozilla.org).

### Is MyChart secure?

Yes. MyChart is a secure online account, which means your health information is safe and protected. MyChart access is permitted only to authorized users who have been verified through an activation process. Each MyChart user has a unique username and password that is known only to them.

### How do I choose a MyChart username and password?

Your **username** must:

- be between five and 24 characters
- contain only letters and numbers (no symbols)

Once selected, your username cannot be changed.

Your **password** must:

- be at least 10 characters
- contain one uppercase letter
- one lowercase letter
- one number or symbol
- be different than your username

Please keep in mind that only **you** will know your username and password.

The minimum number of characters for a password was updated from eight to 10 characters in September 2017, to help protect your privacy and meet security best practices.

## APPOINTMENTS

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

You can schedule most primary care clinic appointments online with providers you have seen before. See the full list of clinic appointments.

If you are having difficulty scheduling appointments with multiple caregivers or for multiple patients (such as two or more children), please call your clinic directly.

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

Yes. You can schedule an appointment for someone if you have received proxy access to that person's health record. To schedule an appointment, start in their record and follow the same steps as if you would to schedule an appointment for yourself.

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

Yes. To cancel an appointment, click on **Appointments and visits** and choose the appointment from the list of future visits, click the **Cancel** button. If a button does not appear, you will not be able to cancel that appointment using MyChart. Please call your clinic to cancel this appointment.

## HEALTH INFORMATION

### What should I do if I don't understand my health information?

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

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

If you believe your health information is incorrect in MyChart, please call your provider to discuss your concern or ask your provider to update your information during your next visit.

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

Your lab results for most tests are automatically released same day. There are some results that are exceptions and your provider will contact you outside of MyChart with those results. The test results page defaults to show only test results done at clinic locations. You may need to click on **Show hospital results** to see all test results. You may see some test results temporarily appear with provider comments. You will be notified when your provider adds comments that will help you better understand the results.

## COMMUNICATION PREFERENCES

### Can I update my personal information online?

To update your personal information online, such as phone number and address, go to **Resources** then **Change demographics**.

### 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 go to **Resources** and select **Communication preferences**. You may also want to check your email settings to make sure MyChart emails (mychart@mychartweb.com) are not being sent to junk mail.

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

You must request notifications from MyChart to be sent by text. To verify you have signed up for text notifications go to **Resources** and select **Communication preferences**. Verify that your mobile phone number is correct and that all message types have a check mark for text. If you are still not receiving text messages, please text "cancel" to MyChart at 289-21.

## SHARING HEALTH INFORMATION

### How do I share my health data in MyChart with another app?

Applications (apps) can register to access health record data at certain health systems that use Epic as their electronic health record system.

After downloading a third-party app, complete enrollment in that app, then follow the steps in the app to add a health care provider data sources and select your health system. View the detailed instructions for more information.

By connecting the app you will be granting access to your private health data. We encourage you to carefully evaluate which apps you use.

### If I have trouble with the app that use my health record data, how do I get help?

If you have questions about an app that uses your health record data, please contact the developer of the app. You can find the developer's support information on their listing in the Apple AppStore or on Google Play.

### How do I remove my health data from the app and prevent it from accessing my data?

You can review and revoke existing authorizations:

Sign in to your account

Under **Resources** click on **Linked Apps and Devices**



1805 Hennepin Avenue North | Glencoe, MN 55336  
**320-864-3121 | Toll Free: 1-888-526-4242**

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



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