

Welcome to MyChart

What is MyChart?

OHSU Health provides access to your medical record, through MyChart, whenever you want and wherever you are. With MyChart, you can get information privately, securely and quickly.



For MyChart help, speak to a person:

- OHSU Health patients (M-F, 7 a.m. to 6 p.m.) call **503-494-5252**
- MCMC patients (M-F, 8 a.m. to 5 p.m.) call **541-506-6499**



You can access MyChart on your desktop, laptop or mobile device (iPad, smartphone).

Icons



Select the **envelope** icon to send a **non-urgent message** to care team.



Select the **calendar** icon to view upcoming and past **visits**.



Select the **medications** icon to see your **prescriptions** and request refills from OHSU Pharmacy.



Select the **lab** icon to view **test results**.

Key terms

AVS After Visit Summary

DOB Date of Birth

MRN Medical Record Number

ROI Release of Information

VV Virtual Visit: A live video meeting with your doctor

What do I need to activate MyChart?

DOB, MRN, Activation Code

Why MyChart?

MyChart is a tool to securely communicate with your health care team and better understand your health.

**For urgent medical questions, call your clinic.
Call 911 if this is an emergency.**



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Find information about your visits

If you tap on the Visits icon, you can:

- Schedule your next visit.
- Schedule Immediate Care visits.
- View details of your past and upcoming visits, including your After Visit Summary (AVS).
- Schedule SmartExams and receive information about your care plan.



Keep track of your medications

- Order prescription refills at an OHSU pharmacy.
- Call the pharmacy.



See your test results

- View test results and your doctor's comments.



Communicate with your care team

- MyChart messages are a great way to connect with your provider and care team.
- Messages are best if you need to send a short note and can wait a few days for a response, such as a new, **non-urgent issue** that needs medical advice.
- If we can give you a quick answer, we will do so free of charge.
- If your question requires an in-depth answer, we may bill for it.
- We will not charge for a MyChart message if we ask you to come in for a virtual or in-person visit for the answer.
- For more information, go to <https://www.ohsu.edu/healthcare-now-mychart-messages>



Activate MyChart

1

Get an activation code

You need an activation code to sign up. You can get an activation code from your clinic or by calling the MyChart Patient Support Line.



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Desktop or laptop

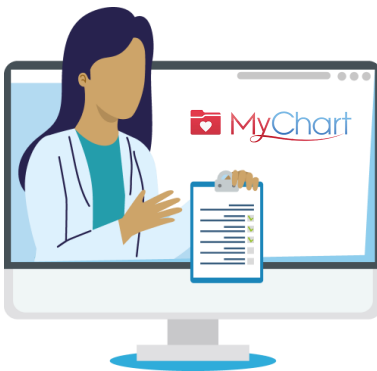
2

To sign up on your computer, go to:

<https://mychartweb.ohsu.edu/MyChart/Authentication/Login?>

and follow the instructions.

Sign up now



Smartphone or tablet

2

Go to the App Store


On an iPad or iPhone, open the Apple App Store.



For Android devices, open the Google Play Store.



Download the MyChart app

1. Search for the MyChart logo. 
2. Click **Install**
3. Find and open the **MyChart logo icon**
4. Enter "Oregon" and then select **OHSU Health MyChart**
5. Sign up for an account

3

Sign up

1. Select **Sign up now**
2. Enter your activation code, MRN and date of birth
3. Click **Next**
4. On the next page, create the following:

MyChart activation code

Enter your activation code as it appears on your enrollment letter or After Visit Summary.

 -

xxxxx - xxxxx

Medical Record Number

Enter your medical record number.

Date of birth

Enter your date of birth in the format shown, using 4 digits for the year.

 / /

mm / dd / yyyy

What is proxy access?

Proxy access allows you to securely communicate with a doctor's office on behalf of a family member or person under your care.

- This communication happens in MyChart and is for non-urgent matters only.
- Proxy access is granted once an authorization form has been completed and processed by the site where the patient receives care.



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There are many types of proxy access. We can help you decide which type is right for you. Contact your provider's office for help.



What are the types of proxy access?

Logging into MyChart for someone else means you are acting as that person's proxy. You can only access MyChart on behalf of someone else if:

- You have their permission, or,
- You are their legal health care representative.

MINORS

Only people with parental rights or legal guardianship over minors can have proxy access to that minor's MyChart account.

Proxy access for patients **12 and younger** requires parents/guardians to have a MyChart account of their own; they can add the child to their account/records. You can get proxy access online or by visiting/calling their provider's office.

Proxy access for patients **15 and older**:

- OHSU requires a **MyChart Release of Information (ROI)** (<https://www.ohsu.edu/sites/default/files/2019-04/ROI%20FILLABLE.pdf>) from the teen patient.
- Adventist Health Portland requires an **Adventist MyChart Release of Information (ROI)** (https://www.adventisthealth.org/documents/portland/AdventistHealthPortland_ReleaseOfInformationForm_MyChartProxy.pdf) from the teen patient, submitted via email (AMCPMyChartSupport@AH.org) or in-person at their clinic.

If your teen or adult family member lacks the capacity to authorize your proxy access, please contact their health care provider.

ADULTS

Individuals 18 or older may be granted proxy access by completing the **ROI form for OHSU patients** (link above) or the **ROI form for Adventist patients** (link above). Submit forms to your provider's office.

With MyChart, get the care you need quickly, securely and easily.

You can also: Save trips to the clinic Get quality care from your care team

Preparing for a Virtual Visit (Video Visit)

Desktop or laptop

- 1 Open a web browser (Chrome, Safari, Bing), log into: <https://mychartweb.ohsu.edu/MyChart/Authentication/Login?>
If new to MyChart select **Sign up now**

Sign up now

- 2 If you do not have Zoom installed, download the appropriate app for Windows or macOS

- 3 Begin PreCheck-In. *This can be completed up to 7 days in advance*

- 4 Go to the **Visits** icon and tap on **Appointments and Visits**



- 5 Update demographics, insurance, and medication list. To proceed, only select **Next**

NEXT

- 6 10 minutes before your appointment, tap the **Begin video visit** icon.

BEGIN VIDEO VISIT

A new tab will open to launch a pop-up for Zoom.

- 7 Select **Join with Computer Audio**

Smartphone or tablet

- 1 Go to the App store

For iPad or iPhone, open the Apple App Store.

For Android devices, open the Google play store.



1. Search for Zoom and tap **Install**
**Only need to download the app once*
2. Find and open the Zoom app. Allow access to your camera and microphone.

- 2
 - Open the MyChart app
 - Sign in with your username and password
 - Select the **Visits** icon
 - Tap your scheduled Virtual Visit appointment and begin PreCheck-In

PRECHECK-IN

 - When check-in is completed, you can join the visit 10 minutes before the scheduled time; tap **Begin visit**

BEGIN VISIT

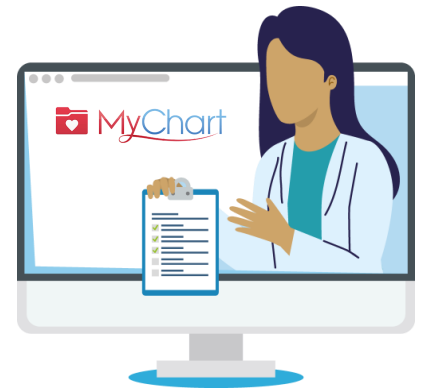
 - Tap **Open** if on an iPhone/iPad or **Join meeting** if on an Android device

Make your Virtual Visit a success

Start with PreCheck-In

Complete the following steps up to 7 days before your visit:

1. Sign in to your MyChart account
2. Select the scheduled appointment
 - Complete **PreCheck-In**. See below.
3. Review and sign documents
 - Select **Next**. Do not click on "Finish later." This will exit you from PreCheck-In.



PreCheck-In



Please review and address the following documents. There may be additional documents to sign at the clinic.

[OHSU Notice of Privacy Practices](#)

[Tuality Notice of Privacy Practices](#)

[MCMC Notice of Privacy Practices and Patient Rights](#)

Terms & Conditions

✓ Signed on 12/6/2022



Review

No Surprise Billing Notice

✓ Signed on 12/6/2022



Review

Next

Finish later

Begin your Virtual Visit

4. Once you have completed PreCheck-In, hit **Submit** and then **Begin visit**. You will be directed to the virtual waiting room.
5. Your doctor will start the visit
6. When you finish the visit, your doctor will close the appointment.



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