

# Welcome to MyChart

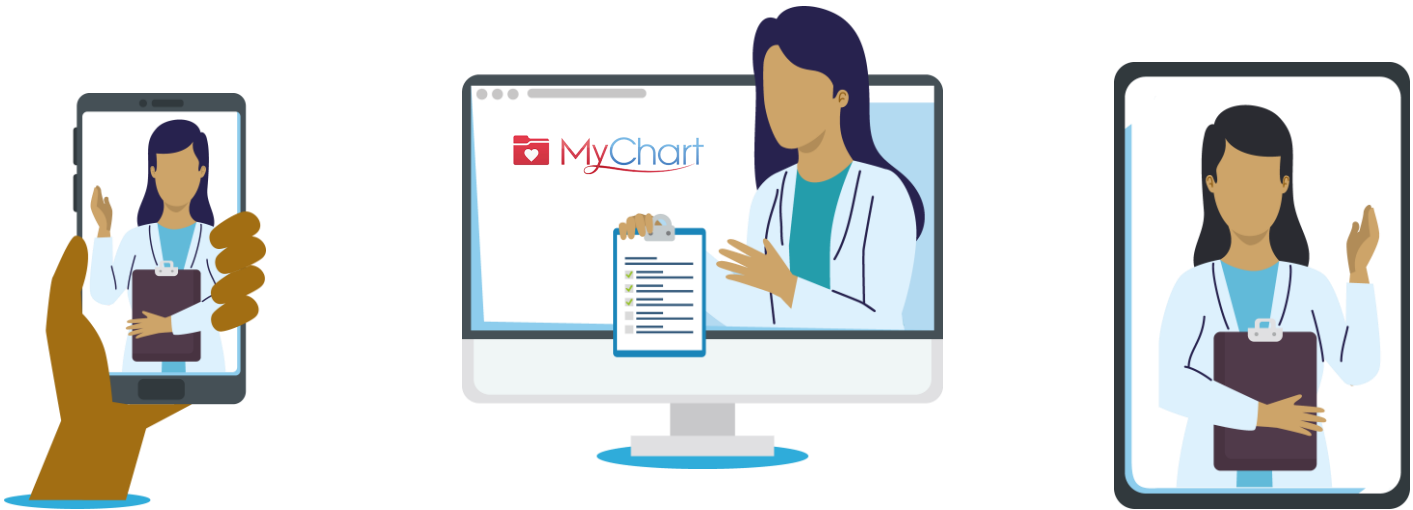
## What is MyChart?

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**
- AHCG 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 an 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).



### 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 (on your After Visit Summary or a billing statement), text or email, or by calling the MyChart Patient Support Line.



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## 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.



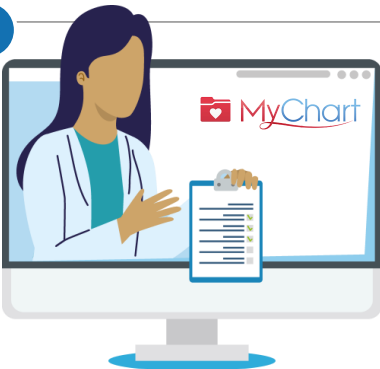
### Download the MyChart app

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



## Desktop or laptop

2



To sign up on your computer, go to:

<https://mychartweb.ohsu.edu/MyChart/Authentication/Login?> and click on "Sign up"



Sign up

3

### Sign up

You will be prompted to put in your contact information and will need to sign in with two-step verification. Go to: <https://www.ohsu.edu/health/mychart-support#section-2186391> for details on two-step verification and signing into MyChart.

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 MyChart Virtual Visit (Video Visit)

### Desktop or laptop

1 Open a web browser (Chrome, Safari, Edge), log into: **<https://mychartweb.ohsu.edu/MyChart/Authentication/Login?>**  
If new to MyChart select the **Sign up** button. Complete two-step verification if prompted.



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

3 Go to the **Visits** icon and tap on your scheduled Virtual Visit appointment and begin PreCheck-In



4 Update demographics, insurance, questionnaires, medication list and hardware test (optional).  
To proceed, only select **Next**

Next

5 15 minutes before your appointment, tap the **Join video visit** button.

Join video visit


6 Once the hardware test (required) indicates "You're ready for your video call," click the **Join call** button.

Join call

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For Android devices, open the Google Play Store.



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- 2
- Open the MyChart app
  - Sign in with your username and password
  - Complete two-step verification if prompted
  - 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 15 minutes before the scheduled time; tap **Join video visit**

Join video visit

- Once the hardware test shows that your camera and microphone are working, click, the **Join call** button

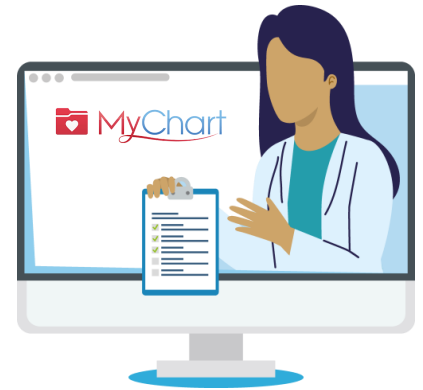
Join call

## Make your MyChart Virtual Visit a success

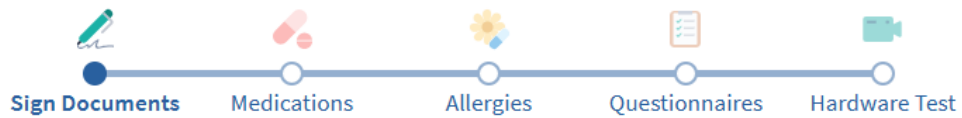
### Start with PreCheck-In

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 if required
  - Select **Next**. Do not click on "Finish later." This will exit you from PreCheck-In.



#### PreCheck-In



Please review and sign (if needed) the following documents. You may need to sign more documents at the clinic.

OHSU Notice of Privacy Practices

Tuality Notice of Privacy Practices

AHCG Notice of Privacy Practices and Patient Rights

Adventist Health Portland Notice of Privacy Practices

#### Terms & Conditions

✓ Signed on 4/30/2025

Review

Next

Finish later

## Begin your MyChart Virtual Visit

4. Once you have completed PreCheck-In, hit **Submit**.
5. The **Join video visit** button will turn blue 15-minutes before your appointment, and you can enter the hardware test. Follow prompts to allow permission to your mic and camera.
6. Click the **Join call** button to enter the virtual waiting room.
7. Your doctor will start the visit.
8. When you finish the visit, your doctor will close the appointment.



## 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.

- Proxy access is granted once a completed authorization form has been returned and processed.
- You will use your own MyChart account for proxy access to the patient's MyChart. The accounts will be linked when access is given.
- Communication using **MyChart** is for non-urgent matters only.



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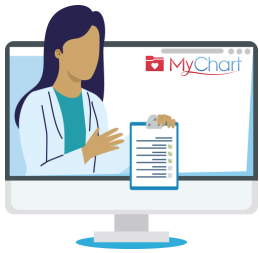
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- AHCG patients (M-F, 8 am to 5 pm) call

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There are many types of proxy access, and we can help you decide the type that is right for you. For help, please contact your clinic.



## 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 of minors can have proxy access to that minor's MyChart account. You can request proxy access to a child's MyChart account at their next clinic visit.
- Proxy access for patients **15 years and older** requires a signed (by patient) [Authorization to Use and Disclose Protected Health Information](#) in OHSU MyChart before access is given.
  - **If your teen or adult family member cannot authorize** your proxy access, please contact their healthcare provider to talk about how you can request access as their healthcare representative.

### ADULTS

Patients 18 years or older can give another person proxy access to their MyChart account by completing the [Authorization to Use and Disclose Protected Health Information](#) and submitting it to the front desk staff at their clinic.