

# Welcome to MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyChart, you can:

- View all your health information in one place. See your medications, test results, appointments, medical bills and more all in one place, even if you have been seen at multiple healthcare organizations.
- Quickly schedule appointments and find care. Make appointments at your convenience, complete pre-visit tasks from home, and more.
- Connect with a UT Health Provider no matter where you are. Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.
- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

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

# MyChart Patient User Guide

For quick navigation, click a line on the Table of Contents to jump to the page. You can also search this document for key words (CTRL+F) to find items faster.

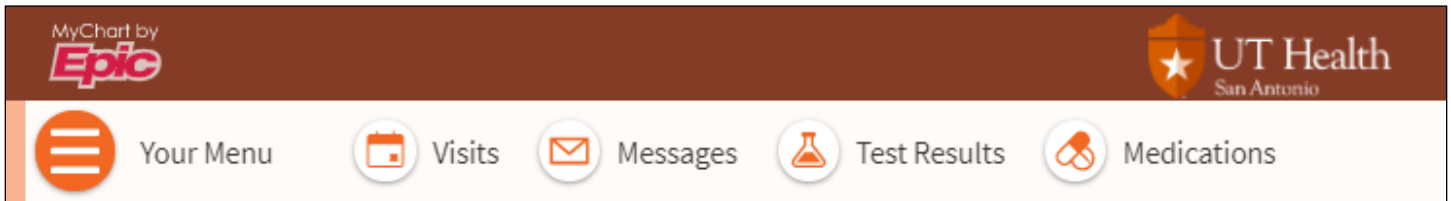
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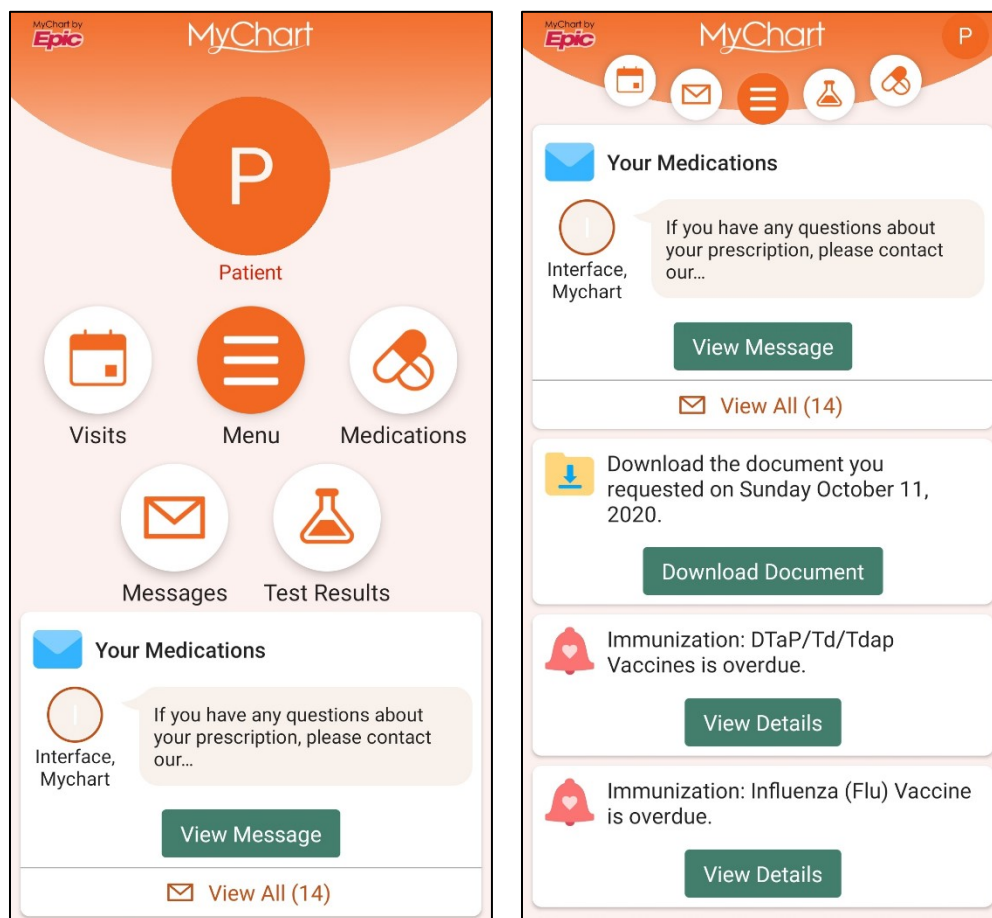
# Navigating MyChart

Access MyChart activities using the **Menu** or jump to frequently used activities from the **toolbar**. From any activity, click the **UT Health logo** to return to the home page. Notice that the MyChart icons are the same for both web and mobile versions.

**Web Version toolbar.** This is what users can expect to see when accessing MyChart from computer.



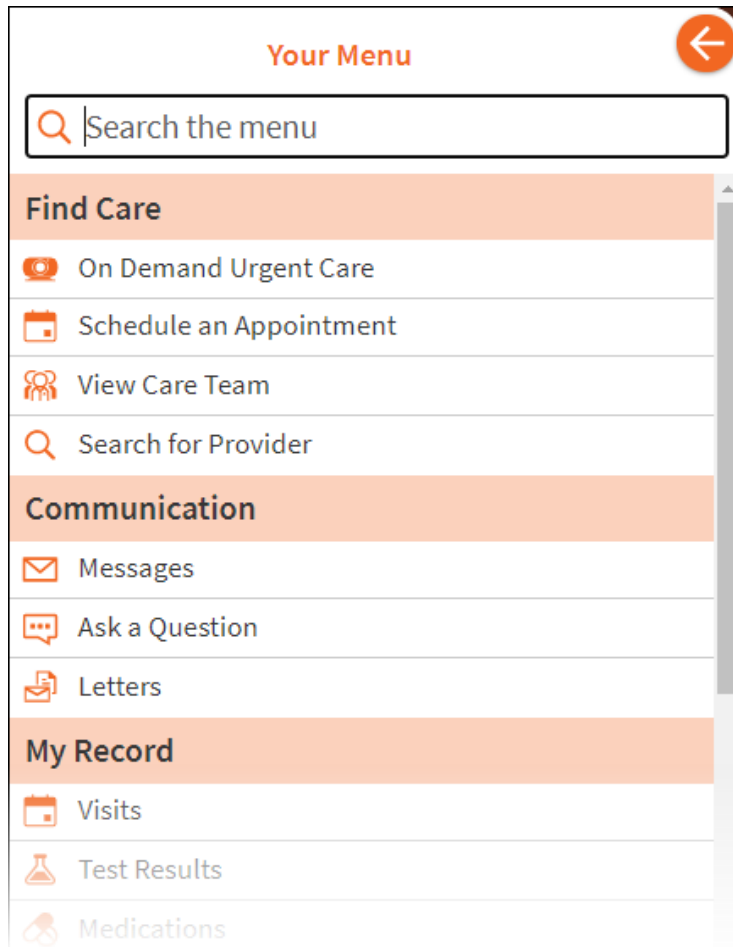
**Mobile Version.** This view is what users can expect to see when accessing MyChart from a mobile device using the MyChart app.



# Menu

Tap or click the **Menu** icon to access all of the available activities in MyChart. If you are unable to locate a specific activity, use **Search the menu**.

*Web Version and Mobile Version:*



# MyChart Home Page

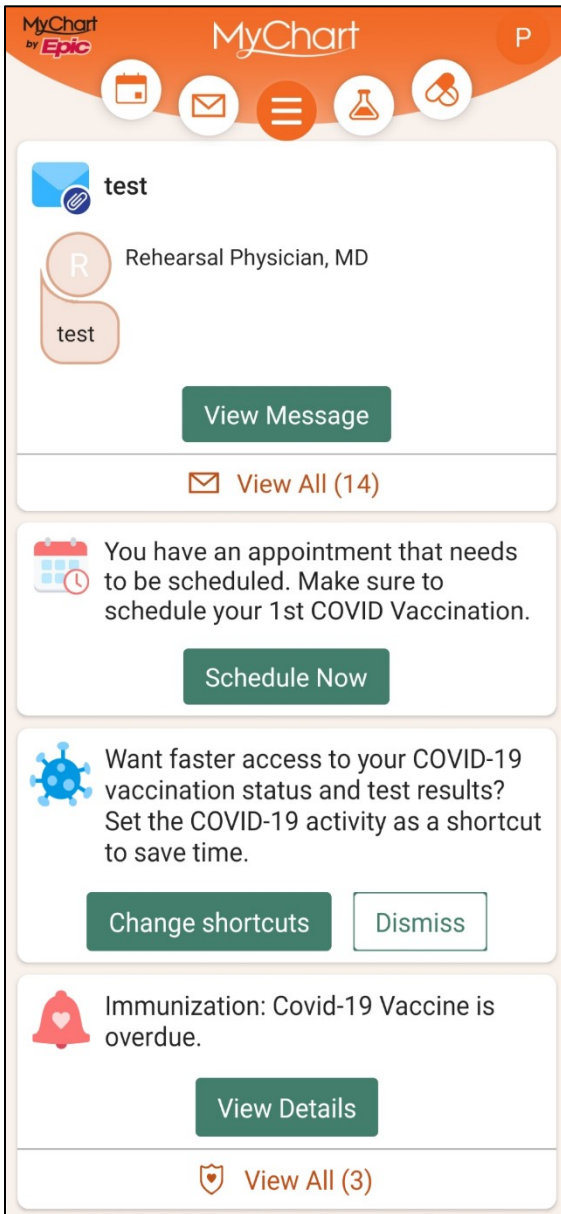
The MyChart Home Page is where you'll find several types of notifications such as appointments scheduled, immunizations that are due, new messages, items to update, and more.

Web version

The screenshot shows the MyChart Home Page interface. At the top, there is a dark brown header with the MyChart by Epic logo on the left and the UT Health San Antonio logo on the right. Below the header is a navigation bar with five icons: Menu (hamburger icon), Visits (calendar icon), Messages (envelope icon), Test Results (flask icon), and Medications (pill icon). The main content area is titled "Welcome!" and contains five notification cards. Each card has a title, a description, and one or more action buttons.

- Appointment Scheduled:** Interface, Mychart Aug 16. Appointment Information: Visit Type: COVID 3RD VACCINE... View Message
- Share Everywhere:** Give one-time access to your health information to any clinician with internet access. Learn More, Dismiss
- Email Verification:** Your email address has not been verified. We need to verify that we can reach you at this email address by sending a one-time code to [redacted]. Send code to verify, Update contact info
- COVID-19 Status:** Stay up to date on your COVID-19 status with test results and more. View status, Dismiss
- Immunization:** DTaP/Td/Tdap Vaccines is overdue. View Details

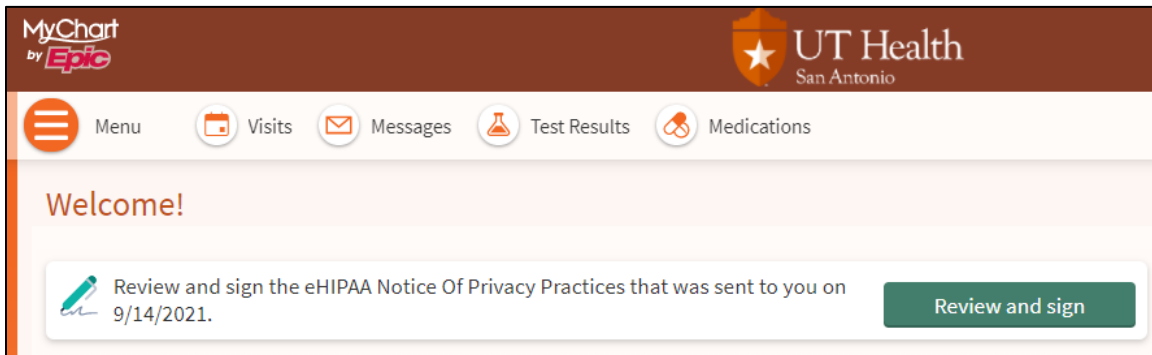
Mobile Version



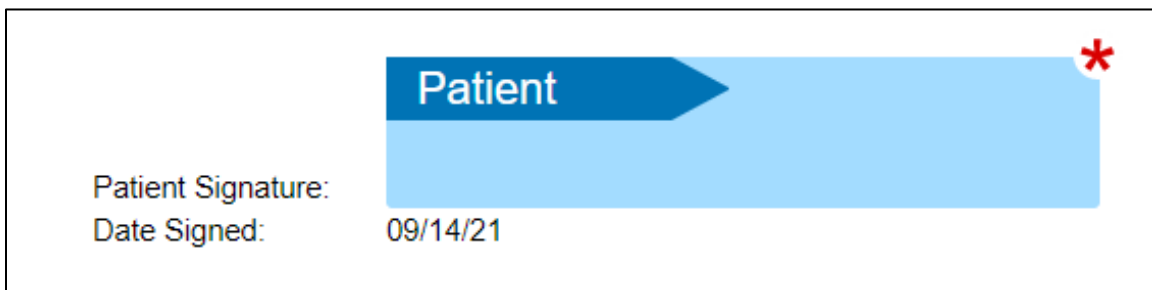
# Electronically Sign Documents

Documents that require a patient signature may be available before, during or after an office visit. A notification will appear on the Home Page for you to Review and sign.

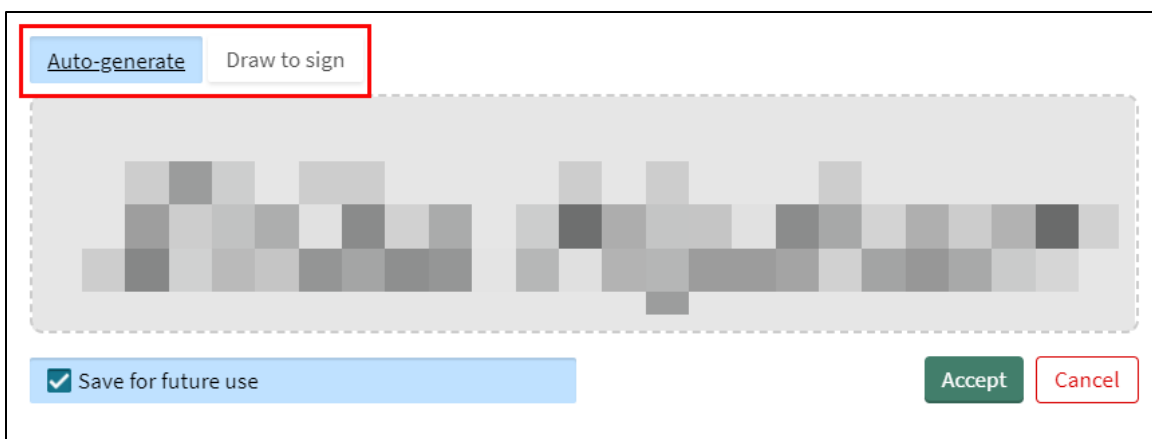
Click or tap **Review and sign** to view the document.



Locate the Patient Signature section of the document, then click or tap the highlighted space to add a signature.



You are given the option to choose an **auto-generated** signature or **draw your own** signature. To save your settings, select the checkbox for **Save for future use**.





Next, tap or click **Accept** at the bottom of the document save your changes.

The screenshot displays a digital signature confirmation interface. On the left, the text reads "Patient Signature:" and "Date Signed: 09/14/21". To the right, a blue rectangular box contains a signature that reads "Patient Juan Mychart" in a cursive font. Below the signature, smaller text states "Signature generated for Patient Juan Mychart at 9/14/2021, 2:03:50 PM". A green checkmark icon is positioned in the top right corner of the signature box. At the bottom right of the screen, there are two buttons: a green "Accept" button and a red-outlined "Cancel" button.

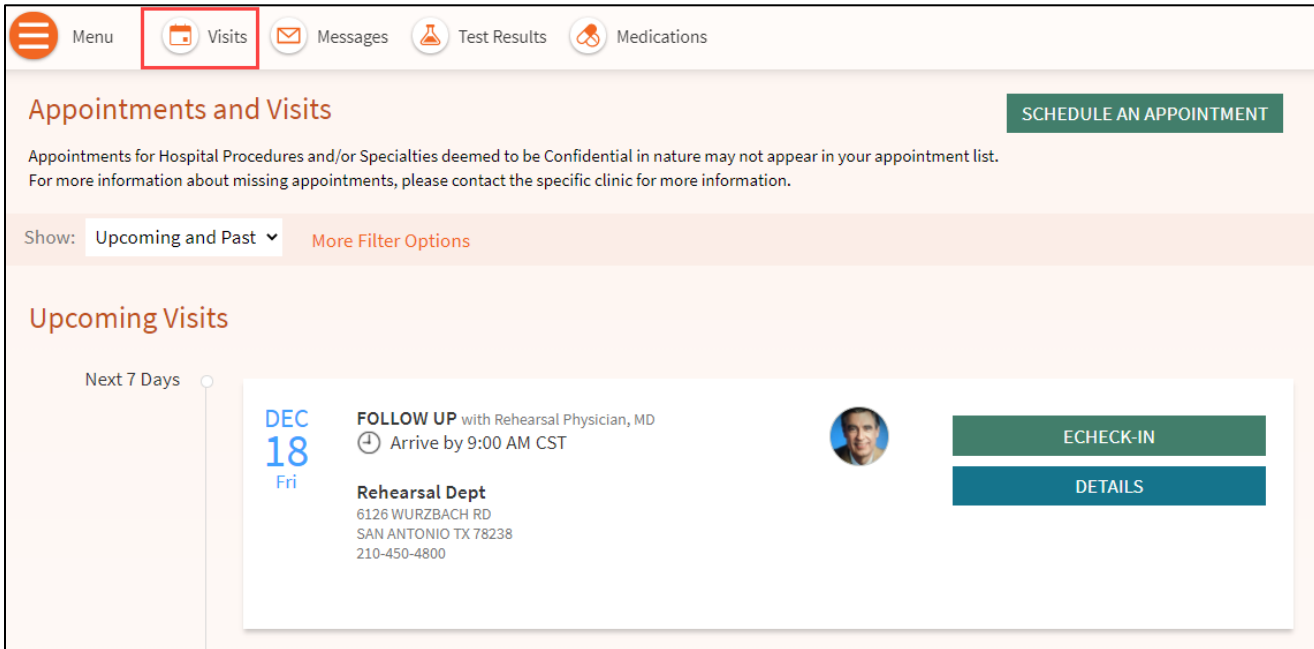
The signed document is sent electronically back to the clinic where it is viewable in your patient record.

# Visits

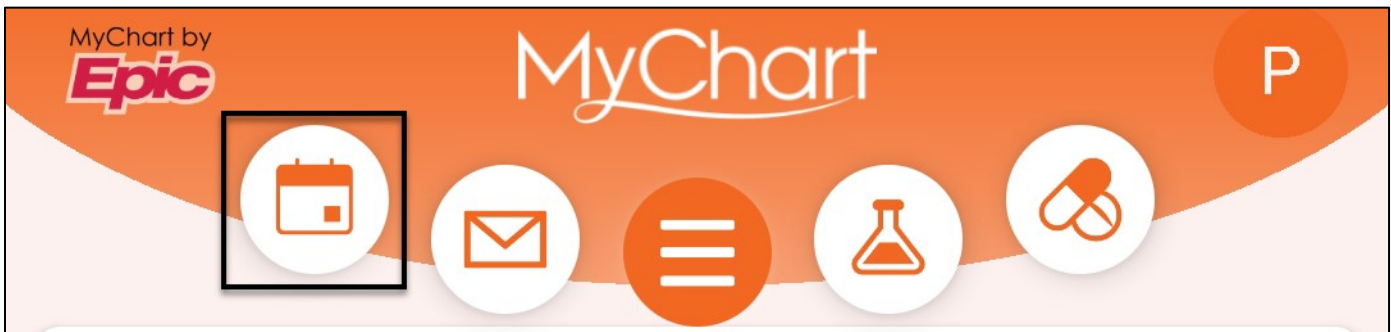
On the toolbar, click **Visits** to schedule or request an appointment, or view upcoming and past visits.

*\*Note that scheduling appointments is only available in select departments and providers.*

## Web Version



## Mobile Version



# View your past or upcoming appointments

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

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

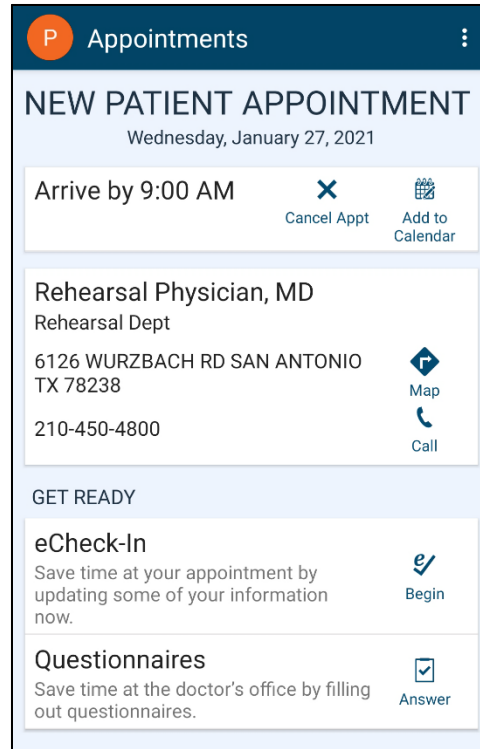
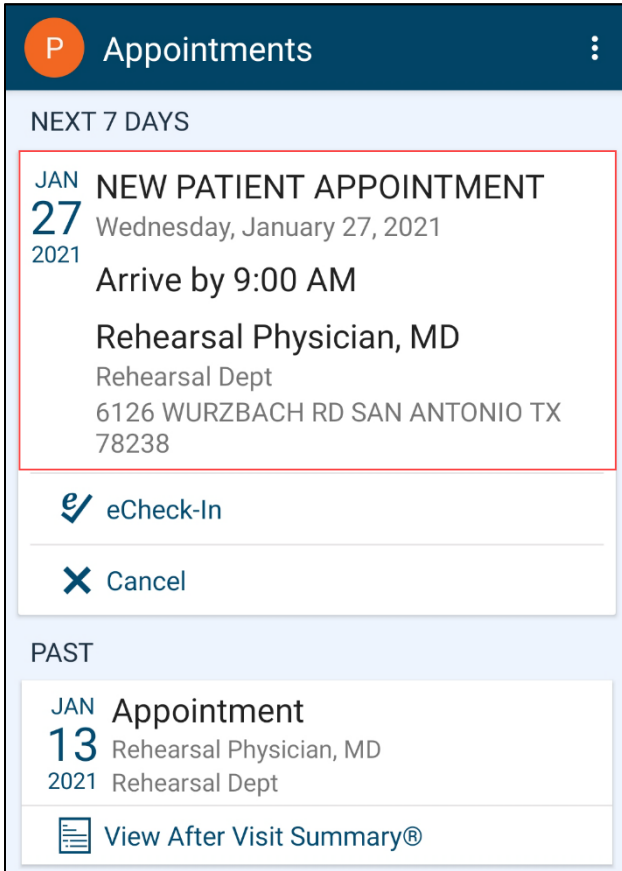
If an upcoming appointment is eligible for eCheck-In, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires

Web Version

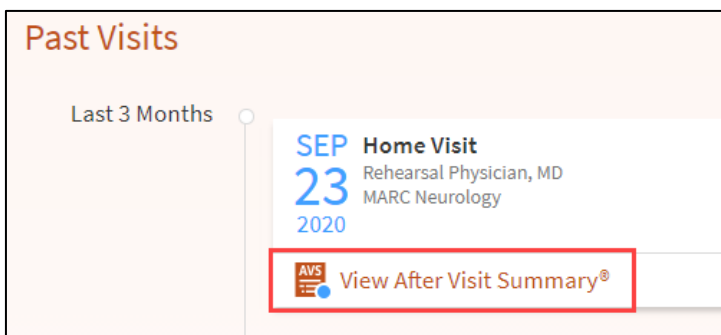
The screenshot displays the 'Upcoming Visits' section of a patient's MyChart account. A calendar view shows the date 'JAN 27 Wed'. The appointment is for a 'NEW PATIENT APPOINTMENT with Rehearsal Physician, MD' at 'Rehearsal Dept' (6126 WURZBACH RD, SAN ANTONIO TX 78238) on 'Wednesday January 27, 2021' at '9:00 AM CST'. The interface includes 'ECHECK-IN' and 'DETAILS' buttons. The 'Appointment Details' view is expanded, showing the appointment information and a 'Get ready for your visit!' section with an 'ECHECK-IN' button and a list of questionnaires to complete: 'HEALTH RISK QUESTIONNAIRE (Print)', 'Medical History Questionnaire (Not Started)', and 'UT COVID-19 SCREENING QUESTIONNAIRE (Not Started)'.

Mobile Version

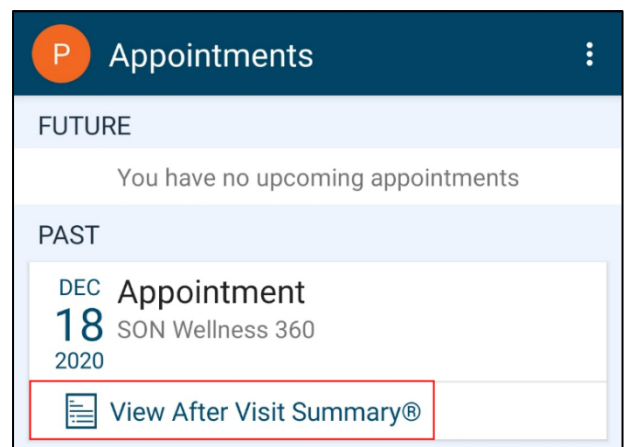


For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your provider's visit notes that are shared with you by clicking **View notes**.

Web Version



Mobile Version



# Answer Pre-Visit Questionnaires

Before you scheduled appointment, the clinic may send you questionnaires to complete. Questionnaires can be found in the Appointment **Details**, select a questionnaire to complete.

Web Version


**Upcoming Visits**

Next 7 Days

**JAN 27**  
Wed

**NEW PATIENT APPOINTMENT** with  
Rehearsal Physician, MD  
🕒 Arrive by 9:00 AM CST


**Rehearsal Dept**  
6126 WURZBACH RD  
SAN ANTONIO TX 78238



[ECHECK-IN](#)

[DETAILS](#)

**Appointment Details**



**NEW PATIENT APPOINTMENT with Rehearsal Physician, MD**

🕒 Wednesday January 27, 2021  
Arrive by 9:00 AM CST  
[Add to Calendar](#)

📍 **Rehearsal Dept**  
6126 WURZBACH RD  
SAN ANTONIO TX 78238  
210-450-4800

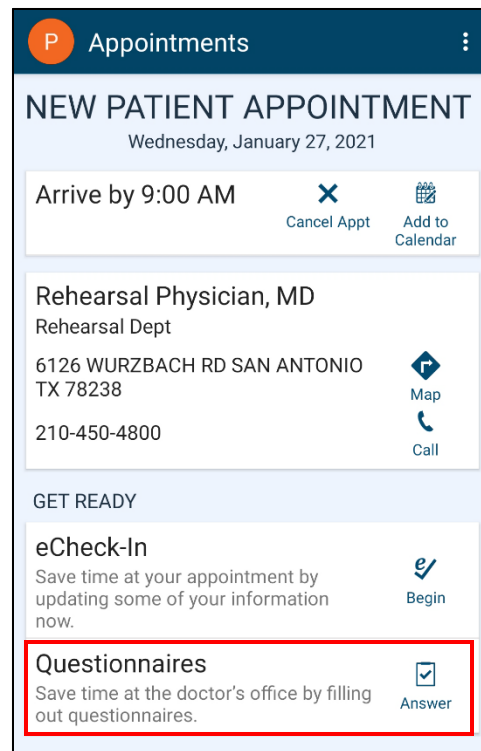
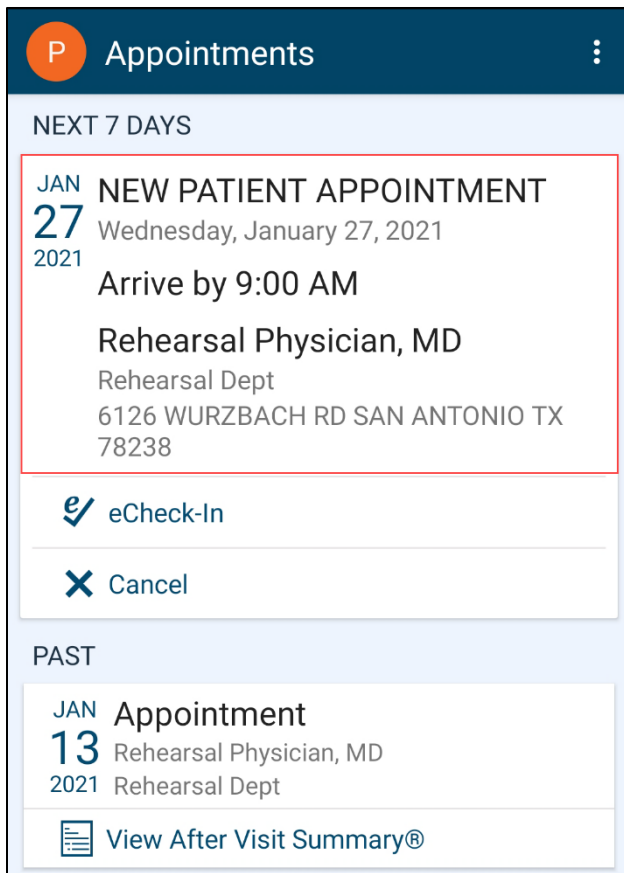
**Get ready for your visit!**

[ECHECK-IN](#)

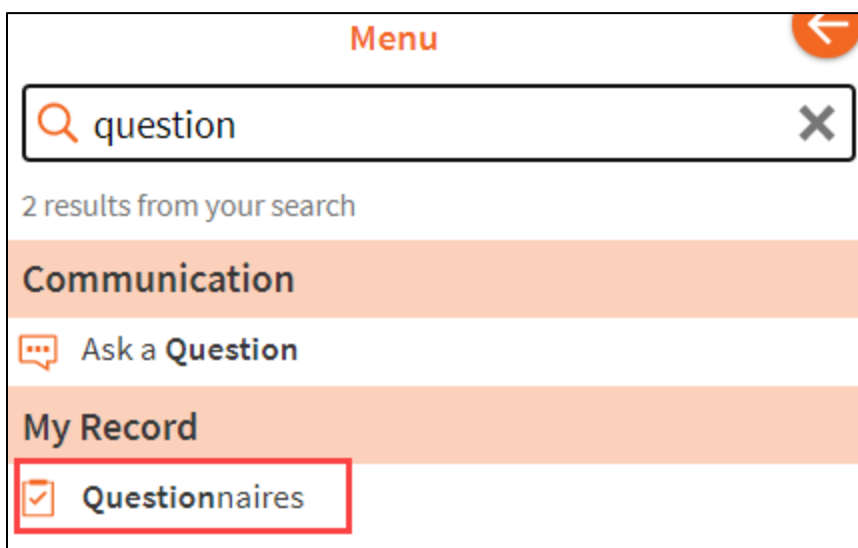
Save time at the clinic by filling out the following questionnaires:

- [HEALTH RISK QUESTIONNAIRE \(Print\)](#)
- [Medical History Questionnaire \(Not Started\)](#)
- [UT COVID-19 SCREENING QUESTIONNAIRE \(Not Started\)](#)

### Mobile Version – Questionnaires



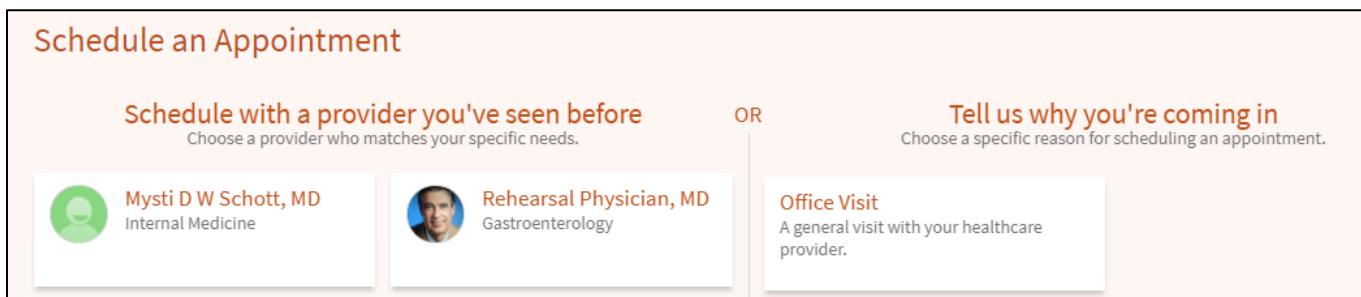
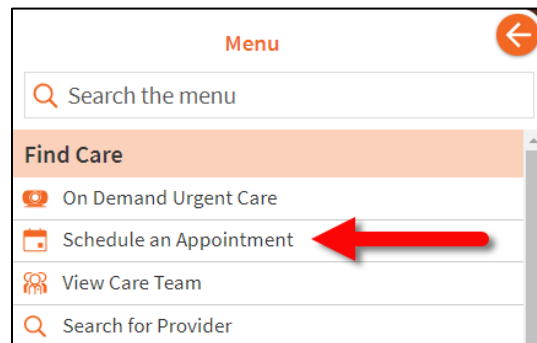
Questionnaires can also be found by navigating to the **Menu** to **Search** for 'Questionnaires'.



# Schedule an Appointment – WEB VERSION

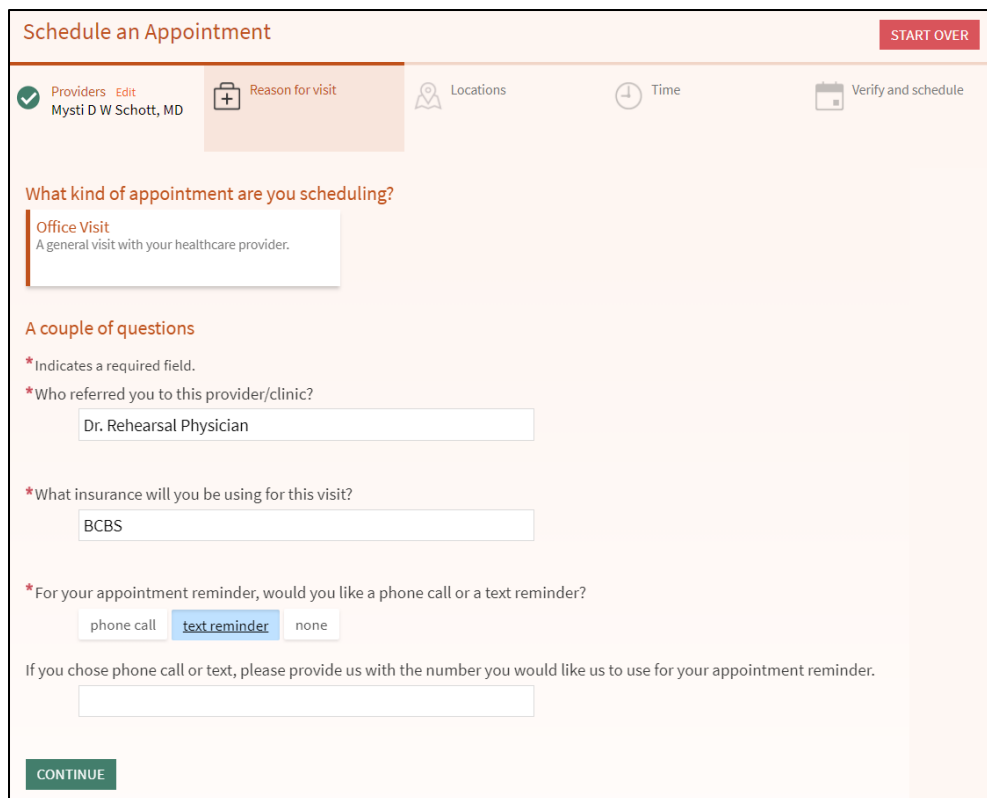
To schedule or request an appointment, go to the **Menu** to locate and click **Schedule an Appointment**.

- When you **schedule an appointment**, you have the following options:
  1. Schedule with a provider you have seen before
  2. Tell us why you are coming in



## Schedule with a provider you have seen before

After you have selected a provider for scheduling, answer a few short questions, then click **Continue**.



Next, if your provider works at multiple locations, choose your appointment **Locations** preference. If your provider sees patients at only one location, you will bypass this screen.

The screenshot shows the 'Schedule an Appointment' interface. At the top right is a red 'START OVER' button. Below the title bar are five progress indicators: 'Providers' (checked, 'Rehearsal Physician, MD'), 'Reason for visit' (checked, 'Office Visit'), 'Locations' (active, 'Locations'), 'Time' (clock icon), and 'Verify and schedule' (calendar icon). The main content area is titled 'Which location works for you?' and contains three location cards: 'Medical Arts and Research Center', 'Rehearsal Dept' (6126 WURZBACH RD, SAN ANTONIO TX 78238), and 'UTH VERDE HILLS' (10350 BANDERA ROAD, SAN ANTONIO TX 78250-5616).

Finally, select a preferred date and time for your appointment and include what you want addressed during the visit. To send your appointment request, click **Send Request**.

The screenshot shows the 'Schedule an Appointment' interface at the 'Send Request' step. The top right has a red 'START OVER' button. The progress indicators are: 'Providers' (checked, 'Mysti D W Schott, MD'), 'Reason for visit' (checked, 'Office Visit'), 'Locations' (checked, 'Medical Arts and Research Center'), and 'Send appointment request' (active, envelope icon). The main content area is titled 'Confirm the request details you are about to send:'. On the left, it displays 'Office Visit with Mysti D W Schott, MD' and a note: 'Date and time to be determined. A scheduler will reach out to you about a specific time.' Below this is the provider's contact information: 'MARC Internal Medicine, 8300 FLOYD CURL DR, 1ST FLOOR, MC8322, SAN ANTONIO TX 78229, 210-450-9020'. On the right, there are fields for 'Preferred dates' (MM/DD/YYYY to MM/DD/YYYY) and 'Preferred times' (All available times / Filter times). A text box asks 'What is the most important thing you want addressed during this visit?'. At the bottom is a green 'SEND REQUEST' button.

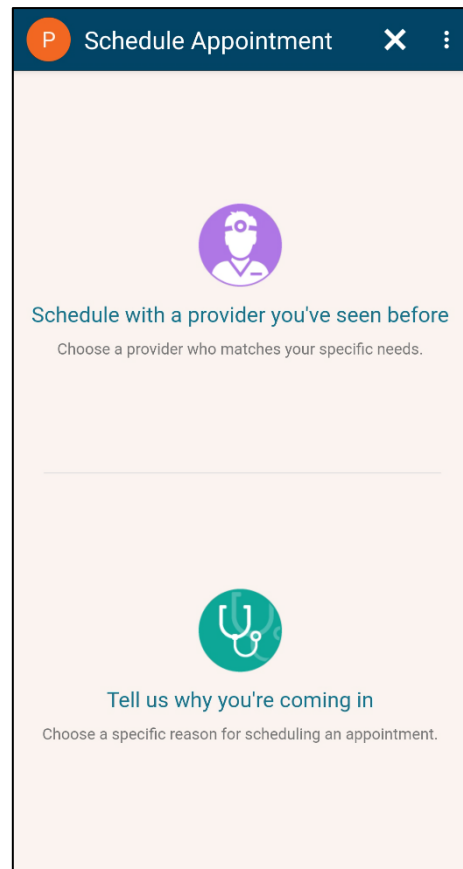
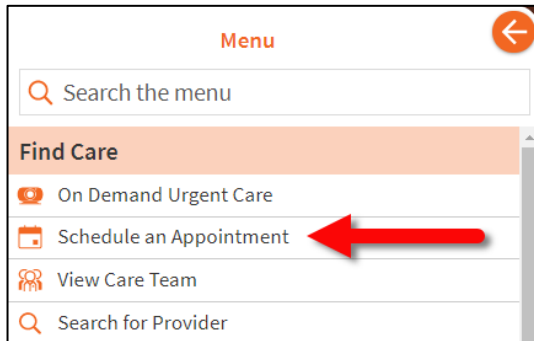
After you submit your request, someone from the clinic will contact you to verify an appointment date and time.



# Schedule an Appointment – MOBILE Version

To schedule or request an appointment, go to the **Menu** to locate and click **Schedule an Appointment**.

- When you **schedule an appointment**, you have the following options:
  1. Schedule with a provider you have seen before
  2. Tell us why you are coming in



## Schedule with a provider you have seen before

After you have selected a provider, answer a few short questions, then click **Continue**.

The screenshot shows the 'Schedule Appointment' screen with a dark blue header. Below the header are five icons: a person with a checkmark, a first aid kit, a location pin, a clock, and a calendar. The 'first aid kit' icon is highlighted with an 'Edit' label. The main content area is titled 'WHO DO YOU WANT TO SEE?' and lists two providers: 'Mysti D W Schott, MD Internal Medicine' and 'Rehearsal Physician, MD Gastroenterology'. The second provider is selected, indicated by a blue bar on the left. Below the list, it says '1 provider selected' and a green 'CONTINUE' button.

The screenshot shows the 'Schedule Appointment' screen with a dark blue header. Below the header are five icons: a person with a checkmark, a first aid kit, a location pin, a clock, and a calendar. The 'person with a checkmark' icon is highlighted with an 'Edit' label. The main content area is titled 'WHAT KIND OF APPOINTMENT ARE YOU SCHEDULING?' and shows 'Office Visit' selected. Below this is a section titled 'A COUPLE OF QUESTIONS' with three questions: '\*Who referred you to this provider/clinic?' with 'Self' entered, '\*What insurance will you be using for this visit?' with 'Bcbs' entered, and '\*For your appointment reminder, would you like a phone call or a text reminder?' with 'text reminder' selected. A green 'CONTINUE' button is at the bottom.

The screenshot shows the 'Schedule Appointment' screen with a dark blue header. Below the header are five icons: a first aid kit, a location pin, a person with a checkmark, a clock, and a calendar. The 'location pin' icon is highlighted with an 'Edit' label. The main content area is titled 'WHICH LOCATIONS WORK FOR YOU?' and lists four locations: 'Any location', 'Medical Arts and Research Center', 'Rehearsal Dept', and 'UTH VERDE HILLS'. The 'Rehearsal Dept' location is selected, indicated by a blue bar on the left. Below the list, it says '1 location selected' and a green 'CONTINUE' button.

Next, if your provider works at multiple locations, choose your appointment **Locations** preference. If your provider sees patients at only one location, you will bypass this screen.

Finally, select a **preferred date** and **time** for your appointment and include what you want **addressed during the visit**. To send your appointment request, click **Send Request**.

After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

**Schedule Appointment**

**CONFIRM THE REQUEST DETAILS YOU ARE ABOUT TO SEND:**

**Office Visit with Rehearsal Physician, MD**

**Date and time to be determined**  
A scheduler will reach out to you about a specific time

**Rehearsal Dept**  
6126 WURZBACH RD  
SAN ANTONIO TX 78238  
210-450-4800

Preferred dates:  
MM/DD/YYYY   
MM/DD/YYYY

Preferred times:  
**All available times**  
Filter times

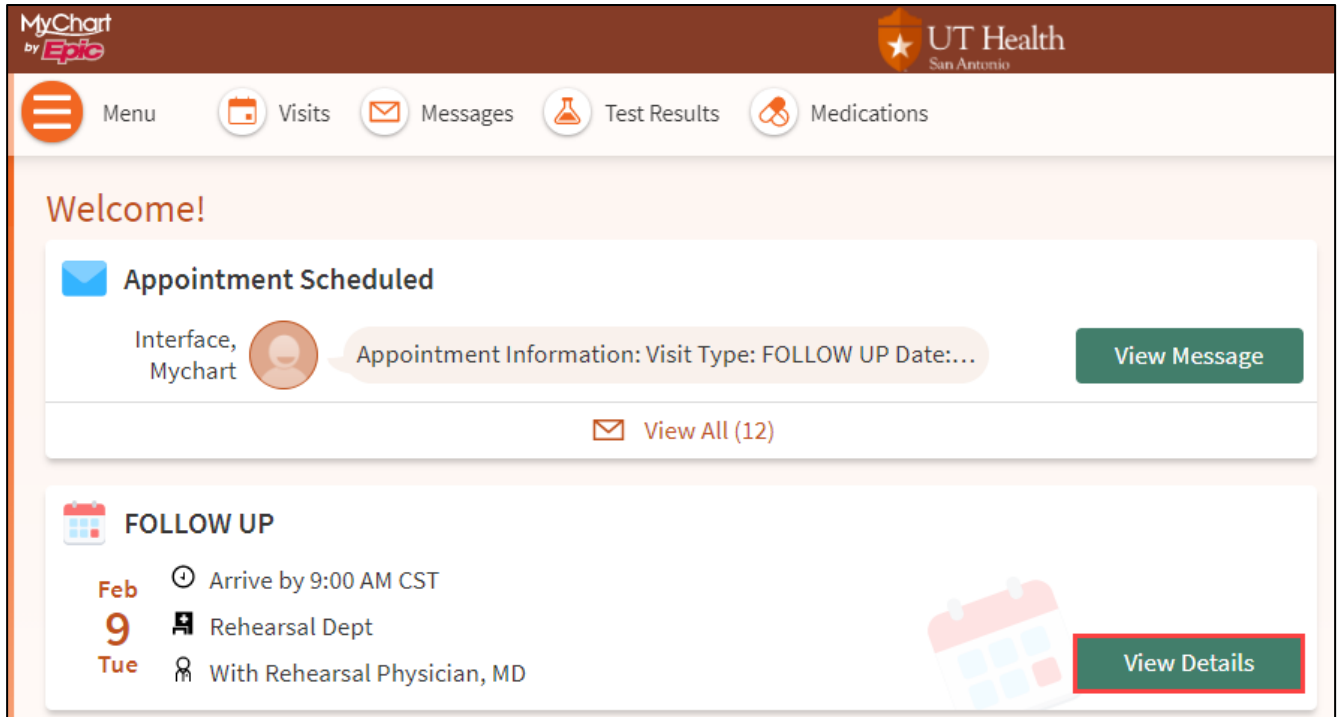
What is the most important thing you want addressed during this visit?

**SEND REQUEST**

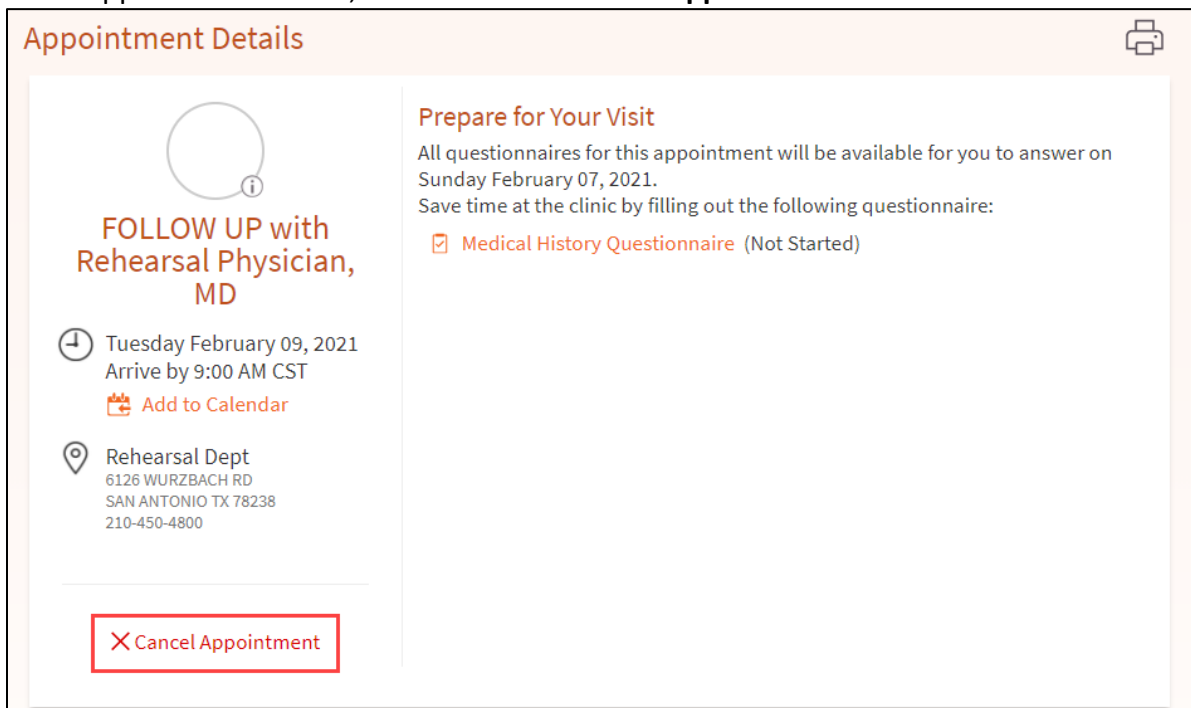
# Cancel an appointment

Appointments may be canceled via MyChart 4 or more days before the scheduled appointment date. *If it is less than 4 days before your scheduled appointment, call the clinic to cancel.*

1. Locate the scheduled appointment on your Home Page and click **View Details**.



2. In the appointment details, locate and click **Cancel Appointment**.



## eCheck-In

eCheck-In is similar to when you arrive at the clinic and confirm your information. With MyChart, you may review and update your information up to three days before the scheduled appointment time. eCheck-In may be used for an in-person or video visit. Look for the eCheck-In icon to begin.

During the eCheck-In process, you will sign the required documents, make a copayment (if required), verify your personal information, review your health issues, medications, allergies, and insurance information. Once you have reviewed or updated your information, the eCheck-In is complete.

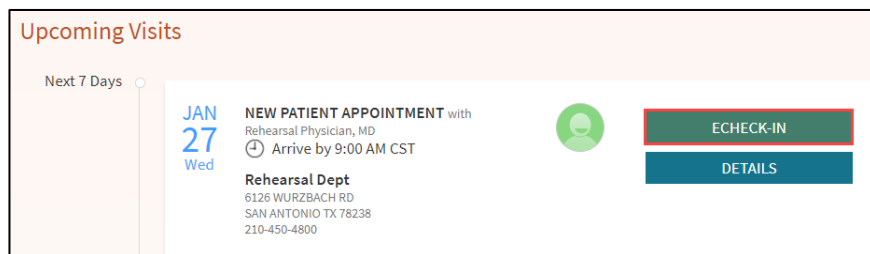
### If you have an in-person visit and have completed eCheck-In:

- When you arrive at the clinic, please let the receptionist know.

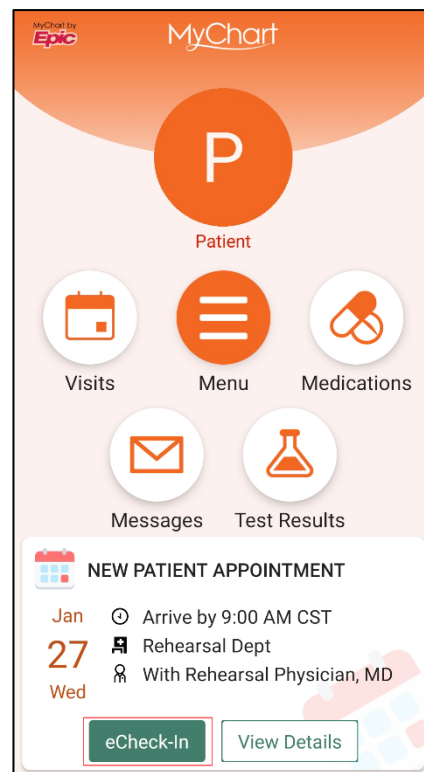
### Please be advised that if you are scheduled for a video visit:

- You may join the video visit up to 30 minutes before your scheduled appointment time.
- You will not be able to begin the video visit until the eCheck-In has been fully completed.
- If you are unable to join the video visit it may be because the eCheck-In is incomplete or you may be attempting to join the video visit too soon.

Web Version



Mobile Version



## Have a video visit with your provider

Meeting with a provider by video visit is a convenient way to receive care without coming to the hospital or clinic in person.

You can use a web browser on your desktop computer or a mobile application to start a video visit. Mobile devices are preferred because most already have the appropriate camera and microphone setup for video visits.

## Prepare for your video visit

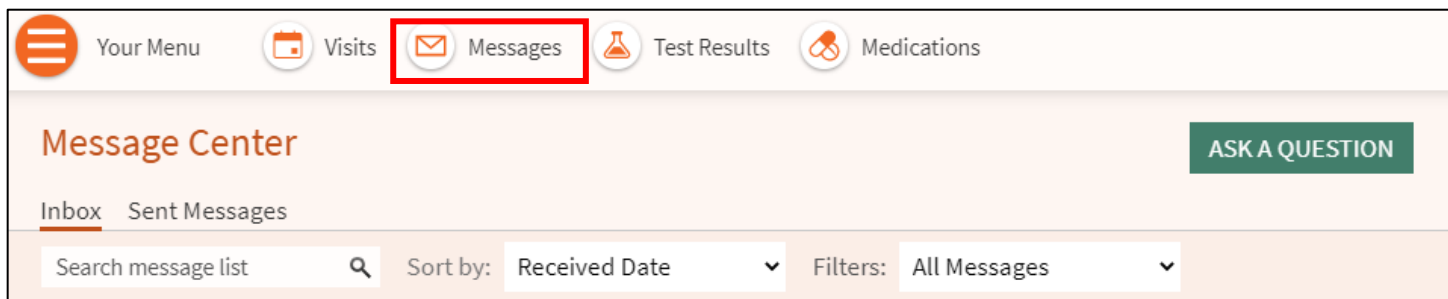
To ensure a smooth connection, complete the following tasks well in advance of your video visit:

- If you will join the video visit on your mobile device, make sure the camera app is up-to-date.
- If you will join the video visit on your desktop computer:
  - Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
  - Make sure you have installed any required browser plug-ins, software, or apps with the most recent updates.

You should complete this test at least 30 minutes prior to your video visit start time.

# Messages – Web Version

On the toolbar, click **Messages** to access the Message Center.



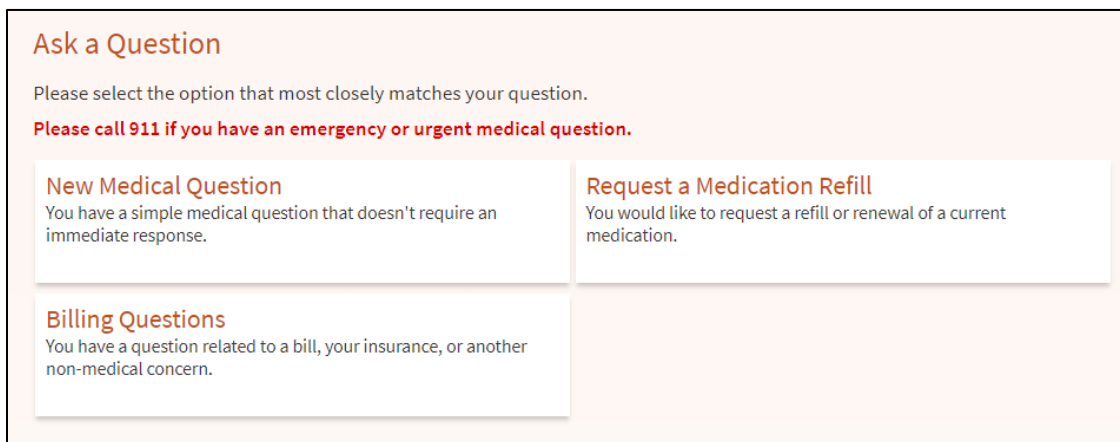
## View messages from your clinic

Read messages sent by your provider or other clinic staff by going to your Inbox. On the webpage, if you are looking for a specific message, enter key words in the search field on the Inbox page.

## Ask a Question

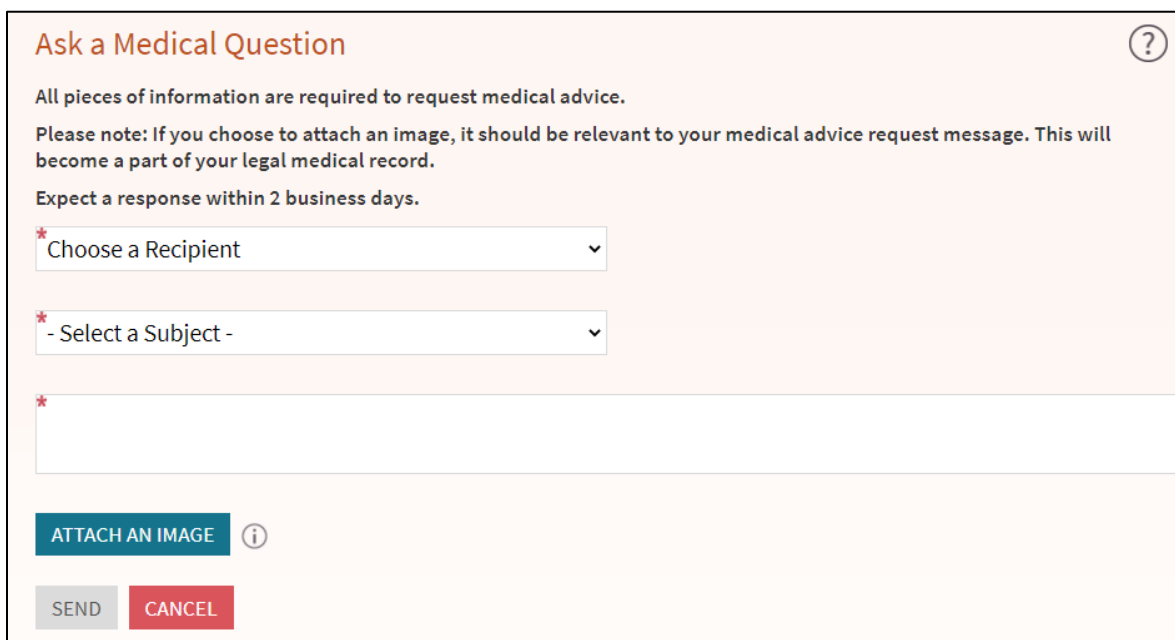
If you have a non-urgent medical question, you can send a message through MyChart. This message is secure, meaning your information stays private as it is sent over the Internet.

1. In the Message Center, click **ASK A QUESTION**.
2. Choose **New Medical Question**.



The screenshot shows a light orange background with the title "Ask a Question" in orange. Below the title is the instruction "Please select the option that most closely matches your question." and a red warning: "Please call 911 if you have an emergency or urgent medical question." There are three white boxes with orange headers: "New Medical Question" (describing simple questions), "Request a Medication Refill" (describing refill requests), and "Billing Questions" (describing insurance and bill-related concerns).

3. Select a **recipient** from the list. This list includes your primary care provider or another provider with whom you have recently had an office visit.
4. Select a **subject** for your message and enter your question.
  - a. When applicable, you may also choose to attach up to 4 images.
5. When you are finished, click **Send**.



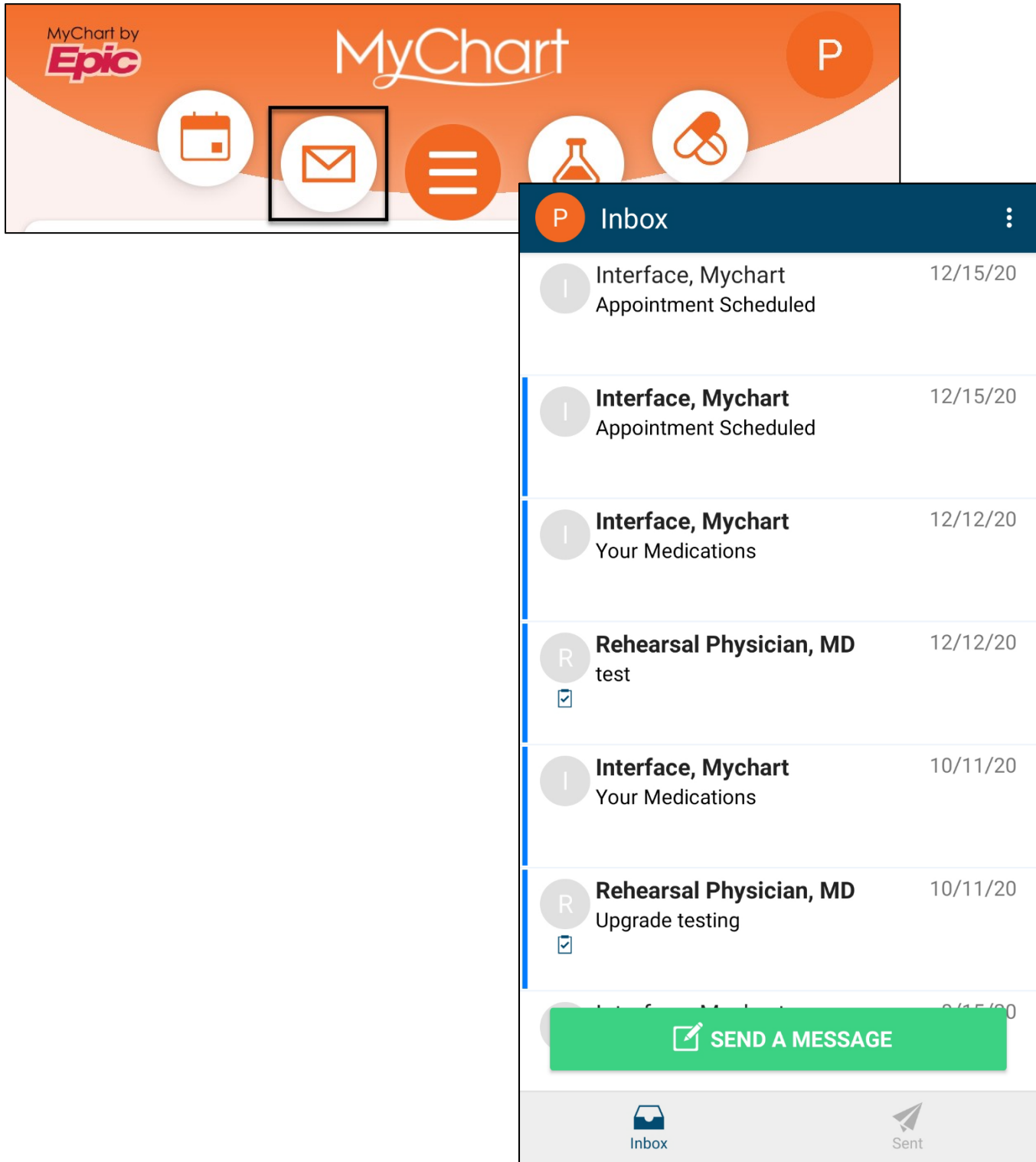
The screenshot shows a form titled "Ask a Medical Question" with a help icon in the top right. It contains instructions: "All pieces of information are required to request medical advice." and "Please note: If you choose to attach an image, it should be relevant to your medical advice request message. This will become a part of your legal medical record." It also states "Expect a response within 2 business days." The form has three required fields: a dropdown for "Choose a Recipient", a dropdown for "- Select a Subject -", and a large text area for the question. At the bottom, there is an "ATTACH AN IMAGE" button with an information icon, and "SEND" and "CANCEL" buttons.

To view a message after you have sent it, go to **Communication > Messages** and click **Sent Messages**. Messages that have an eye icon have not yet been read by clinic staff.



# Messages – Mobile Version

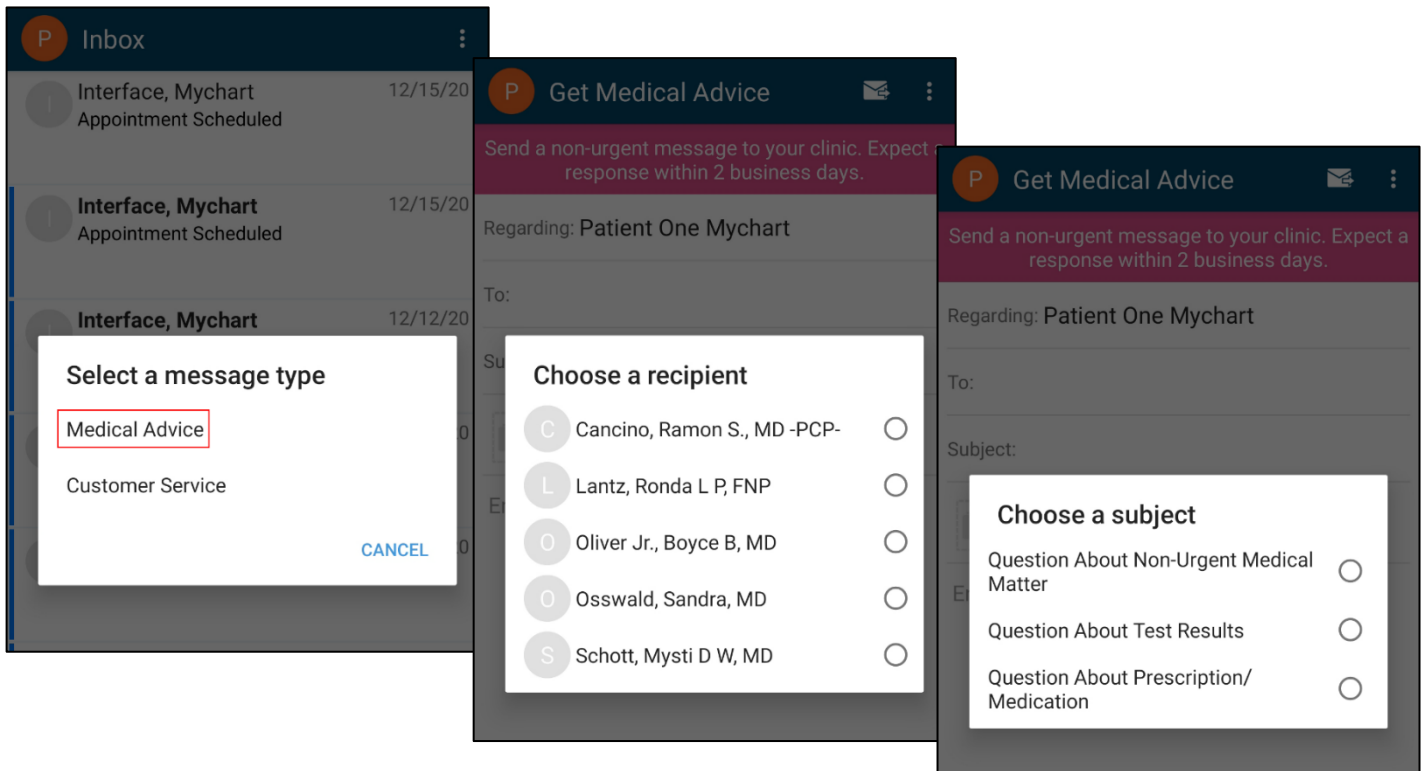
On the toolbar, tap the **Messages** icon to access your Inbox. Here you can view incoming or sent messages or send a message to your care team.




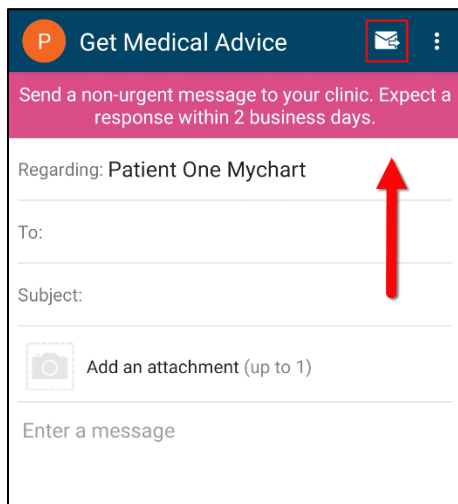
# Send a Message

If you have a non-urgent medical question, you can send a message through MyChart. This message is secure, meaning your information stays private as it is sent over the Internet.

1. From the Inbox, tap **Send a Message**.
2. Select **Medical Advice** as the message type.
3. Choose a **recipient**.
  - a. If the provider you are looking for is not present, contact the clinic by phone.
4. Choose a **subject**.



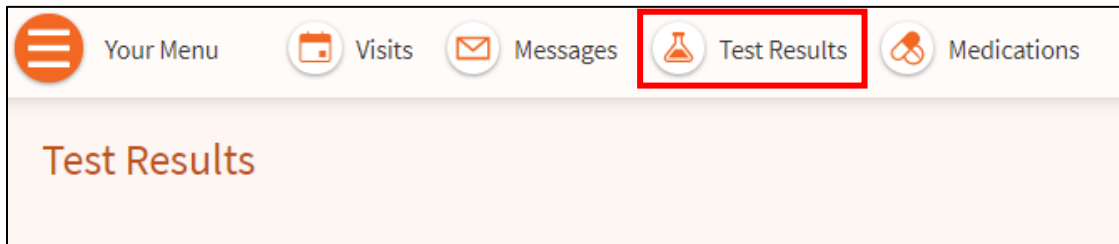
5. Enter a message. When finished, tap  located at the top of screen.



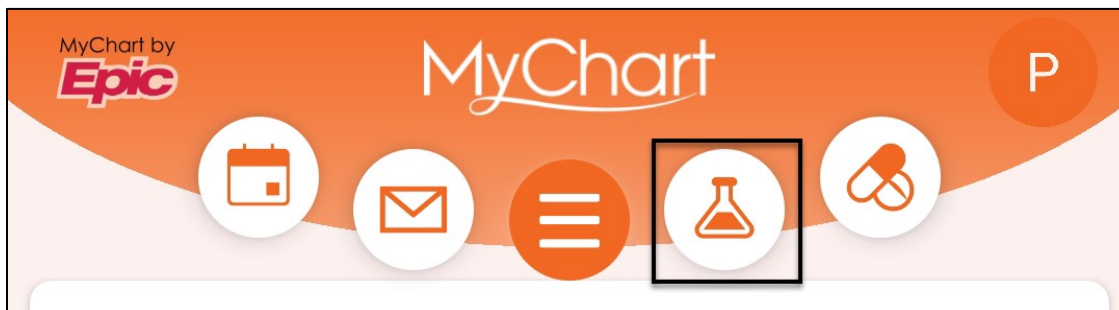
# Test Results

On the toolbar, click **Test Results** to view your results. With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your provider.

## Web Version



## Mobile Version



To view test results, go to **Test Results** from the main toolbar. 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

## Web Version

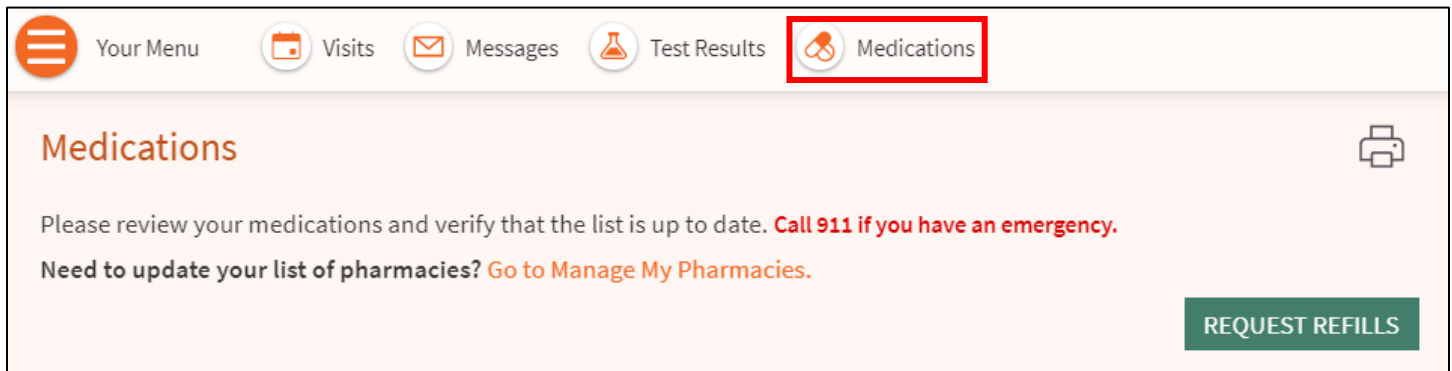
Test	Ordered By	Date
COVID-19 NOVEL CORONAVIRUS (SARS-COV-2)	Patient Reported	Aug 1, 2020
HM COLONOSCOPY	Edward J Zayac, OD	Dec 4, 2019
XR FOOT 3 OR MORE VIEWS LEFT	Rehearsal Physician, MD	Nov 22, 2019
OCT, ANTERIOR SEGMENT - OD - RIGHT EYE	Edward J Zayac, OD	Nov 13, 2019
HEMOGLOBIN A1C	Rehearsal Physician, MD	Oct 18, 2019
CBC WITH DIFFERENTIAL	Rehearsal Physician, MD	May 10, 2018
GLUCOSE (POINT OF CARE)	Rehearsal Physician, MD	Dec 22, 2015
NERVE BLOCKS	Rehearsal Physician, MD	Oct 5, 2013

## Mobile Version

Test Results
POCT HEMOGLOBIN A1C 8/15/2020 Rehearsal Physician, MD
COVID-19 NOVEL CORONAVIRUS (S... 4/27/2020 Rehearsal Physician, MD
CBC WITH DIFFERENTIAL 5/10/2018 Rehearsal Physician, MD
GLUCOSE (POINT OF CARE) 12/22/2015 Rehearsal Physician, MD
NERVE BLOCKS 10/5/2013 Rehearsal Physician, MD

# Medications – Web Version

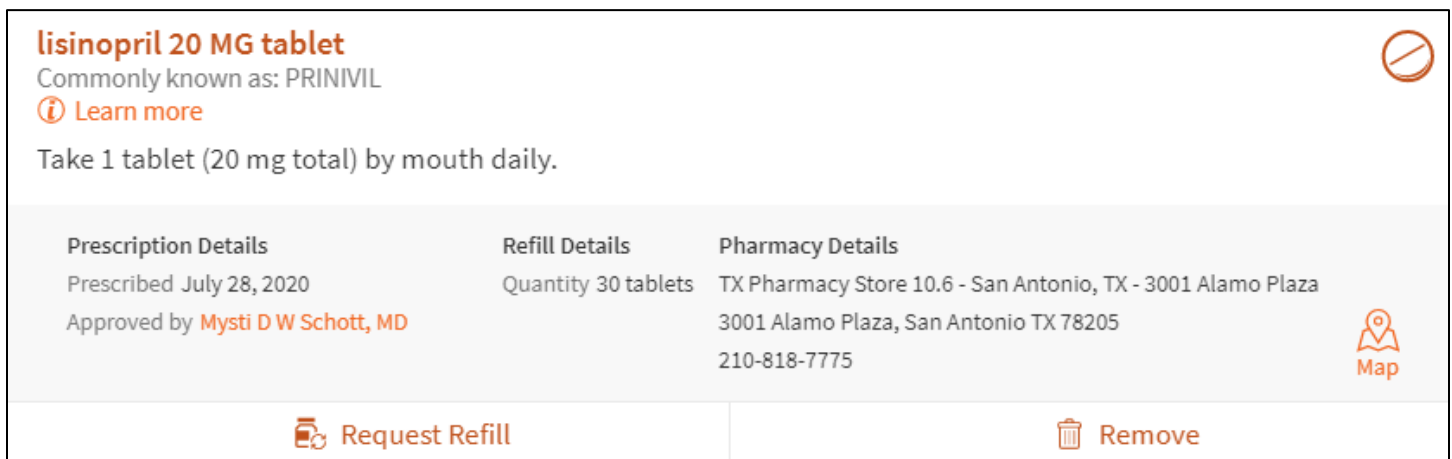
On the toolbar, click **Medications** to review your current medication list or request refills.



The screenshot shows a navigation toolbar with icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The 'Medications' icon is highlighted with a red box. Below the toolbar is a header section titled 'Medications' with a printer icon. The text below the header reads: 'Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.** Need to update your list of pharmacies? [Go to Manage My Pharmacies.](#)' A green button labeled 'REQUEST REFILLS' is located in the bottom right corner of the header area.

## View your current medications

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.



The screenshot shows a medication detail card for 'lisinopril 20 MG tablet'. It includes the common name 'PRINIVIL', a 'Learn more' link, and the instruction 'Take 1 tablet (20 mg total) by mouth daily.' Below this is a table with three columns: 'Prescription Details', 'Refill Details', and 'Pharmacy Details'. The 'Prescription Details' column shows 'Prescribed July 28, 2020' and 'Approved by **Mysti D W Schott, MD**'. The 'Refill Details' column shows 'Quantity 30 tablets'. The 'Pharmacy Details' column shows 'TX Pharmacy Store 10.6 - San Antonio, TX - 3001 Alamo Plaza', '3001 Alamo Plaza, San Antonio TX 78205', and '210-818-7775'. There is a 'Map' icon to the right of the pharmacy details. At the bottom of the card are two buttons: 'Request Refill' and 'Remove'.

Prescription Details	Refill Details	Pharmacy Details
Prescribed July 28, 2020	Quantity 30 tablets	TX Pharmacy Store 10.6 - San Antonio, TX - 3001 Alamo Plaza
Approved by <b>Mysti D W Schott, MD</b>		3001 Alamo Plaza, San Antonio TX 78205
		210-818-7775

Remove a medication you are no longer taking by clicking **Remove** and then adding comments about why you are 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

You can request refills only for medications that were prescribed by at UT Health provider.

1. From the medication list, click **Request Refills**.

**lisinopril 20 MG tablet**  
Commonly known as: PRINIVIL  
[Learn more](#)

Take 1 tablet (20 mg total) by mouth daily.

Prescription Details	Refill Details	Pharmacy Details
Prescribed July 28, 2020 Approved by <b>Mysti D W Schott, MD</b>	Quantity 30 tablets	TX Pharmacy Store 10.6 - San Antonio, TX - 3001 Alamo Plaza 3001 Alamo Plaza, San Antonio TX 78205 210-818-7775

Request Refill

2. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.

**lisinopril 20 MG tablet**  
Commonly known as: PRINIVIL  
[Learn more](#)

Take 1 tablet (20 mg total) by mouth daily.

Prescription Details	Refill Details	Pharmacy Details
Prescribed July 28, 2020 Approved by <b>Mysti D W Schott, MD</b>	Quantity 30 tablets	TX Pharmacy Store 10.6 - San Antonio, TX - 3001 Alamo Plaza 3001 Alamo Plaza, San Antonio TX 78205 210-818-7775

1 prescription selected

3. Review the delivery method and pharmacy. Click **Next**.

**Pharmacy**

Please choose how you would like to receive your refills and enter any comments or concerns you have for your selected prescriptions.

**Selected Refills**

lisinopril 20 MG tablet  
Commonly known as: PRINIVIL  
[+ Add comments](#)

**Delivery Method**

Pick up at a pharmacy

**Pharmacy Info**

Pharmacy  
CVS 16038 IN TARGET - SAN ANTONIO, TX - 13700 SAN

Hours: Not available

4. Review the details of your refill request and click **Submit**.

## Review

### Review Your Request

lisinopril 20 MG tablet  
Commonly known as: PRINIVIL

+ Add comments

### Delivery Details

Pharmacy

CVS 16038 IN TARGET - SAN ANTONIO, TX - 13700 SAN PEDRO AVE  
13700 SAN PEDRO AVE  
SAN ANTONIO TX 78232  
Phone number: 210-545-9208

**BACK** **SUBMIT** **CANCEL**

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

# Add a medication

If you are taking a medication that you would like to share with your care team, navigate to the end of your medication list.

1. Below the list of medications, click **Add a Medication** and then **Search for a medication**.

The screenshot shows the 'Medications' section of a patient portal. At the top, there is a header 'Medications' with a printer icon. Below it, a message reads: 'Please review your medications and verify that the list is up to date. Call 911 if you have an emergency. Need to update your list of pharmacies? Go to Manage My Pharmacies.' A green button labeled 'REQUEST REFILLS' is visible. The main medication entry is for 'lisinopril 20 MG tablet', with the common name 'PRINIVIL' and a 'Learn more' link. The instructions are 'Take 1 tablet (20 mg total) by mouth daily.' Below this, there are three columns: 'Prescription Details' (Prescribed July 7, 2020, Approved by Mysti D W Schott, MD), 'Refill Details' (Quantity 30 tablets), and 'Pharmacy Details' (CVS 3038 IN TARGET - SAN ANTONIO, TX - 13700 SAN PEDRO AVE, 13700 SAN PEDRO AVE, SAN ANTONIO TX 78232, 214-345-9208). A 'Request Refill' button is at the bottom of the entry. A red arrow points from the 'Request Refill' button to a modal window titled 'Add a Medication'. The modal window has a search bar with the placeholder text 'Search for a medication' and a search icon.

2. Add details about the medication as appropriate and click **Accept**.

The 'Add a Medication' form is shown. It has a title 'Add a Medication' and a subtitle 'Enter details about your medication below.' The form contains three fields: 'Name: Zyrtec 10 MG Oral Tablet' with an edit icon, 'Start date:' with a date picker icon, and 'Comments:' with a text area. At the bottom, there are two buttons: 'ACCEPT' and 'GO BACK'.

3. The medication will be added to your record once it has been reviewed by your provider.

The screenshot shows the 'Medications You Asked to Be Added' section. It has a title 'Medications You Asked to Be Added' and a subtitle 'Medications will not be added until your provider reviews them in a future visit.' Below this, there is a medication entry for 'Zyrtec 10 MG Oral Tablet' with a 'Learn more' link and the text 'Started taking on November 1, 2020'. At the bottom of the entry, there is a 'Remove' button with a trash icon.

# Medications – Mobile Version

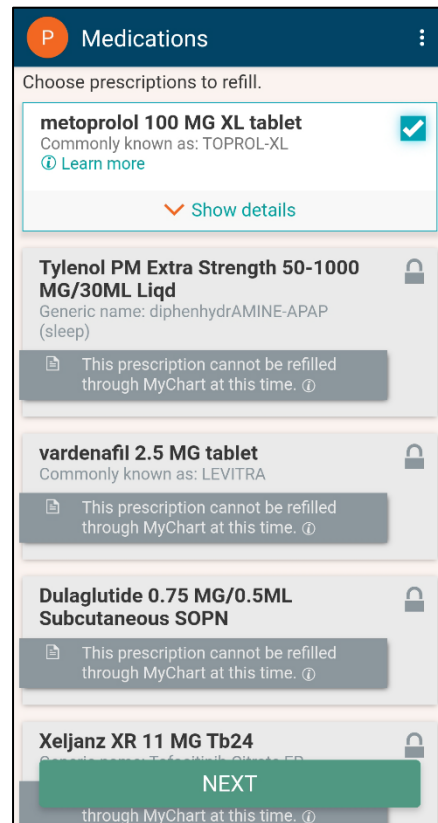
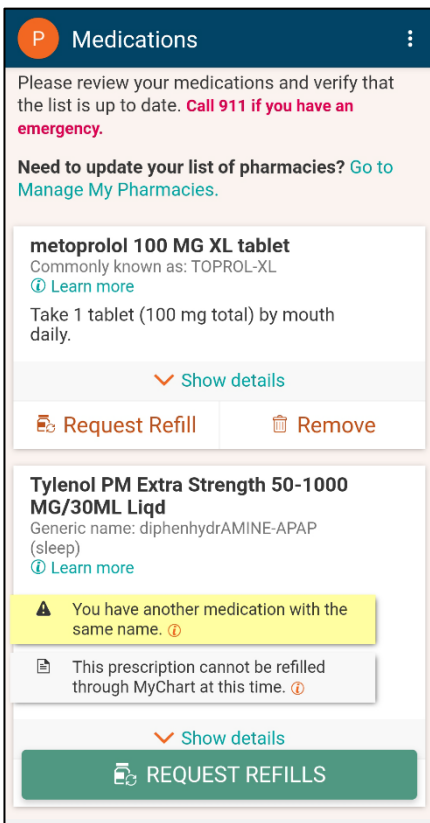
## View your current medications

You can see details for each medication, including the prescribed dosage, instructions, and the provider 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.

## Request a Medication Refill

You can request refills only for medications that were prescribed by at UT Health provider.

1. From the medication list, click **Request Refills**.
2. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.





3. Review the delivery method and pharmacy. Click **Next**.

**P Medications**

Please choose how you would like to receive your refills and enter any comments or concerns you have for your selected prescriptions.

**SELECTED REFILLS**

metoprolol 100 MG XL tablet  
Commonly known as: TOPROL-XL  
[+ Add comments](#)

**DELIVERY METHOD**

Pick up at a pharmacy

**PHARMACY INFO**

Pharmacy: HEB Pharmacy MARC - San Antonio, TX - 8300 Floyd Curl Dr AT Floyd Curl Dr & Wurzbach Rd  
Hours: Not available

**NEXT**

**BACK**

**CANCEL**

4. Review the details of your refill request and click **Submit**.

**P Medications**

**REVIEW YOUR REQUEST**

metoprolol 100 MG XL tablet  
Commonly known as: TOPROL-XL  
[+ Add comments](#)

**DELIVERY DETAILS**

Pharmacy  
HEB Pharmacy MARC - San Antonio, TX - 8300 Floyd Curl Dr AT Floyd Curl Dr & Wurzbach Rd  
8300 Floyd Curl Dr  
San Antonio TX 78229-3931  
Phone number: 210-593-0291

**SUBMIT**

**BACK**

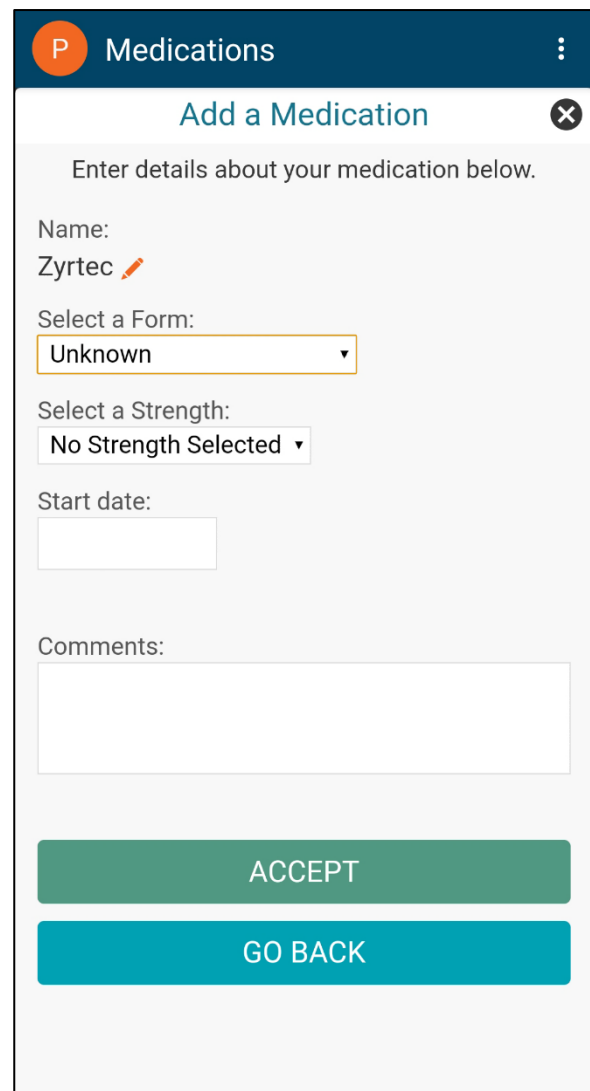
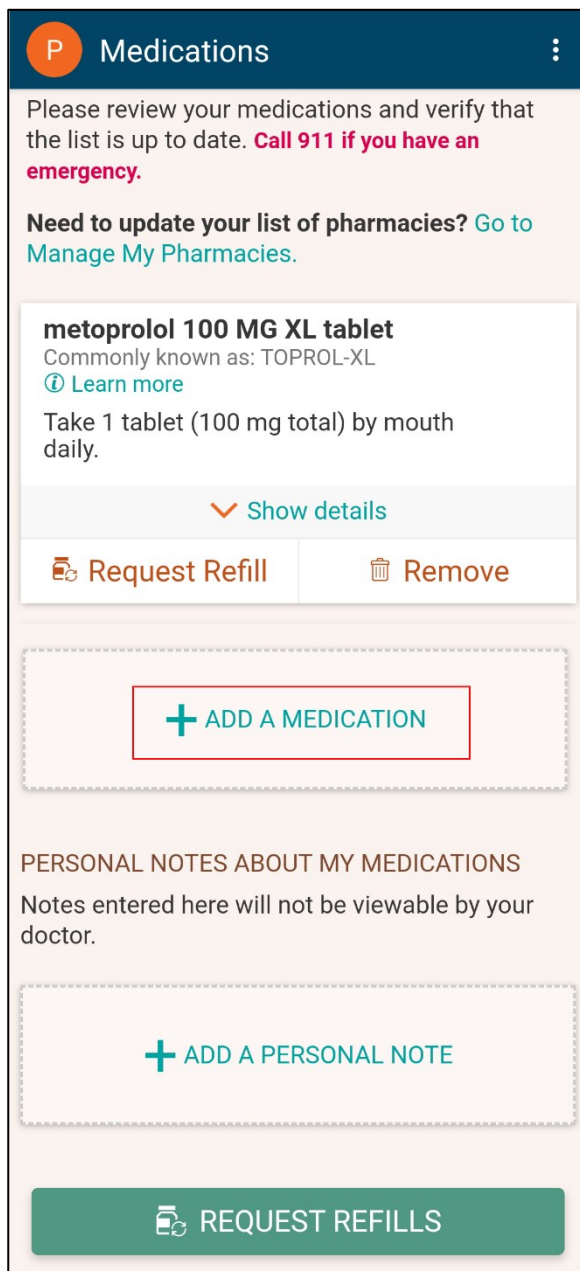
**CANCEL**

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

# Add a medication

If you are taking a medication that you would like to share with your care team, navigate to the end of your medication list.

1. Below the list of medications, click **Add a Medication** and then **Search for a medication**.
2. Add details about the medication as appropriate and click **Accept**.



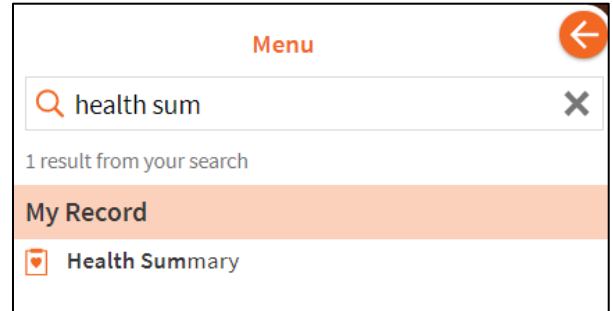
The medication will be added to your record once it has been reviewed by your provider.

# Health

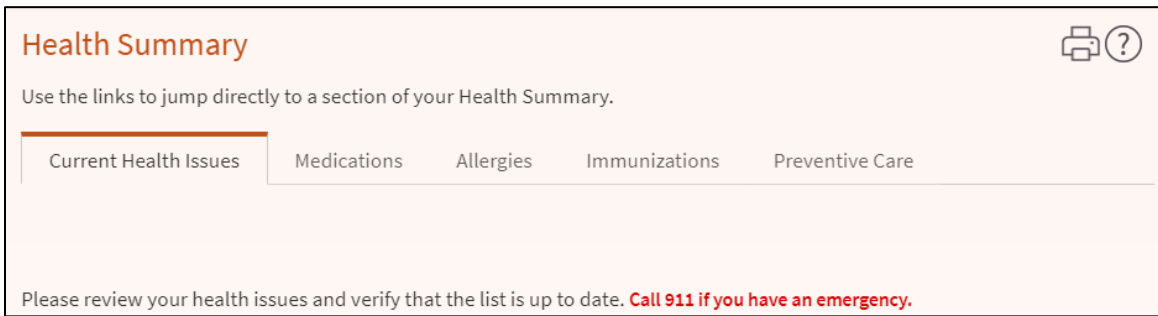
## View a Summary of Your Health Information

From the **Menu**, search for 'health sum' and select **Health Summary**. This summary includes:

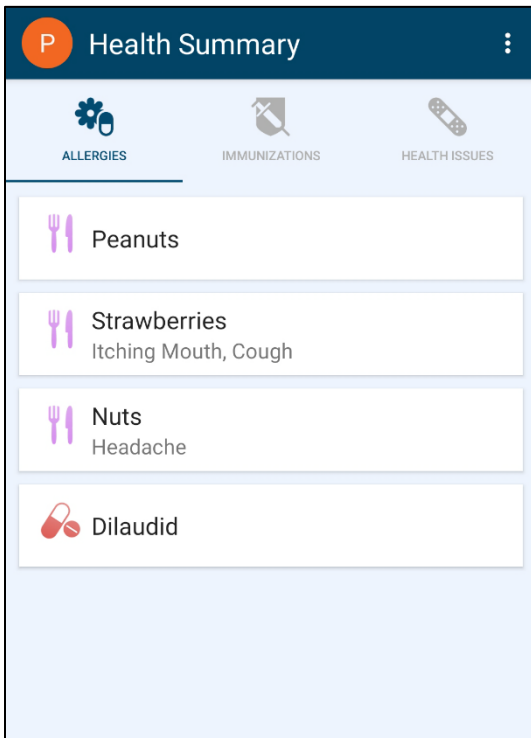
- Current health issues
- Medications
- Allergies
- Immunization Details
- Preventive care



### Web Version



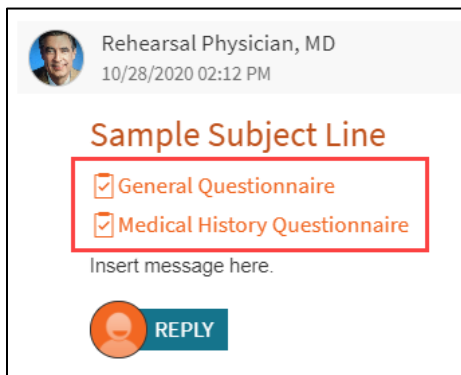
### Mobile Version



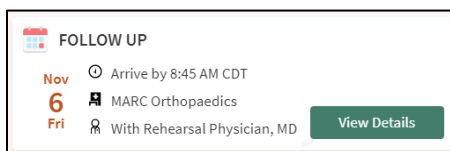
# Respond to questionnaires from your clinic

Your clinic may send questionnaires through MyChart so you can complete them online instead of filling out a form when you get to the clinic.

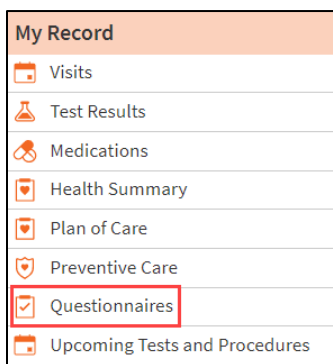
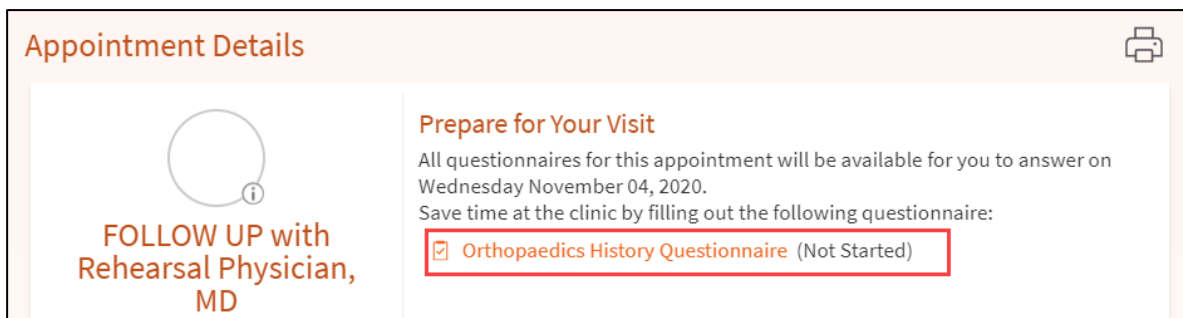
You may respond to questionnaires in three different places:



1. MyChart message - From your Message Inbox, open the message and click the **questionnaire name** near the top of the message.



2. Upcoming appointment information. On the home page, locate the appointment and click **View Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.



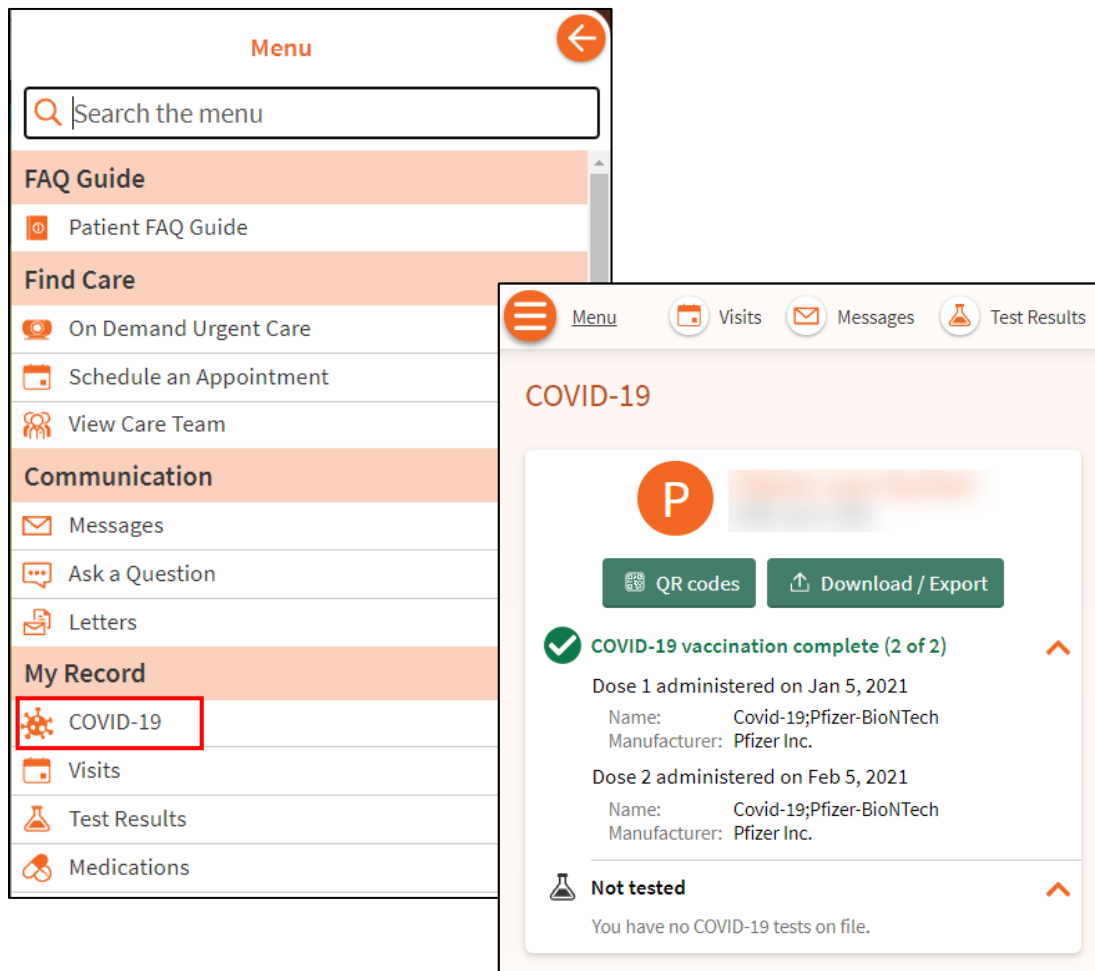
3. Open generally available questionnaires from the menu, **My Record > Questionnaires**.

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

## Access COVID-19 Information

COVID-19 vaccination and test result information are available via MyChart or a printed paper copy. Patients can generate a unique QR code that contains your legal name and birthday, and either the most recent COVID-19 test result or details of the COVID-19 vaccinations received.

From the **Menu**, select **COVID-19**.





Patients can view the **QR code**, or it can be scanned right from your mobile device by anyone who requires proof of vaccination or test results. The option to **download/export** your COVID-19 information to your preferred health wallet is also available.

## Track your daily health readings online

Your provider 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 provider automatically receives the readings so they can monitor your progress between visits. *\*Note: this feature is only available when initiated by your provider.*

### Record a new reading in Track My Health

1. From the toolbar, click the **Menu** icon then search and click  **Track My Health** .
2. Click a flowsheet name to open, and then click **ADD NEW READING** to start recording your readings.
3. Enter your reading with the date and time and click **Continue**.
  - If you are using the mobile version, click the **Save** icon () and continue to Step 5.
4. Verify that you have entered your reading correctly and click **Submit**.
5. If you need to change or remove a reading after you have submitted it, you can do so by clicking **edit** or **delete**.

Measurement	12/18/2020
Normal range	1:46 PM
Temperature	96.2
Between 90 and 100.4	
SPO2	
Above 92	
	edit
	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 the **Web Version ONLY** page, you can:
  - A. 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.
  - B. Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
  - C. View the readings in a graph. Click **Graph** to change the display.

### Glucose Monitoring

**ADD NEW READING**

Table

**A** From  to  - or -  latest values **APPLY** **B** More Options


Measurement	3/21/2019	5/6/2020
Normal range	2:29 PM	10:13 AM
Blood Glucose (mg/dl)	202 !	185
Between 100 and 200		
Symptoms		none
Comments		this is a test

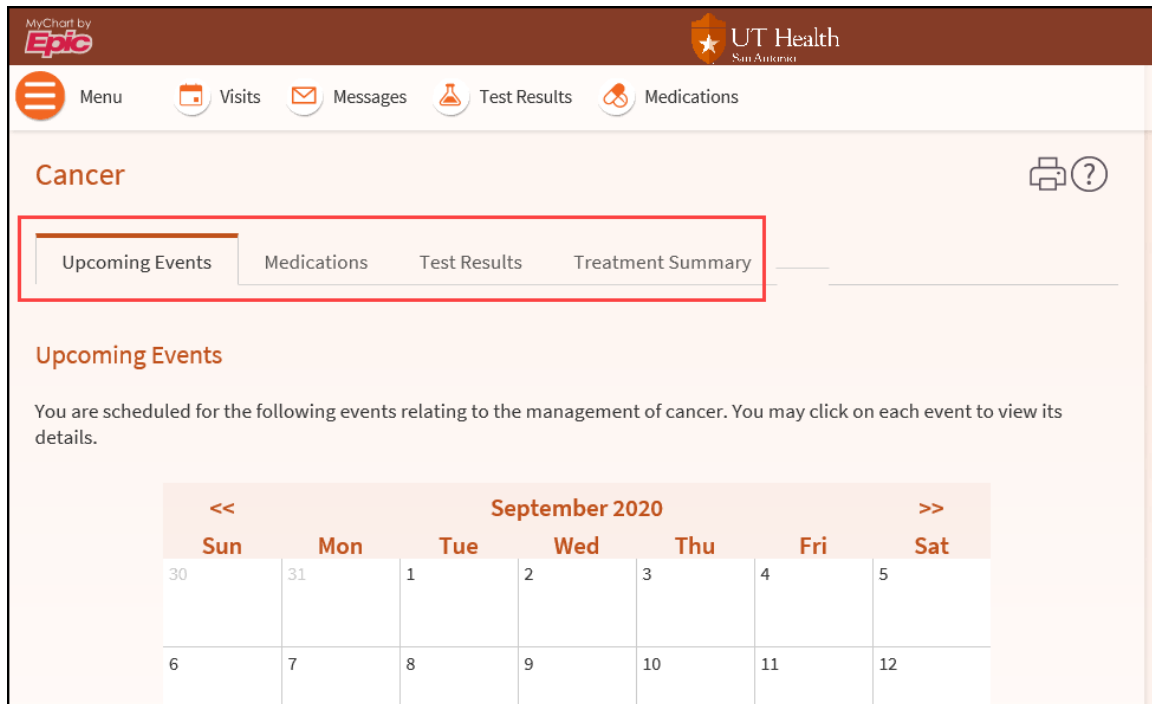
**C** **GRAPH**

**BACK TO THE TRACK MY HEALTH PAGE**

# My Conditions

The **My Conditions** feature gives patients a central place in MyChart to view information related to a given health condition. It will show the patient their upcoming appointments related to their cancer diagnosis, as well as their oncology prescriptions, test results, and treatment summary.

From the Menu, search and select  **My Conditions** .



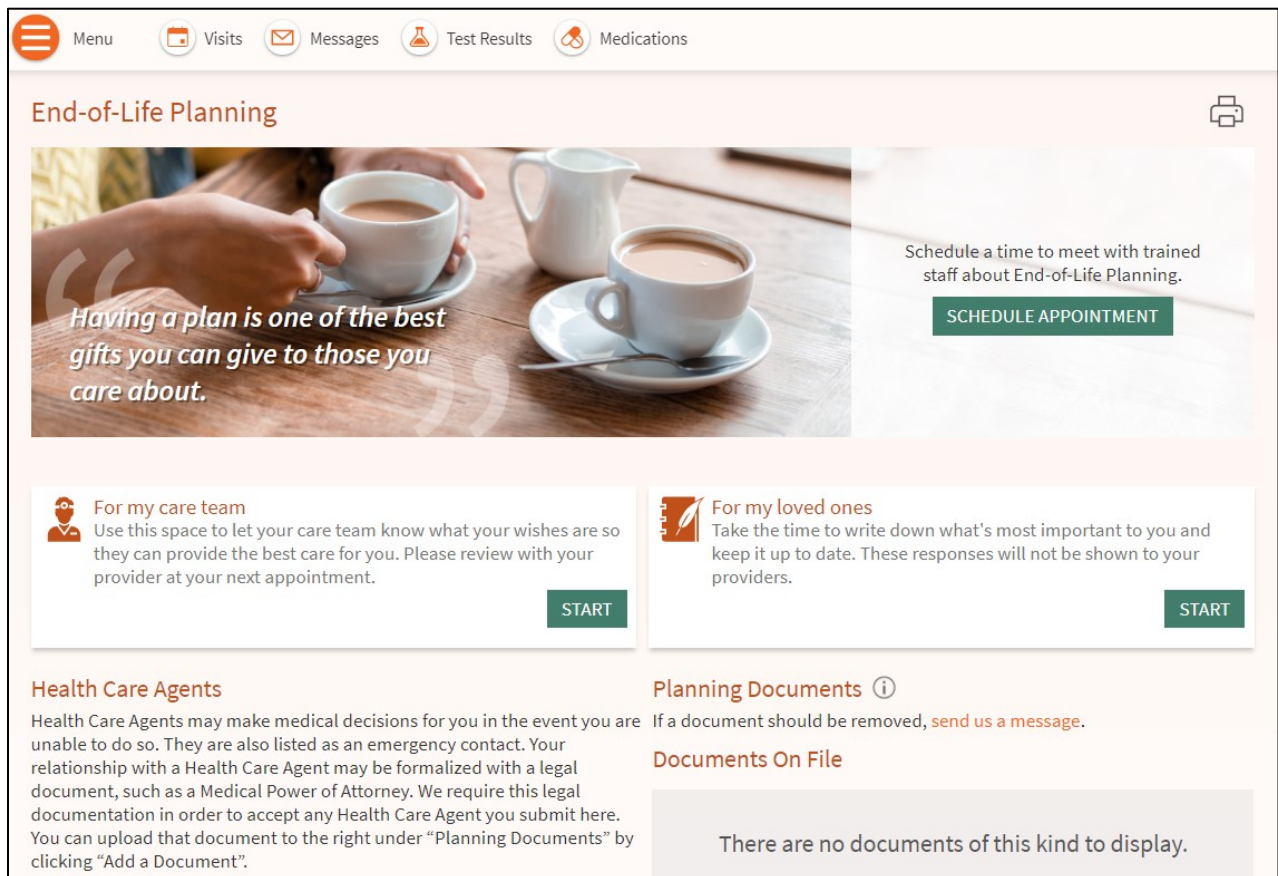
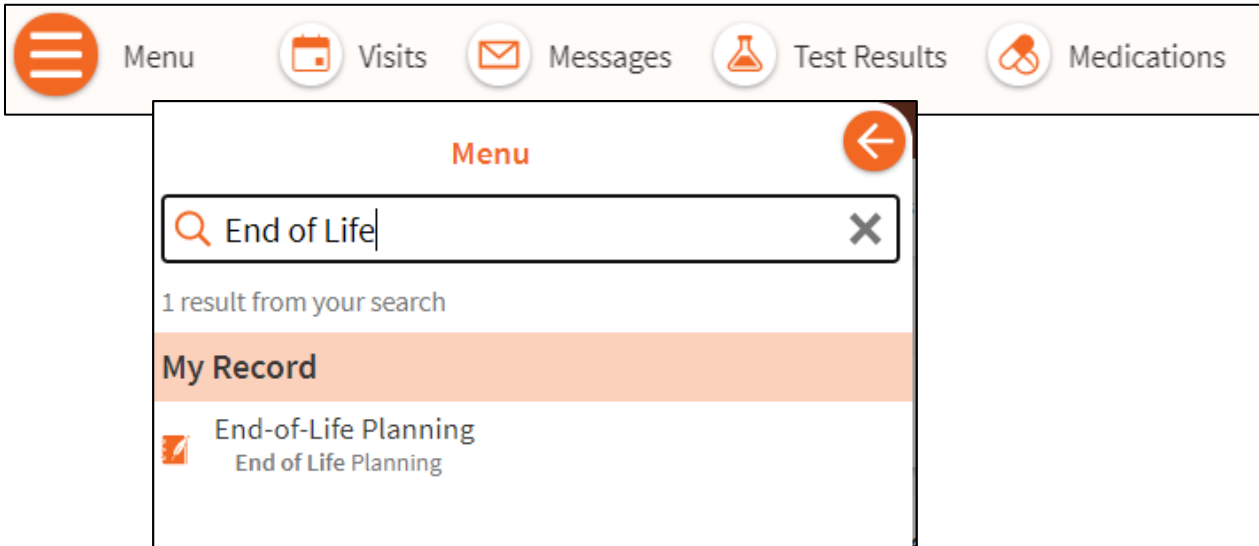
The screenshot shows the MyChart interface for a patient's 'Cancer' condition. At the top, there is a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below this, the 'Cancer' section is displayed with a sub-menu containing 'Upcoming Events', 'Medications', 'Test Results', and 'Treatment Summary'. The 'Upcoming Events' tab is selected. Below the sub-menu, there is a heading 'Upcoming Events' and a paragraph stating: 'You are scheduled for the following events relating to the management of cancer. You may click on each event to view its details.' Below this text is a calendar for September 2020, showing dates from 30 to 12.

September 2020						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12

# End of Life Planning

Use the End of Life Planning feature to help your care team understand your wishes, designate Health Care Agents, upload Planning Documents and more.

In the MyChart **Menu**, search and **End of Life Planning**.





# Add a Health Care Agent


Click **Add Health Care Agent** to designate an individual who can make health care decisions for you.


Your Health Care Agent will automatically become an Emergency Contact.

**Note: Legal Documentation, such as a Medical Power of Attorney, is required when designating a health care agent.**

### Health Care Agents

Health Care Agents may make medical decisions for you in the event you are unable to do so. They are also listed as an emergency contact. Your relationship with a Health Care Agent may be formalized with a legal document, such as a Medical Power of Attorney. We require this legal documentation in order to accept any Health Care Agent you submit here. You can upload that document to the right under "Planning Documents" by clicking "Add a Document".


 You currently have no health care agents.

 **ADD HEALTH CARE AGENT**  
Designate one or more health care agents who can make health care decisions for you when you cannot.


Complete the Health Care Agent fields and click **Save Changes**. This will send the information to the Health Information Management team at UT Health for review.

### New Health Care Agent

<input type="text" value="* First Name"/>	<input type="text" value="* Last Name"/>
---	--

 **This is required**

<input type="text" value="Relationship"/>	<input type="text" value="* Agent Relationship"/>
---	---

<input type="text" value="Legal document for this relationship"/>	
---	---

<input type="text" value="Country"/> United States of America
--

<input type="text" value="Street Address"/>
---

<input type="text" value="City"/>	<input type="text" value="State"/>	<input type="text" value="ZIP"/>
-----------------------------------	------------------------------------	----------------------------------

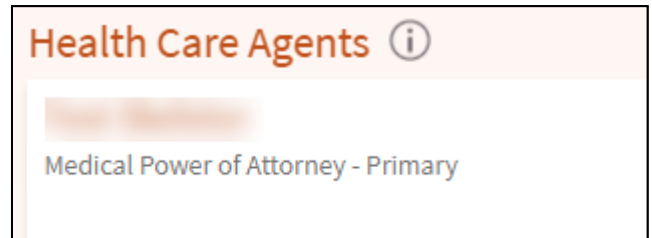
<input type="text" value="County"/>
-------------------------------------

<input type="text" value="Home Phone"/>	<input type="text" value="Mobile Phone"/>
---	---

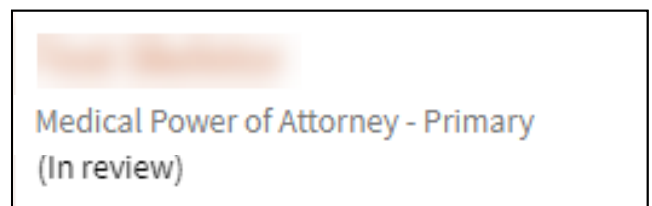
<input type="text" value="Work Phone"/>	<input type="text" value="Email"/>
---	------------------------------------

The **status** of your designated Health Care Agent is also visible in this section.

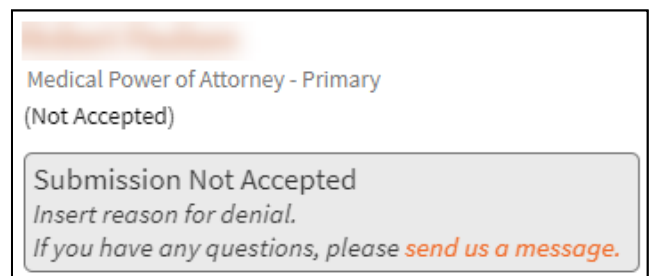
If the Health Care Agent name appears, your designation has been approved.



**In Review** – your Health Care Agent designation has been sent to the Health Information Management team and is pending review.

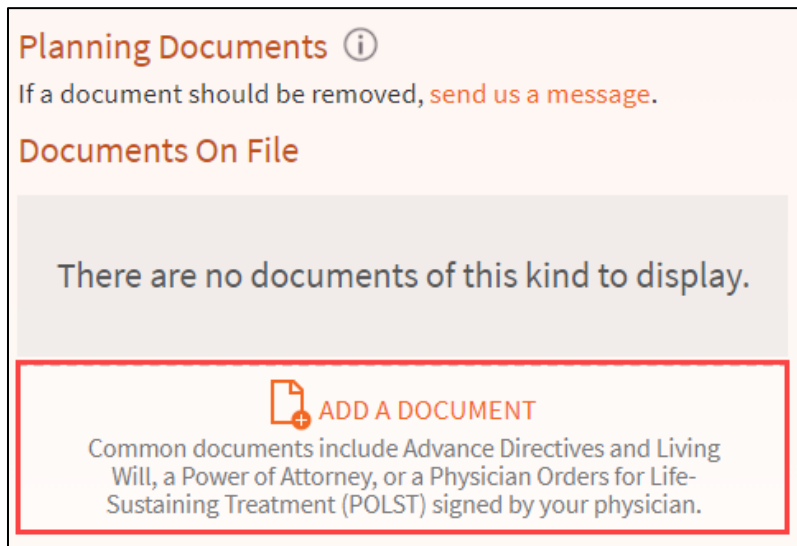


**Not Accepted** – your Health Care agent designation has not been approved. The reason can be found below the Submission Not Accepted header.

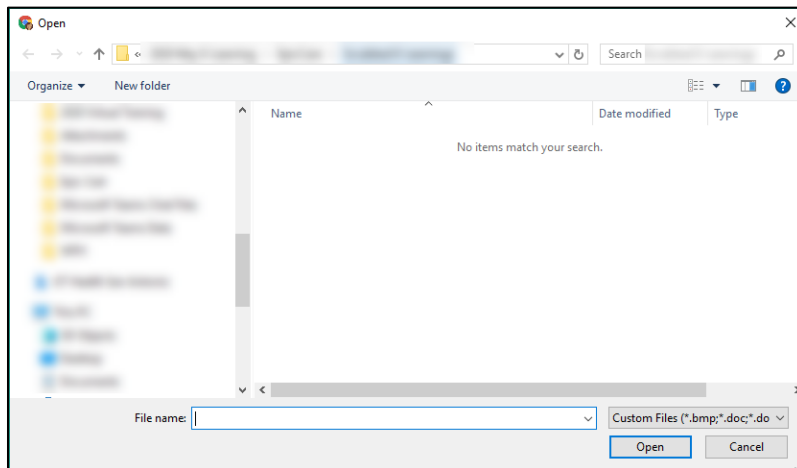


## Add Planning Documents

Click **Add a Document** to add legal documents such as a Living Will, Power of Attorney, and more. These documents will become part of your legal medical record.



Locate the file on your device and click **Open**. This will send the information to the Health Information Management team at UT Health for review.




The **status** of your Planned Documents is also visible in this section.

**Accepted** – the document is now part of your legal medical record.

**Planning Documents** ⓘ  
If a document should be removed, [send us a message](#).


**Documents On File**

Accepted

DNR Form  
Added on 10/28/2020

**In Review** – the document has been submitted to the Health Information Management team and is pending review.


**Documents In Review**

In review

Capture.PNG  
Uploaded on 10/22/2020

**Not Accepted** – the document has not been accepted. The denial reason can be found at the bottom of the document.

**Not Accepted Documents**

Not accepted

2017-11-15-1-1.jpg  
Uploaded on 10/30/2020  
*This image is illegible. Please upload the file again.*

## 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

If you are a parent, you can have full access to your child's record through the age of 17. 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 have received permission, new or timely information for your family member appears alongside your info in your health feed on the MyChart home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.



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

### 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 select 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 .

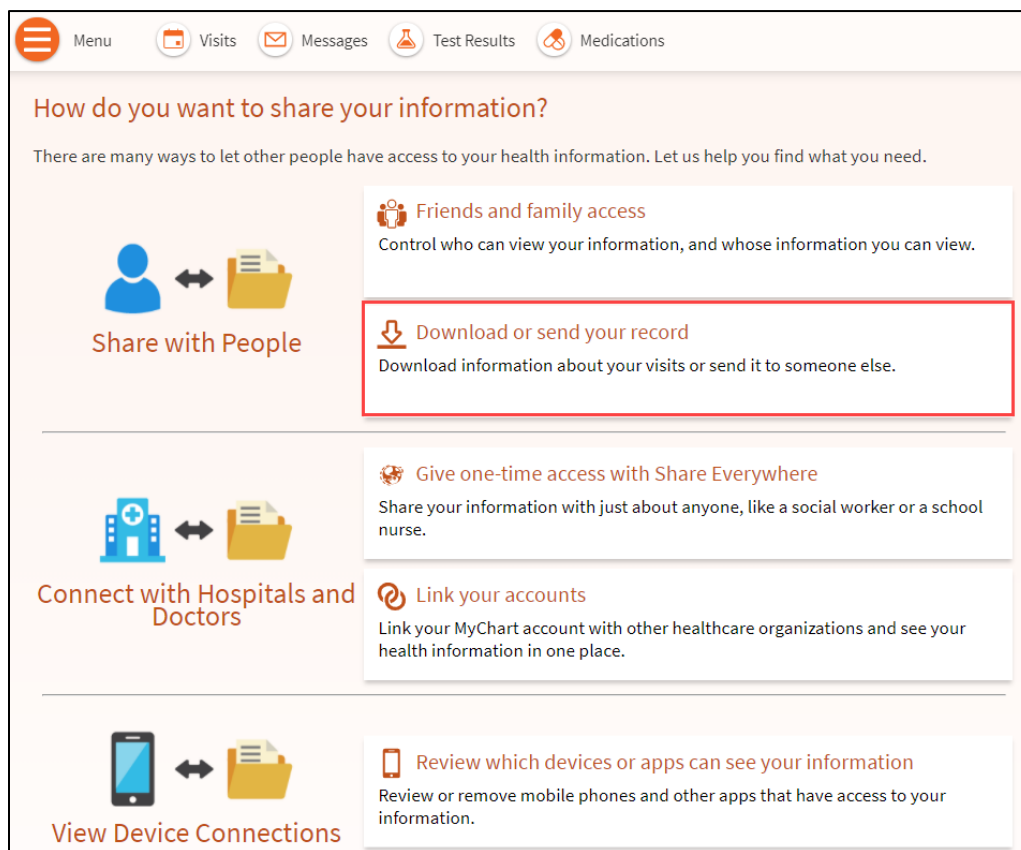
# Medical Record Access and Sharing

Epic offers several 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 the Family Access section.

## View, download, or send visit records

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

1. Use the **Search** function to locate and click  **Share My Record** .
2. Select **Download or send your record**.





The screenshot shows the MyChart patient portal interface. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this is a section titled "How do you want to share your information?" with a sub-header "There are many ways to let other people have access to your health information. Let us help you find what you need." The main content area is divided into three sections: "Share with People", "Connect with Hospitals and Doctors", and "View Device Connections". Each section has an icon and a list of options. The "Share with People" section is highlighted with a red box, and the "Download or send your record" option is also highlighted with a red box. The "Connect with Hospitals and Doctors" section has two options: "Give one-time access with Share Everywhere" and "Link your accounts". The "View Device Connections" section has one option: "Review which devices or apps can see your information".

Menu Visits Messages Test Results Medications



### How do you want to share your information?

There are many ways to let other people have access to your health information. Let us help you find what you need.


**Share with People**

-  **Friends and family access**  
Control who can view your information, and whose information you can view.
-  **Download or send your record**  
Download information about your visits or send it to someone else.

**Connect with Hospitals and Doctors**

-  **Give one-time access with Share Everywhere**  
Share your information with just about anyone, like a social worker or a school nurse.
-  **Link your accounts**  
Link your MyChart account with other healthcare organizations and see your health information in one place.

**View Device Connections**

-  **Review which devices or apps can see your information**  
Review or remove mobile phones and other apps that have access to your information.

3. 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. When downloading your record, you may choose to have Password protection. The user will be prompted to create a password.
  - 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.

**Visit Records**

Select the visits you'd like to view, download, or send. You can select a single visit or multiple visits using the options below. Your Lucy Summary is also available.

Single Visit | Date Range | All Visits | Lucy Summary


<input type="radio"/>	Appointment with COVID VACCINATION SON Wellness 360	Tuesday January 26, 2021
<input type="radio"/>	Appointment with COVID VACCINATION SON Wellness 360	Monday January 25, 2021
<input type="radio"/>	Appointment with Rehearsal Physician, MD MARC Internal Medicine	Monday January 11, 2021
<input type="radio"/>	Appointment with Rehearsal Physician, MD	Monday January 11, 2021
<input type="radio"/>	Appointment with Rehearsal Physician, MD MARC Internal Medicine	Monday January 11, 2021
<input type="radio"/>	Appointment with Rehearsal Physician, MD MARC Internal Medicine	Saturday January 09, 2021

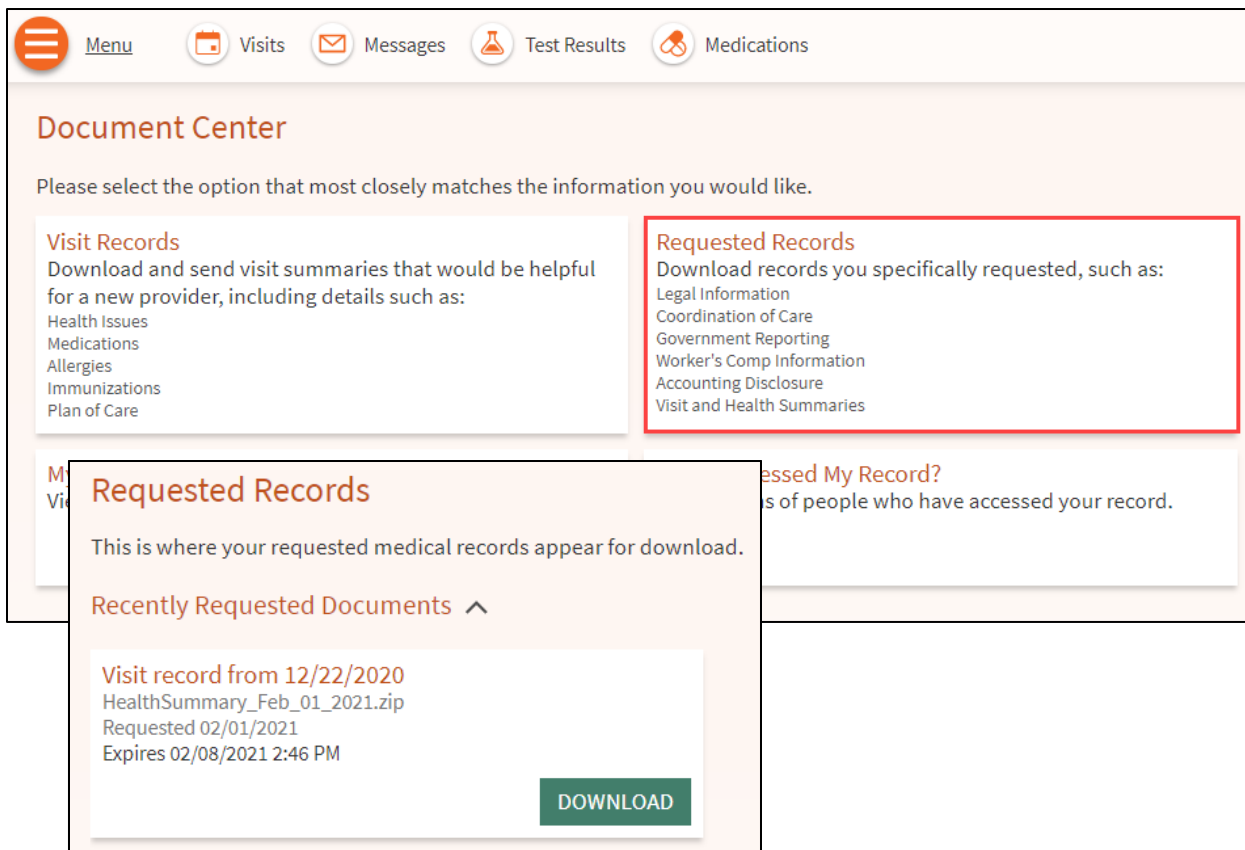
« 1 2 »

VIEW | DOWNLOAD | SEND

## Download medical records you have requested

If you have requested a copy of your medical record from your healthcare organization, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail. Your organization might also provide a link where you can complete a form to request medical records from this feature.

1. From the Menu, search and click  **Document Center**.
2. Click **Requested Records** to locate the record you want to view and click **Download**.



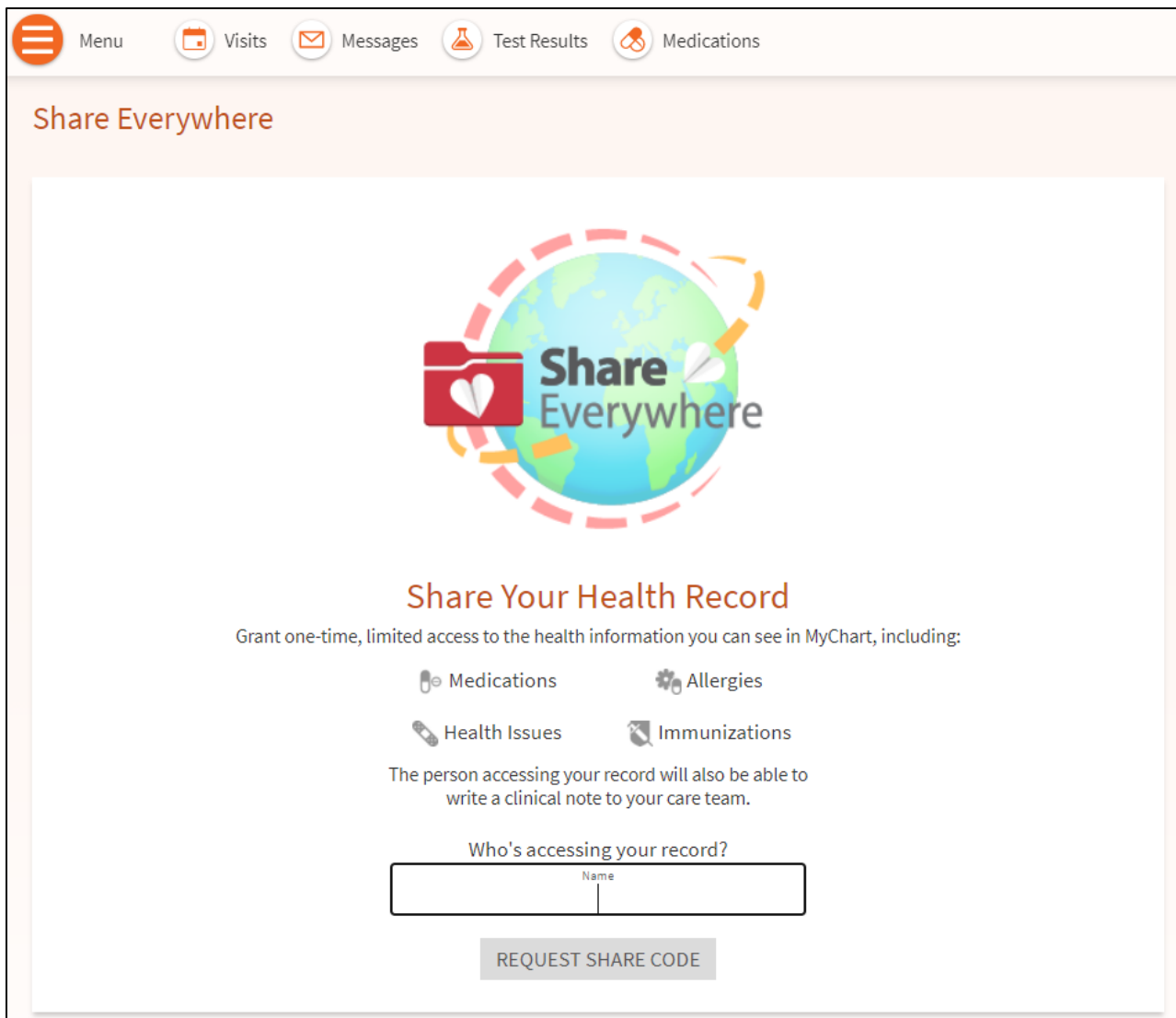
3. If the record is password protected, you see a message to warn you. Click **Continue Download**.
4. Click **Save** to save the file to your computer and then open it or click **Open** to open it without saving it to your computer.
5. If the record is password protected, click **Show Password** on 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 provider, 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. From the Menu, search and select  **Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.



Menu Visits Messages Test Results Medications

### Share Everywhere



### Share Your Health Record

Grant one-time, limited access to the health information you can see in MyChart, including:

- Medications
- Allergies
- Health Issues
- Immunizations

The person accessing your record will also be able to write a clinical note to your care team.

Who's accessing your record?

REQUEST SHARE CODE


3. Tell that person to go to [www.shareeverywhere.com](http://www.shareeverywhere.com) to enter the code along with your date of birth.

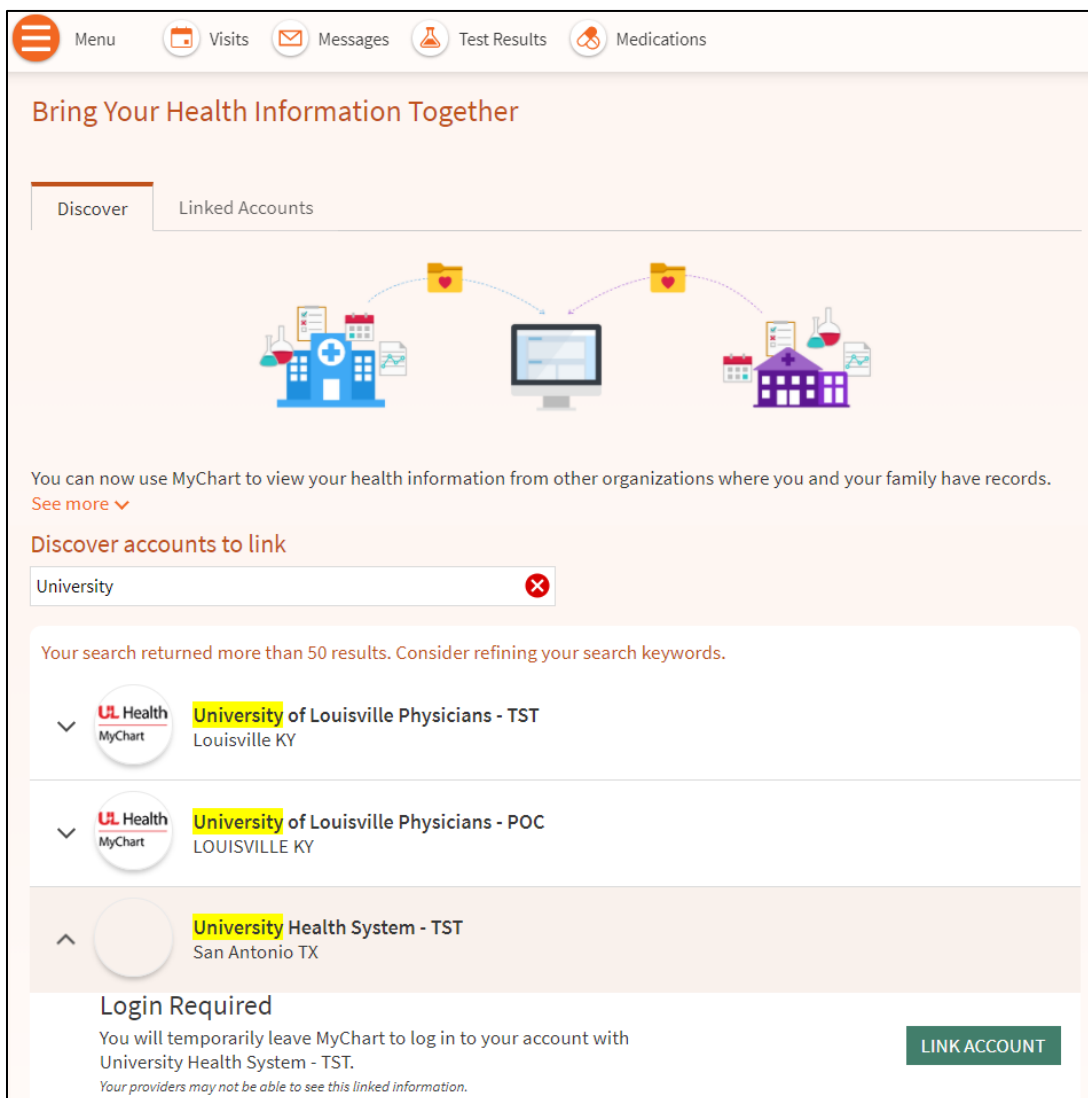
# See your medical information from other healthcare organizations

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

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account. Use the Menu to search and select 

Search and select the desired organization from the list or search for it and click **Link Account**. After you have linked your accounts, information from the other organization appears in MyChart with an  icon.



The screenshot shows the MyChart interface for linking external accounts. At the top, there is a navigation bar with icons for Menu, Visits, Messages, Test Results, and Medications. Below this is a section titled "Bring Your Health Information Together" with two tabs: "Discover" (selected) and "Linked Accounts". A diagram illustrates the process of linking accounts between different healthcare organizations. Below the diagram, a message states: "You can now use MyChart to view your health information from other organizations where you and your family have records. [See more](#)".

The "Discover accounts to link" section features a search input field containing the text "University". Below the search results, a message reads: "Your search returned more than 50 results. Consider refining your search keywords." The results list three entries:

- University of Louisville Physicians - TST, Louisville KY
- University of Louisville Physicians - POC, LOUISVILLE KY
- University Health System - TST, San Antonio TX

At the bottom, a "Login Required" message states: "You will temporarily leave MyChart to log in to your account with University Health System - TST. [LINK ACCOUNT](#)" and includes a note: "Your providers may not be able to see this linked information."

# Billing and Insurance

## View your outstanding balance

To see the outstanding account balance for any of your accounts, go search for **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 send a message. In the **Message Center**, select **Ask a Question** and choose the **Billing Questions** option.

## Make a payment for an outstanding account balance

*In MyChart*

1. From the Menu, search for **Billing Summary**.
2. Click **Pay Now** 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**.

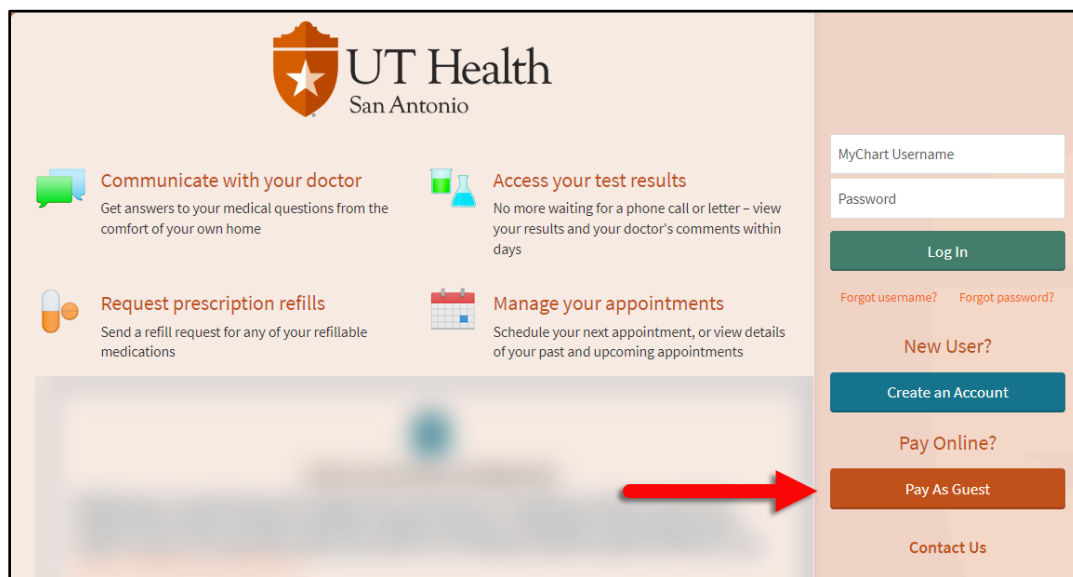


If you cannot pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month. You may also call our Customer Service department at 210-450-6330 or visit [uthealth.org/payment](https://uthealth.org/payment).

## Pay as Guest: Make a payment on an account

*No MyChart account required*

A MyChart account is not required to make payments on an account. To make a payment you will need the account number and the account last name or date of birth.



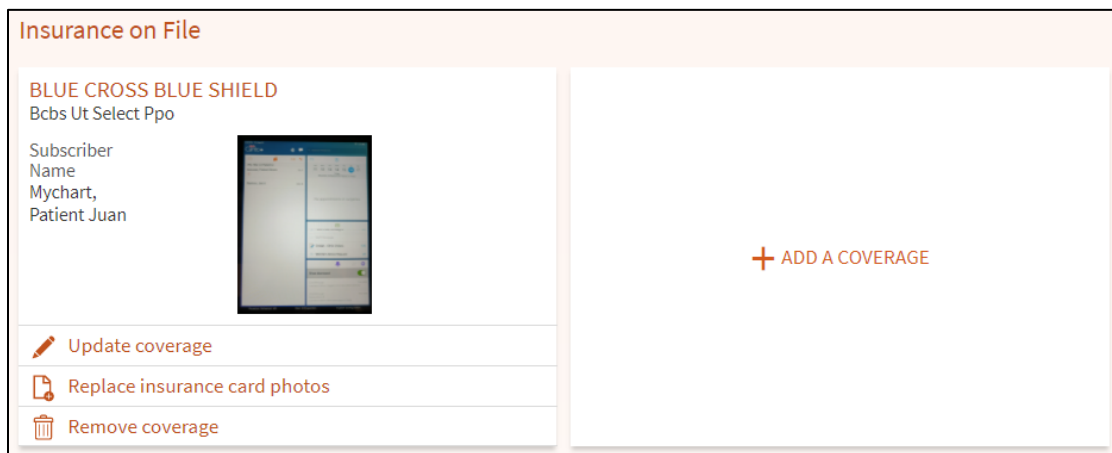
1. Click Pay as Guest.
2. Enter the Account Number and the Guarantor Last Name.
3. After confirming the information, you can choose to Sign In or Continue as Guest.
4. Complete your payment following the prompts.

## Review and update your insurance information

To review the insurance information your clinic has on file, from the Menu search for and select **Insurance Summary**. Click **View coverage details** for the payer or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

To update 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.



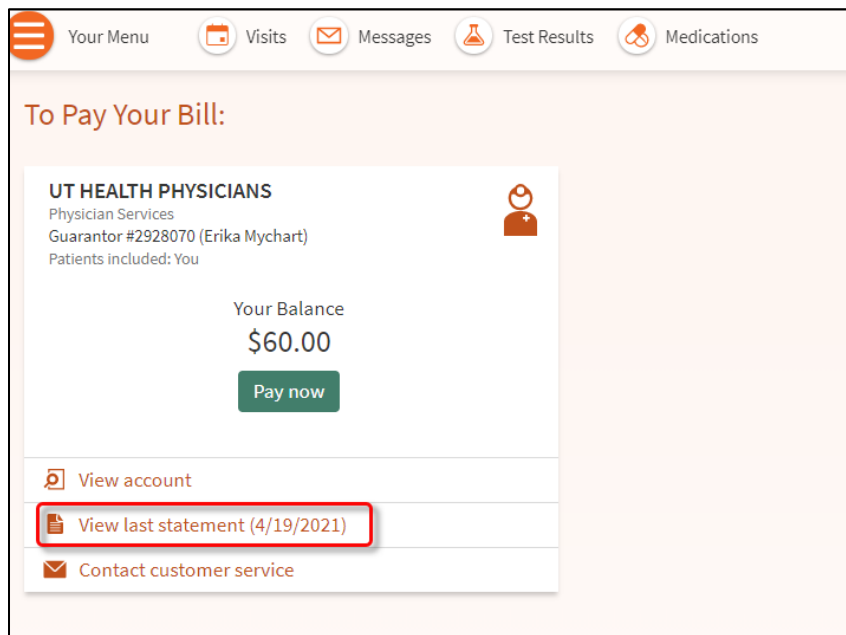
## Benefits Summary

Quickly see what you and your insurance are paying for with a benefits summary that appears in the billing details. For a given visit account on the Details tab, a benefits summary appears for each payer that was billed during the visit. The summary includes:

- The amount billed to insurance
- The amount covered by insurance
- The patient's remaining responsibility
  - The remaining responsibility is further broken down into copay, deductible, coinsurance, and amounts not covered.

To view this information:

1. From the Menu, search for **Billing Summary**.
2. Click **View Last Statement**.



3. The downloaded statement appears as follows:

**UT Health**  
San Antonio

Hi [REDACTED] This is your UT Health Physicians bill.

**Current Account Summary**

Account Name:	Erika My chart
Account Number:	[REDACTED]
Statement Date:	4/19/2021
Due Date:	05/10/2021
Pay Online:	<a href="http://uthealthcare.org/payment">uthealthcare.org/payment</a>

**AMOUNT DUE**  
\$60.00

**DUE DATE**  
05/10/2021

Thank you for choosing UT Health. We have billed your insurance and the remaining balance of \$60.00 is your responsibility. Please see payment options in the upper right.

**NEXT > steps**  
Make Payment with options below

**MAKE PAYMENT IN FULL**  
Scan QR to the right or visit [uthealthcare.org/payment](http://uthealthcare.org/payment)

**TEXT-TO-PAY**  
Make a quick one time payment using text message! Sign up, visit [uthealthcare.org/payment](http://uthealthcare.org/payment)

**24/7 Payment Line**  
Easy, automated phone payments at your convenience. 210.450.6330

**COMMUNICATE WITH YOUR DOCTOR IN MYCHART**  
Get answers to your medical questions from the comfort of your own home.

page 1 of 2

# Preferences and Administrative Features

## Personalize MyChart

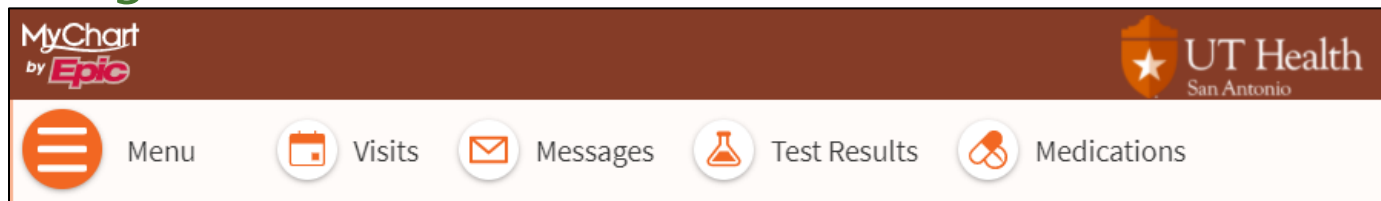
There are three ways you can personalize how MyChart appears for you and each of your family members. For each account you have access to, you can:

- 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**.

## Change Your Shortcuts




Choose which shortcuts appear at the top of the screen in MyChart to quickly access the features you use the most.

1. Go to **Account Settings > Change Your Shortcuts**.
2. Follow the instructions on the page to change your shortcuts.


# Secure Contact Verification

If necessary, a home page card will prompt you to update your contact information so it can be verified. This card takes you to the Personal Information page, where you can update your email address and phone number by editing the Contact Information card.

**Welcome!**

 You currently do not have verified contact information on file. Update your email address or mobile phone number.

[Update contact info](#)

 Your email address has been changed to mymail@mail.com. We need to verify that we can reach you at this email address by sending a one-time code to mymail@mail.com.

[Send code to verify](#)

[Update contact info](#)

**Contact Information**

**Verification Needed**  
We need to verify that we can reach you at your email address and mobile number.

[Verify](#)


Temporary Address (8/31/2020 - 5/14/2021)  
1979 Milky Way  
Verona WI 53593

Home 608-555-5555  
Mobile 608-555-5555  
Work phone not entered  
Email mymail@mail.com

Permanent Address  
Address not entered

[Edit](#)

After you save your changes, send a code to your email address or phone number on file and then enter the code in MyChart to verify that contact method.

  
Your secure online health connection

Hello [redacted]!

When prompted, enter the code below to finish authenticating with MyChart.

**975421**

Your code will expire after 5 minutes


Didn't request this code from MyChart? If you continue to get these emails in error consider changing your password.

Sent from MyChart.  
This is a system generated email. Replies will not be read or forwarded for handling.

**Verify Your Contact Information**

We've sent a code to your email on file. [Learn more](#)

Enter your code below to continue.

Enter Code  
 **975421**

[Verify](#)

Didn't receive the code?  
[Resend code](#)

[Back](#)



## 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.

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 or text message 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.

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 and click **Save Changes**.
3. Update your email address and mobile phone number if needed.

## Change your MyChart password or update your security question and answer

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 or text message to log in to MyChart, in addition to using your username and password.

When you log in to MyChart for the first time, you might be prompted to verify your email address and phone number to 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 or phone number, enter your MyChart password, and then click **Continue**.
3. Select whether you want to receive the security code to turn on two-step verification by email or text message.

# Mobile Apps

MyChart for iOS and MyChart for 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 and pay for 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 your 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: [<Principal trainer: Update this logo and the search terms if your organization uses a branded MyChart app.>](#)



3. Tap **Install**.
4. After you have 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 do not 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 have logged in.

