



# FAQS

## WHAT IS MYCHART?

MyChart offers patients of Hendricks Regional Health and Hendricks Regional Health Medical Group personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health and medical information.

### With the MyChart patient portal or through the MyChart app, you can:

- View your health summary from your electronic health record at Hendricks Regional Health and Hendricks Regional Health Medical Group
- View test results
- Schedule primary care visits
- Request prescription renewals
- Check wait times and save your spot at our Immediate Care Centers
- Communicate electronically and securely with your medical care team

### Is there a fee to use MyChart?

MyChart is a free service offered exclusively to all patients of Hendricks Regional Health and Hendricks Regional Health Medical Group.

### How do I sign up?

There are two ways to sign up for MyChart:

- **Register at your provider's office** - It's quick and easy to set up an account at your healthcare provider's office during your next appointment.
- **Register online** - There are two options to create your account at **MYCHART.HENDRICKS.ORG**. The first option is to use a 10-digit activation code provided by your doctor's office. Or, if you are already a Hendricks Regional Health patient, but don't have an activation code, you can still register for your MyChart account by providing a little bit of information about yourself. Our portal will confirm your identity on the back end.

No matter which option you choose, the process is quick, easy and secure. Also, the MyChart® mobile app can be downloaded for free on the Apple® App Store<sup>SM</sup> and Google Play.<sup>TM</sup>

### When can I see my test results using MyChart?

Test results are available in MyChart as soon as they're ready from our lab, pathology and imaging departments. It's important to know that this means you may see test results before your provider has had a chance to review them.

### If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your doctor's office. Please contact or visit your doctor's office to correct any inaccurate information. Your health information is reviewed and updated in your electronic medical record at each visit.

### If I send a message to my provider or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyChart should not be used for urgent situations. Please contact your doctor's office if the situation requires immediate attention or dial 911 if it is an emergency.

CALL (317) 456-9060 FOR MYCHART ASSISTANCE.

# HENDRICKS REGIONAL HEALTH MYCHART FAQs

## **Can I view a family member's health record in MyChart?**

Yes, you can. This is called Proxy access and allows a parent (or guardian) to log into their personal MyChart account, and then connect to information regarding their family member. Complete a Proxy Consent Form and return it to one of our medical facilities to request access to this convenient service.

## **Can I ask questions regarding a family member from my MyChart account?**

No. MyChart offers direct access to your personal health record and communicating about another individual's information would be placed in your health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

## **Can I share a MyChart account with my spouse or anyone else other than my dependents?**

No. Due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own MyChart account through a request to their healthcare provider.

## **I forgot my password. What should I do?**

You can reset your password online or through the MyChart app. You may also call **(317) 456-9060** to request a new, secure password.

## **How is MyChart secure?**

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal ID's and passwords. Each person controls their password, and the account cannot be accessed without that password. From a technological perspective, MyChart uses the latest 128-bit SSL encryption technology to automatically encrypt your session. Unlike conventional e-mail, all MyChart messaging is done while you are securely logged on to our website.

## **What is your Privacy Policy?**

MyChart is maintained by Hendricks Regional Health and Hendricks Regional Health Medical Group and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records and will never be sold or leased by MyChart or Hendricks Regional Health.

## **My activation code does not work. What should I do?**

For your security, your activation code expires after 30 days and is no longer valid after the first time you use it. Call your doctor's office to request a new code or complete an Activation Code request form to get a new one.

## **Is my activation code my username?**

No. Your activation code is not your MyChart ID or password. You will use this code only once to log into MyChart for the first time. The code will expire after you have used it or after 30 days. When you log into MyChart the first time, you will then be asked to create your own unique MyChart ID and password.

**CALL (317) 456-9060 FOR MYCHART ASSISTANCE.**