MyChart Patient Quick Start Guide

Ballad Health

BalladHealth™

Welcome to MyChart

Ballad Health's MyChart provides secure, online access to your personal health records. You can manage your health, communicate with your care team and stay informed about your medical history. MyChart helps you make informed healthcare decisions by offering real-time access to:

- Appointment summaries: Review visit details, including your vitals, issues addressed, tests ordered and referrals made.
- Medications: View prescribed medications, including dosage and instructions, and request refills directly.
- Lab results: View your lab results as soon as they are available and track trends (e.g., cholesterol or blood sugar levels) over time with easy-to-read graphs.
- Family member records: Access and manage your family's health records. For example, view your child's immunization history, upcoming appointments or growth charts.

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

Registering for MyChart

At Ballad Health, there are several ways to create a MyChart account:

1. Clinic sign-up: If you're visiting a Ballad Health facility, a staff member can register you for MyChart directly at the front desk or during your appointment.
2. Activation code on your after-visit summary (AVS): After your appointment, your AVS will include an activation code for MyChart.
3. Self-registration (no activation code needed):
   - Visit the Ballad Health MyChart website at www.balladhealth.org/mychart.
   - Click "Sign Up and Verify."

You must be at least 18 years old to create a MyChart account.

How to use your activation code to sign up

If you received an activation code, follow these steps:

1. Visit www.balladhealth.org/mychart.
2. Click "sign up with code."
3. Enter your activation code and personal details, then click "Next."
4. Choose a unique MyChart username, password and security question/answer.
5. Decide whether you want to receive notifications (e.g., test results, appointment reminders) by email or text.

Your MyChart activation code is valid for 30 days. If you do not complete the registration within that period, you will need to request a new code.
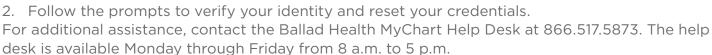
Logging into MyChart

Once your account is created:
1. **Visit www.balladhealth.org/mychart.**
2. **Enter your MyChart username and password. Click "Sign In."**

What if I forget my MyChart username or password?

If you forget your MyChart username or password:
1. On the login page, click "Forgot Username" or "Forgot Password."
2. Follow the prompts to verify your identity and reset your credentials.

For additional assistance, contact the Ballad Health MyChart Help Desk at 866.517.5873. The help desk is available Monday through Friday from 8 a.m. to 5 p.m.

Proxy access to MyChart

Proxy access allows you to manage another individual's medical information through MyChart. Proxy access is commonly used by parents managing their children's health or by caregivers for older adults. There are three types of proxy access at Ballad Health:

• Parent-child proxy: Parents or legal guardians can access the MyChart accounts of children under the age of 12. To obtain this access, complete a child proxy request form during a clinic visit or at the Ballad Health webpage.

• Teen proxy (ages 12-17): Teens aged 12-17 may grant their parent or guardian limited access to their MyChart account (e.g., immunization records). Both the teen and parent must consent to this access during a clinic visit. Proxy access for teens ends on their 18th birthday.

• Adult-adult proxy: An adult may grant another adult full access to their MyChart account. Both parties must complete and sign the adult proxy request form, available at the clinic or the Ballad Health MyChart website. An adult may also grant adult to adult proxy access through their MyChart account under "Share my Care".

To submit proxy requests:
• Visit the Ballad Health MyChart Forms page at www.balladhealth.org/mychart, download the appropriate form and submit it via mail or fax to the address provided on the form.

Messaging through MyChart

You can communicate securely with your healthcare team through MyChart. This feature allows you to:

• View messages from your clinic: Check messages from your care team by going to "Messaging > Message center."
• Ask for medical advice: If you have a non-urgent medical question (e.g., medication dosage clarification or general advice about an illness), you can send a message through "Messaging > Ask a question."
  – Select the recipient, such as your primary care provider or the nursing team.
  – Enter your question and click "Send."

You'll receive a notification when your care team replies. If you've opted for email or text notifications, you'll be alerted when new messages are available.
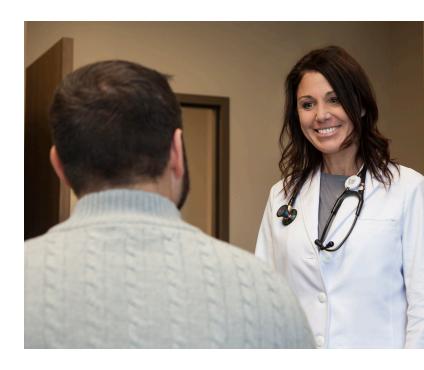
Appointments in MyChart

Through MyChart, you can manage your appointments, including:

• View past or upcoming appointments: Go to "Visits > Appointments and visits" to view details, such as the date, time, location and any pre-visit instructions. You can also view after visit summaries for past appointments.
• eCheck-in: Before certain appointments, use eCheck-in to update your information (e.g., insurance, medications, allergies) and save time during your visit.
• Schedule an appointment: Go to "Visits > Schedule an Appointment" to request or schedule an appointment. Choose your preferred dates and times and the system will provide available time slots.
• Cancel an appointment: If you need to cancel an appointment, go to "Visits > Appointments and Visits," select the appointment and click "Cancel." For appointments scheduled directly with the clinic (not through MyChart), call the clinic to cancel.

Health information in MyChart

• Test results: View test results in real-time by going to "Health > Test Results." You'll see the test name, your result, the standard range and any comments from your provider.
• Medications: Manage your prescriptions by going to "Health > Medications." You can view details for each medication, including instructions and potential side effects. To request a refill, click "Request Refill" next to the relevant medication.
• Health summary: Access a summary of your health information, such as allergies, immunizations, current health issues, and medications, by going to "Health > Health Summary."

Billing and insurance information in MyChart

You can manage your billing and insurance information through MyChart:
• Insurance: Review or update your insurance information by going to "Billing >
  Insurance Summary." You can view coverage details, including your deductible
  and out-of-pocket expenses.
• Guarantor verification: During eCheck-in, you'll verify your guarantor (financially responsible
  person) and insurance details.

Mobile access to MyChart

**Ballad Health's MyChart is also available
via the MyChart mobile app.
The app allows you to:**
• **View test results.**
• **Send and receive messages.**
• **Schedule or view appointments.**
• **Access health summaries, medications
  and preventive care procedures.**
• **Request prescription refills.**

Download the MyChart app:
• **iOS: Visit the App Store.**
• **Android: Visit Google Play Store
  and search for "MyChart."**

MyChart support

For help with technical issues, such as login problems or proxy access, contact Ballad Health
MyChart Support at 866.517.5873 or visit the Support page at www.balladhealth.org/mychart.
Please note that MyChart support is only for account-related issues. For medical questions,
contact your healthcare provider directly or dial 911 in an emergency.

This guide is designed to help Ballad Health patients effectively navigate MyChart, providing
clarity on how to use the platform to enhance your healthcare experience. For any additional
questions, refer to the FAQ section on the MyChart website or contact your care provider.