

# MyChart Patient Quick Start Guide

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# 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.

From MyChart, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dosage information and instructions, and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history, and upcoming appointments.

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

## Sign up for a MyChart account

To sign up for MyChart, you must be at least 18 years old. There are several different methods of MyChart signup that might be used by different departments across the organization:

- Clinic staff might sign you up directly while you're at the front desk or in the exam room.
- You might receive a MyChart activation code on your After Visit Summary.
- You might be able to complete a paper form to request an activation code, after which you'll receive a letter in the mail with an activation code.
- You might be able to use self-signup online to create a MyChart account by matching your information against what is on file in your medical record or with third-party identity verification.

### Self Sign up with No Code Required

You can now signup for MyChart with no activation code. On the MyChart login page, click **Sign Up And Verify**, enter your contact information and verify your identity to create a MyChart account.

1. Visit [www.hackensackumc.org/mychart](http://www.hackensackumc.org/mychart).
2. Click **Sign Up And Verify**.

Hackensack Meridian Health

Communicate with your doctor  
Get answers to your medical questions from the comfort of your own home

Access your test results  
No more waiting for a phone call or letter – view your results and your doctor's comments within days

Request prescription refills  
Send a refill request for any of your refillable medications

Manage your appointments  
Schedule your next appointment, or view details of your past and upcoming appointments

MyChart Username  
Password  
SIGN IN  
Forgot Username? Forgot Password?  
New User?  
SIGN UP WITH CODE  
SIGN UP AND VERIFY

3. Enter demographics and other identification information. Select the reCAPTCHA checkbox to verify they are not a robot and click **Next**.
4. Answer questions generated by Experian verification system to verify identity.

**PRECISE ID** powered by Experian

Which of the following is a current or previous employer? If there is not a matched employer name, please select 'NONE OF THE ABOVE'.

MEDIPLEX

SOUTH JERSEY GAS CO

INTL BIO RESOURCES

BERSHIRE LIFE INS CO

NONE OF THE ABOVE/DOES NOT APPLY

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**PRECISE ID** powered by Experian

You may have opened an auto loan or auto lease in or around February 2015. Please select the dollar amount range in which your monthly auto loan or lease payment falls. If you have not had an auto loan or lease with any of these amount ranges now or in the past, please select 'NONE OF THE ABOVE/DOES NOT APPLY'.

\$250 - \$349

\$350 - \$449

\$450 - \$549

\$550 - \$649

NONE OF THE ABOVE/DOES NOT APPLY

**Next**

5. After successfully answering questions, you are brought to the MyChart page to complete sign-up, create a user ID and password, and select a security question and answer.

## Request an activation code for yourself

If you don't have an activation code or you are not able to self sign-up using Sign Up And Verify, you may request an activation code by clicking [MyChart Support](#) on the login page and submitting a request or by calling the Help Desk directly at: 551-996-1046. Please note that you must be able to verify your date of birth, zip code, home phone number and email address on record. The activation code will be sent to your email address on file.

You may also download the paper HUMC MyChart Sign Up Form if you wish to send the information via postal mail.

1. On the MyChart login page, click the [MyChart Access Forms](#) link at the bottom of the page.
2. Download and mail/fax the appropriate form to the address/fax number shown on the form.
3. The activation code will be sent to your email address or mailed to you as indicated on the form.

## Use your activation code to sign up

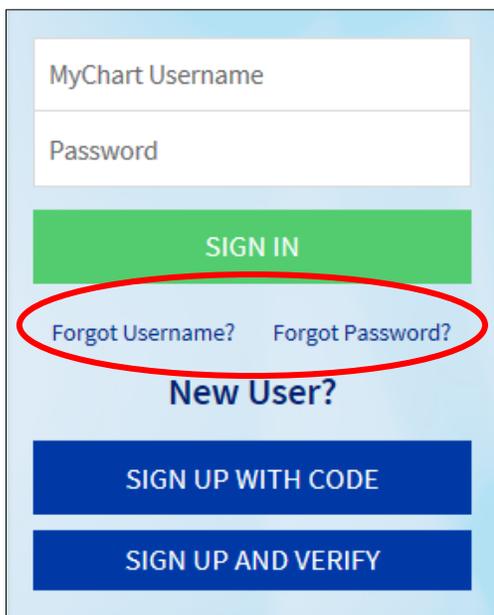
1. From the MyChart login page, click **Sign Up With Code**.
2. Enter your 15 character activation code and other personal verification items, such as your zip code, home phone number your date of birth. Click **Next**.
  - Please note that your MyChart activation code expires 30 days from the date it is generated.
3. On the next page, choose the following:
  - **MyChart username**. This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.
  - **Password**. This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be between 8 and 20 characters and must be different from your MyChart username. Choose a password that you don't use for other websites.
  - **Security question**. This question will be used to verify your identity if you forget your MyChart password. Choose a security question from the list and enter your answer. Your answer cannot include your MyChart password.
4. On the next page, choose whether you want to receive email and text (SMS) notifications when there is new information (such as test results or messages) available in your MyChart account. If you opt to receive email/text alerts, enter your email address and mobile phone number.

## Log in to MyChart

1. In your web browser, enter [www.hackensackumc.org/mychart](http://www.hackensackumc.org/mychart) and access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

## What if I forget my MyChart ID or password?

Click the link below the login or password field for assistance. You will be prompted to answer some security questions to verify your identity.



The image shows a screenshot of the MyChart login interface. It features two input fields: 'MyChart Username' and 'Password'. Below these fields is a green 'SIGN IN' button. Underneath the 'SIGN IN' button, the links 'Forgot Username?' and 'Forgot Password?' are circled in red. Below the links is the text 'New User?' followed by two blue buttons: 'SIGN UP WITH CODE' and 'SIGN UP AND VERIFY'.

If you are still having trouble logging in, you can request help by clicking [MyChart Support](#) on the login page and submitting a request or by calling the Help Desk directly at: 551-996-1046.

# Proxy Access

## Request a MyChart Activation Code for Others

If you would like to obtain access to someone else's HUMC MyChart account, you are required to complete the proxy access forms located on the [MyChart Access Forms](#) page of the website.

Proxy access allows a person to access data in another person's medical record. Typically, parents will use this to access their children's accounts so they can schedule appointments, check immunizations, reorder medications, and coordinate other health-related information for their children.

Adults may also use it to access an older parent or relative's record. This is particularly useful for helping older adults monitor medications and appointments. This communication is done using an HUMC MyChart account and is restricted to non-urgent matters.

Proxy access is granted once an authorization form has been completed and processed. Individuals designated as proxies do not have to be patients themselves to view data through MyChart.

There are 3 types of proxy access: Parent-Child Proxy, Teen Proxy and Adult-Adult Proxy.

### Parent-Child Proxy

Parent-Child proxy access allows a parent or guardian access to the HUMC MyChart account of a Hackensack University Medical Center patient who is under the age of 12. Access can be obtained during an office visit or by completing the HUMC MyChart Child Proxy Form and mailing it to Hackensack University Medical Center's Health Information Department.

If the child is age 12-17, partial access is granted to the child's HUMC MyChart record (e.g. immunizations and allergies only) unless the teen and parent consent to MyChart Teen Proxy. Child proxy access is automatically terminated on the child's 18th birthday.



### MyChart Teen Proxy

Teen patients between the ages of 12 and 18 years of age may have MyChart access by consenting to proxy access for their parent/legal guardian. Teen Proxy Access is only granted in person during the patient's visit to the clinic. The Health Information Department will not handle this request. Please contact your doctor's office.

Teens may revoke access online, by submitting the Revoke Teen Consent Access Form on the **MyChart > Preferences > Revoke Teen Consent Access Form** page. The HUMC Health Information department will process deactivation requests.



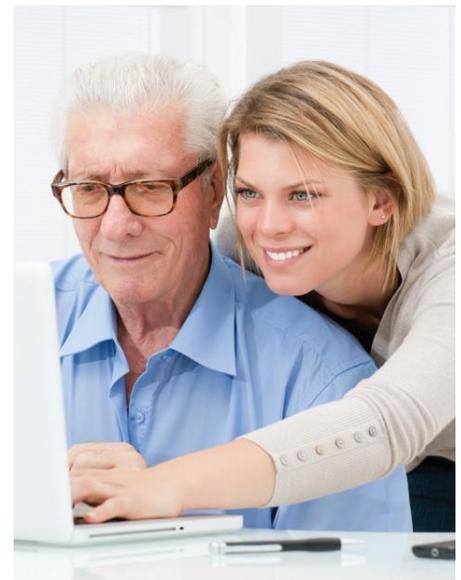
## Adult-Adult Proxy

Adult-Adult proxy access allows another adult full access to the HUMC MyChart account of a Hackensack University Medical Center patient who is 18 years of age or older. In order to obtain access, both the patient and proxy must complete and sign the HUMC MyChart Adult Proxy Form during an office visit or mail it to Hackensack University Medical Center's Health Information Department.

The proxy's access is terminated when the patient makes a written request to terminate access or revokes access from within their HUMC MyChart account.

### Submit Proxy Request Forms:

Download the appropriate form and mail it to Hackensack University Medical Center, Health Information Department, 30 Prospect Avenue, Hackensack, NJ 07601 OR Fax: 201-489-0591.



## Access a family member's record

You will receive your own MyChart activation code in the mail once your proxy request form has been processed and approved. Use the code to activate your account. Review the [Use your activation code to sign up](#) section of this handbook.

You can access your family members' medical records and 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

This section explains how to access a family member's record and how to access growth charts and immunizations in in a child's record.

You can view your family member's records by logging into your account and clicking the photo or name for that family member in MyChart. If you already have an HUMC MyChart account, you do not need another activation code to view your family member's medical information. Simply, log into your existing account and the new records will be available.

After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.



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

## View and print your child's immunization record

When you are in your child's record in MyChart, go to **Health > Immunizations**. 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 .

# View your child's growth charts

To view your child's growth charts, open your child's record and go to **Health > Growth Charts**.

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click  .

# Messaging

## View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Messaging > Message Center**).



If you're looking for a specific message, enter key words in the **Search** field on the Inbox page.

## Receive email or text messages when new MyChart messages are available

1. Go to **Settings > Notifications**.
2. On the **Email** or **Text** tab, select the New Message check box for the messages you wish to receive.
3. Update your email address and mobile phone number if needed.

## Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You might use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

1. Go to **Messaging > Ask a Question**.
2. Click **New Medical Question**.
3. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
4. Select a subject for your message and enter your question.
5. When you are finished, click **Send**.

Someone at your clinic should respond to you. If you've opted to receive email or text notification for new messages in your MyChart account, you'll receive a message letting you know that the clinic has responded to your request.



To view a message after you've sent it, go to **Messaging > Message Center** and select the **Sent Messages** tab. Messages that appear in bold text have not yet been read by clinic staff.

## Letters

Review letters sent to you by your doctor's office, including health reminder letters, result letters, and general letters.

1. Select the letter to view it.
2. If you want a copy of the letter for your records, click  .

# Visits

## View your past or upcoming appointments

You can view your past or future appointments by going to **Visits > Appointments and Visits**.

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

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your 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:

- Verify guarantor information
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Select a preferred pharmacy for prescriptions
- Answer appointment-related questionnaires

Select a past appointment to view the After Visit Summary.

## Download or send a visit summary to another provider

Go to **Health > Download My Record** and click **Visit Records**.

Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits. Then:

- Click **Download** to save a copy of the visit summary for your records.
- 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.

## Request or schedule an appointment

To request or schedule an appointment, go to **Visits > Schedule an Appt**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment or Schedule an Appointment page.

- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.
- When you schedule an appointment, you schedule the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.

## Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time, you'll need to call the clinic to cancel your appointment. Please note that you may only cancel appointments through MyChart that you schedule yourself through MyChart. Appointments scheduled directly through the clinic may be canceled by contacting the clinic directly.

1. Go to **Visits > Appointments and Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

# Health

## View your test 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 physician. To view test results, go to **Health > Test Results**. 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.

## Receive email or text messages when new results are available

1. Go to **Settings > Notifications**.
2. On the **Email** or **Text** tab, select the New Test Result check box under Test Results, Medications, & Research Studies.
3. Update your email address and mobile phone number if needed.

## Manage Your Medications

### View your current medications

Go to **Health > Medications** to see all of your current medications in one place. 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.



- Remove a medication you're no longer taking by clicking **Remove**.
- Add a new medication by clicking **Add a Medication**.

### Request a medication refill

1. From the medication list, click **Request Refill**.
2. On the Request Rx Refill page, select the check box next to the medication you need refilled and enter any comments. Click **Continue**.
3. Select a pharmacy for pickup that's convenient for you. Then, click **Submit Request**.

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



To request a refill without first reviewing your whole medication list, select **Messaging > Request Rx Refill** to go directly to that page.

## View a Summary of Your Health Information

To get a summary of your medical record, go to **Health > Health Summary**. This summary includes:

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care topics

## Download a Copy of Your Medical Record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results, and immunizations you can see in MyChart.

If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Go to **Health > Download My Record**.
2. Click **Visit Records** and select the **Lucy Summary** tab.
3. Click **Download** and then click **Download** again for the message that appears.
4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.

## View your requested medical records

If you've 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.

1. Go to **Health > Download My Record** and click **Requested Records**.
2. 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.

## Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyChart so you can complete them online instead of filling out a form when you get to the clinic.

You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from **Health > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to **Visits > Appointments and Visits**. Select the upcoming appointment and click **Details**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyChart message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

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

## Track your daily health readings online

Your physician 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 physician automatically receives the readings so he can monitor your progress between visits.

## Record a new reading in Track My Health

1. Go to **Messaging > Message Center**. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
  - In the future, you can record your readings by going directly to **Health > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **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 this page, you can:
  - Change the orientation of the table. Click the **More Options** link to choose whether dates appear as rows or columns.
  - View the readings in a graph. Click **Graph** to change the display.
  - 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.

# Billing and Insurance

## Review and update your insurance information

To review the insurance information your clinic has on file, go to **Billing > Insurance Summary**. Click the payor/plan link 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.

## Guarantor Verification During eCheck-In

Help ensure that your insurance information is up to date by verifying it during eCheck-in.

As part of the Insurance step, you can confirm whether the person listed is financially responsible for the visit payment.

# 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.
1. Go to **Settings > Personalize**.
  2. Click **Edit**.
  3. Make any of the changes described above and then click **Save**.

## Update your personal information

You can update your address, phone number, or email address at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Health > Demographics**.
2. Enter the new information and click **Accept Changes**.
3. Confirm that your updated information is correct, and then click **Submit 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 **Settings > Notifications**.
2. On the **Email** or **Text** tab, select the check box for the group of notifications or the individual notifications you want to receive.
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 **Preferences > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your MyChart username or password.

# Mobile Apps

The HackensackUMC Mobile App and MyChart App 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!

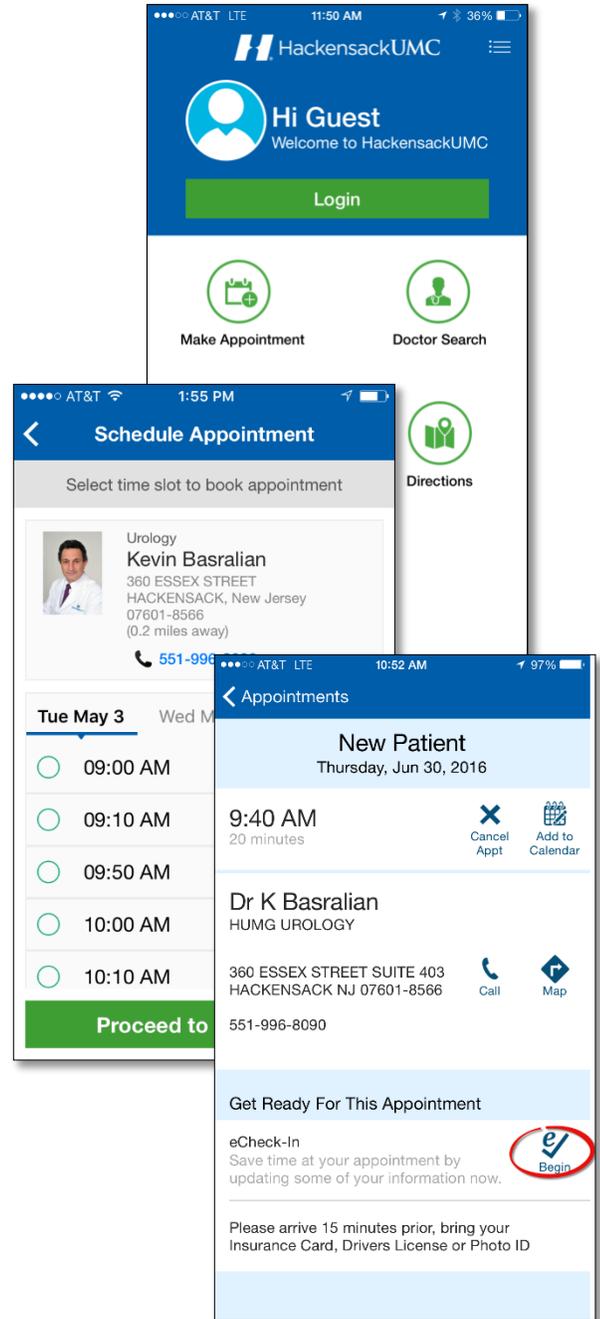
- View ER wait times
- View test results.
- Send and receive messages.
- Schedule and confirm upcoming appointments and view visit summaries for past appointments.
- View your health summary, including allergies, immunizations, current health issues, and medications.
- View preventive care procedures and when they are due.
- Request medication refills.
- 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."



# Learn More...

The bottom section of the HackensackUMC MyChart website ([www.hackensackumc.org/mychart](http://www.hackensackumc.org/mychart)) contains links to useful information.

## FAQs (frequently asked questions)

The FAQs link takes you to a page where many of your questions about your HUMC MyChart will be answered. Click on a link that takes you to the answer.

You will find information about:

1. Enrollment questions
2. Your medical record
3. Medications
4. MyChart for your family
5. After I enrolled
6. Technical Questions

## Privacy Policy

Access the Privacy Policy page to view Hackensack University Medical Center – Notice of Health Information Practices.

## Terms and Conditions

The Terms and Conditions page details your rights and responsibilities as a user of HUMC MyChart. Review the information carefully before you first access your HUMC MyChart account.

## Authorization Forms and Consents

Some outpatient departments post their authorization/consent forms on the HackensackUMC MyChart website. You will be given instructions to access these forms if you are a new patient in these areas. Select a link to download the PDF form. Complete it and bring it with you at your next visit.

## MyChart Support

You may request support directly from the MyChart portal or call a new dedicated phone line for help. Patients may call 551-996-1046 to reach a live Help Desk analyst for assistance with their My Chart account. The support is intended for login related issues. Expect a response within 2 business days.

Please DO NOT contact support to discuss medical information or to contact Hackensack University Medical Center regarding a medical emergency or patient care.

For medical questions, please contact your provider of care directly or dial 911.

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This guide is based on Epic 2017.