HackensackUMC MyChart

Patient Handbook

HackensackUMC
Where medicine meets innovation
MyChart
Your secure, online health connection

HackensackUMC

Version 1.2 August 2014

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Important Information

As Hackensack University Medical Center (HUMC) strives to deliver a brand of care that is patient and family centered, HUMC MyChart promises to be an incredibly important new tool. The technology grants you and all our patients a degree of control over your own care experience - such as reviewing test results, allergies, medications, viewing past and future appointments, and securely exchanging online messages with your health care team.

HUMC MyChart works by giving our patients views to portions of their official medical record stored in Epic, HUMC's electronic health record system. While you will find this Information very helpful in keeping track of your health information, HUMC MyChart does not include **all** of your medical information, and is not your legal medical record. If you would like a copy of your legal medical record, you will need to file a request for information with our Health Information Department (see contact information below).

In addition to this booklet, you can find answers to your Frequently Asked Questions on the HUMC MyChart login web page.

Important Resources

Resource	Contact Information	Usage
HUMC MyChart Web Site	www.hackensackumc.org/mychart	MyChart activation (sign up) Online Request Form Lost or forgotten User ID or password Frequently Asked Questions (FAQs) HUMC MyChart Sign up Forms HUMC MyChart Proxy Request Forms
MyChart Support	mychartsupport@hackensackumc.org	Lost or forgotten User ID or password Other issues with HackensackUMC MyChart website
HUMC Health Information Department	Hackensack University Medical Center Health Information Department 30 Prospect Avenue Hackensack, NJ 07601 Phone: 551-996-2074 Fax: 201-489-0591	Request your legal medical record HUMC MyChart Sign up Forms HUMC MyChart Proxy Request Forms Frequently Asked Questions (FAQs) Lost or forgotten User ID or password

MyChart Activation Code

You will need a MyChart activation code to create your HUMC MyChart account. The activation code is 15 characters with an expiration date of 30 days from the date the code was generated.

The activation code can be found on the After Visit Summary of an inpatient or emergency department stay or some outpatient visits. Some departments such as the Health Information Department can also generate MyChart activation letters.

Review the **Activate Your HUMC MyChart Account** section below on how to use the activation code**.**

MyChart Activation Code Request for Myself

If you are 18 years or older and do not have a MyChart activation code, you can complete the **Online Activation Code Request** form. You will receive your MyChart activation code via e-mail or postal mail. The activation code is valid for 30 days. Review the **Expired or Lost Activation Code** section below for additional information.

Follow the steps:

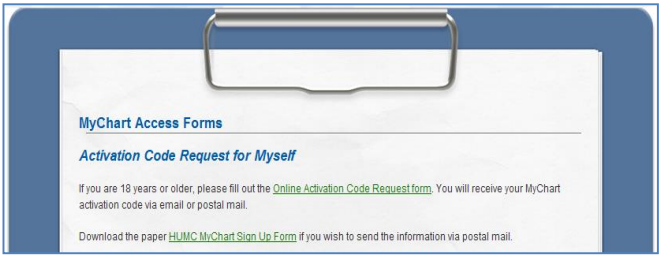
1. Access the HackensackUMC MyChart website: www.hackensackumc.org/mychart.
2. There are 2 ways to access the **Online Activation Code Request** form.
   a. **Option 1**

   - Click the **Sign Up Now** button.
   - Click **Request Online**.

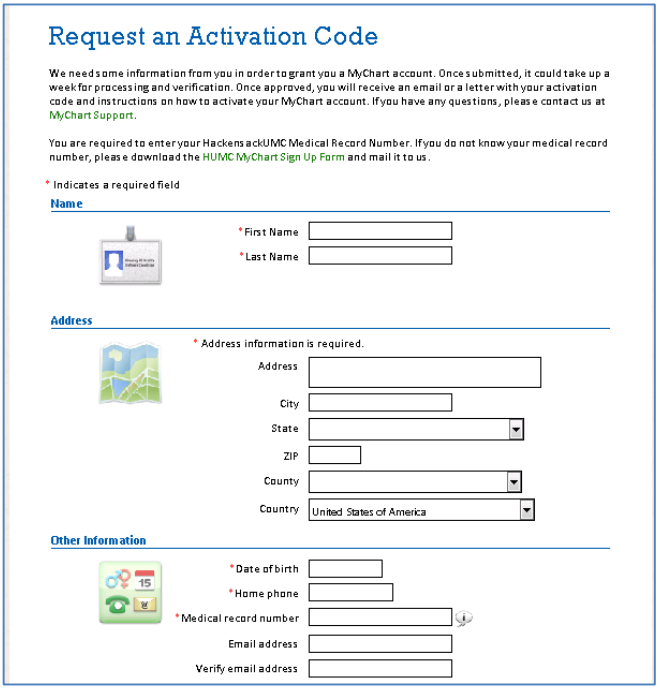
b. <u>Option 2</u>

- Click the **MyChart Access Forms** link under the **Learn More** section.

- Select the **Online Activation Code Request form** link to complete the request online.



3. Complete all information on the **Request an Activation Code** page. You are required to enter your medical record number on this form. Your medical record number is only numeric and can be found on an after visit summary and consent forms. **DO NOT enter a 15 character activation code in this field**.



Request an Activation Code

We need some information from you in order to grant you a MyChart account. Once submitted, it could take up a week for processing and verification. Once approved, you will receive an email or a letter with your activation code and instructions on how to activate your MyChart account. If you have any questions, please contact us at MyChart Support.

You are required to enter your HackensackUMC Medical Record Number. If you do not know your medical record number, please download the HUMC MyChart Sign Up Form and mail it to us.

* Indicates a required field

Name

* First Name

* Last Name

Address

* Address information is required.

Address

City

State

ZIP

County

Country

United States of America

Other Information

* Date of birth

* Home phone

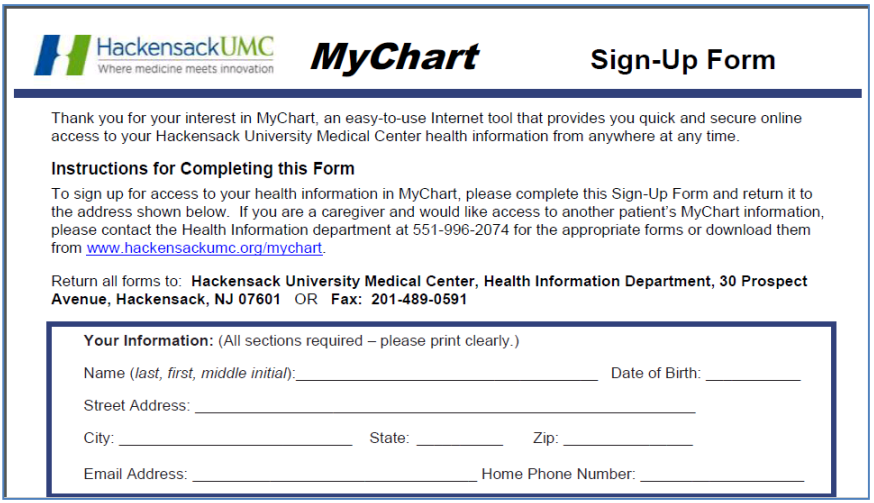
* Medical record number

Email address

Verify email address

4. As a spam prevention measure, a CAPTCHA field must be completed at the bottom of the form. Enter your guess for the first word followed by a space and then the second word. If the CAPTCHA is not readable, click the for another challenge.

5. If you'd prefer to download the form and mail it to the Health Information Department, click the **HUMC MyChart Sign Up Form** link on the page.



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MyChart **Sign-Up Form**

Thank you for your interest in MyChart, an easy-to-use Internet tool that provides you quick and secure online access to your Hackensack University Medical Center health information from anywhere at any time.

Instructions for Completing this Form

To sign up for access to your health information in MyChart, please complete this Sign-Up Form and return it to the address shown below. If you are a caregiver and would like access to another patient's MyChart information, please contact the Health Information department at 551-996-2074 for the appropriate forms or download them from www.hackensackumc.org/mychart.

Return all forms to: **Hackensack University Medical Center, Health Information Department, 30 Prospect Avenue, Hackensack, NJ 07601** OR **Fax: 201-489-0591**

Your Information: (All sections required – please print clearly.)

Name (*last, first, middle initial*):_____ Date of Birth: _____

Street Address: _____

City: _____ State: _____ Zip: _____

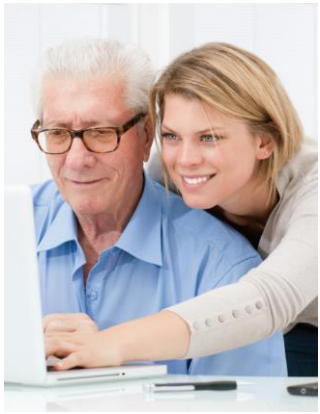
Email Address: _____ Home Phone Number: _____

MyChart Activation Code Request 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.



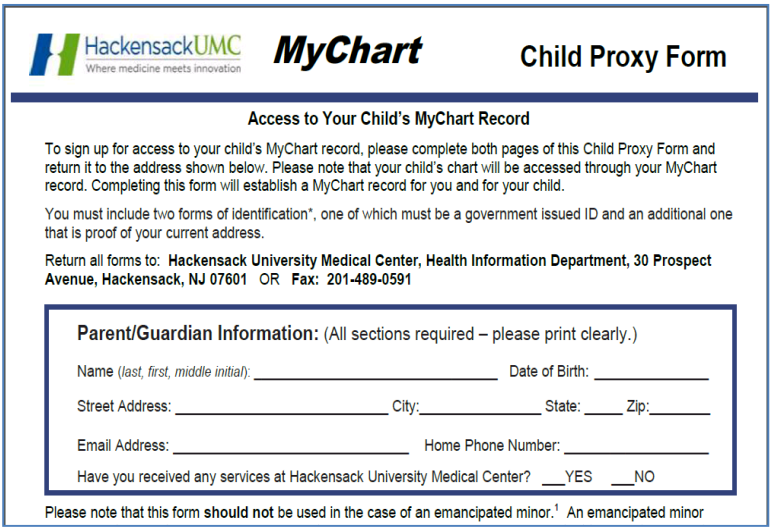
Proxy access is granted once an authorization form has been completed and processed. Individuals designated as proxies do not have to be patients themselves to view data through MyChart.

There are 2 types of proxy access: Parent-Child 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 18. Access is obtained by completing the **HUMC MyChart Child Proxy Form** and mailing it to Hackensack University Medical Center's Health Information Department.

Child proxy access is automatically terminated on the child's 18th birthday. If your child is age 12-17, you will be granted partial access to your child's HUMC MyChart record (e.g. immunizations and allergies only).



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MyChart **Child Proxy Form**

Access to Your Child's MyChart Record

To sign up for access to your child's MyChart record, please complete both pages of this Child Proxy Form and return it to the address shown below. Please note that your child's chart will be accessed through your MyChart record. Completing this form will establish a MyChart record for you and for your child.

You must include two forms of identification*, one of which must be a government issued ID and an additional one that is proof of your current address.

Return all forms to: **Hackensack University Medical Center, Health Information Department, 30 Prospect Avenue, Hackensack, NJ 07601** OR **Fax: 201-489-0591**

Parent/Guardian Information: (All sections required – please print clearly.)

Name (*last, first, middle initial*): _____ Date of Birth: _____

Street Address: _____ City: _____ State: ____ Zip: _____

Email Address: _____ Home Phone Number: _____

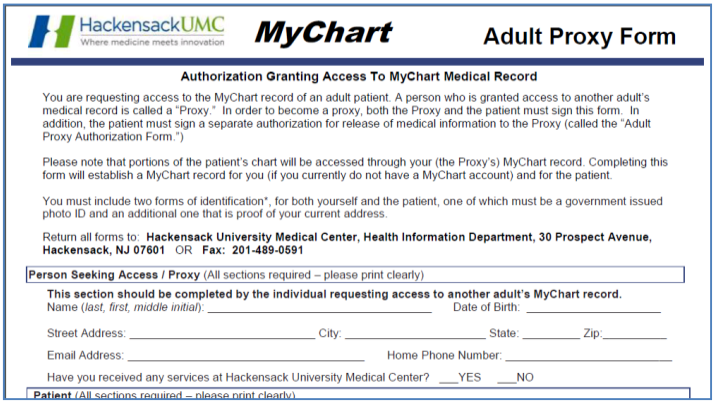
Have you received any services at Hackensack University Medical Center? ___YES ___NO

Please note that this form **should not** be used in the case of an emancipated minor.[1] An emancipated minor

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** and 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 MyChart account.



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MyChart **Adult Proxy Form**

Authorization Granting Access To MyChart Medical Record

You are requesting access to the MyChart record of an adult patient. A person who is granted access to another adult's medical record is called a "Proxy." In order to become a proxy, both the Proxy and the patient must sign this form. In addition, the patient must sign a separate authorization for release of medical information to the Proxy (called the "Adult Proxy Authorization Form.")

Please note that portions of the patient's chart will be accessed through your (the Proxy's) MyChart record. Completing this form will establish a MyChart record for you (if you currently do not have a MyChart account) and for the patient.

You must include two forms of identification*, for both yourself and the patient, one of which must be a government issued photo ID and an additional one that is proof of your current address.

Return all forms to: **Hackensack University Medical Center, Health Information Department, 30 Prospect Avenue, Hackensack, NJ 07601** OR **Fax: 201-489-0591**

Person Seeking Access / Proxy (All sections required – please print clearly)

This section should be completed by the individual requesting access to another adult's MyChart record.

Name (*last, first, middle initial*): _____ Date of Birth: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Email Address: _____ Home Phone Number: _____

Have you received any services at Hackensack University Medical Center? ___YES ___NO

Patient (All sections required – please print clearly)

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.**

To access the patient's chart:

1. Log in to your HUMC MyChart account from our secure web page with your MyChart username and password.
2. Select the tab on the right with the patient's name.

Read the **Proxy Access** section of this handbook for additional information.

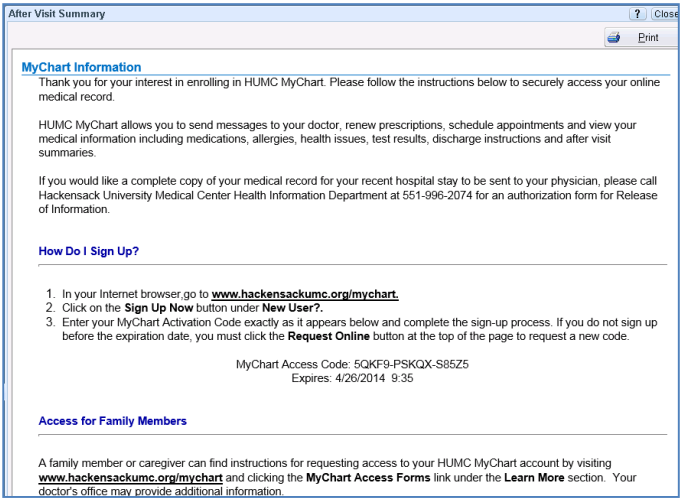
Expired or Lost Activation Code

If a your activation code expired before you were able to activate your HUMC MyChart account, or if you have misplaced your activation code before activating your account, you can request a new code from the online request form or send the sign up form to the Health Information Department.

Follow the **MyChart Activation Code Request For Myself** section of this handbook.

Activate Your HUMC MyChart Account

You may receive your HUMC MyChart activation code on the paperwork that is given to you when you are discharged from the hospital/emergency department, after an outpatient visit in some departments, by e-mail, or sent to your home address. The code is valid for 30 days.


After Visit Summary

Close

Print

MyChart Information

Thank you for your interest in enrolling in HUMC MyChart. Please follow the instructions below to securely access your online medical record.

HUMC MyChart allows you to send messages to your doctor, renew prescriptions, schedule appointments and view your medical information including medications, allergies, health issues, test results, discharge instructions and after visit summaries.

If you would like a complete copy of your medical record for your recent hospital stay to be sent to your physician, please call Hackensack University Medical Center Health Information Department at 551-996-2074 for an authorization form for Release of Information.

How Do I Sign Up?

1. In your Internet browser,go to **www.hackensackumc.org/mychart.**
2. Click on the **Sign Up Now** button under **New User?.**
3. Enter your MyChart Activation Code exactly as it appears below and complete the sign-up process. If you do not sign up before the expiration date, you must click the **Request Online** button at the top of the page to request a new code.

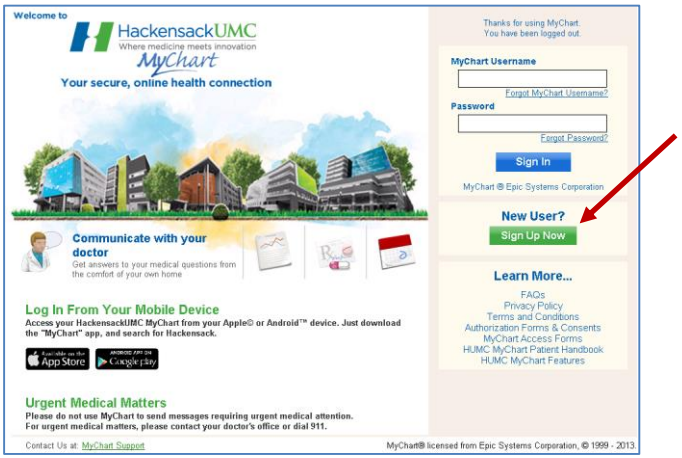
MyChart Access Code: 5QKF9-PSKQX-S85Z5
Expires: 4/26/2014 9:35

Access for Family Members

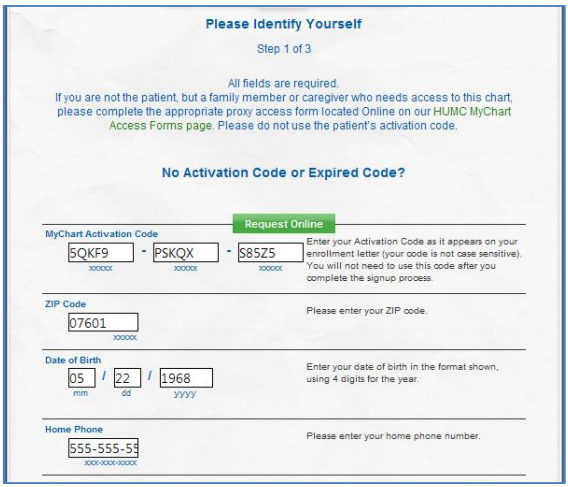
A family member or caregiver can find instructions for requesting access to your HUMC MyChart account by visiting **www.hackensackumc.org/mychart** and clicking the **MyChart Access Forms** link under the **Learn More** section. Your doctor's office may provide additional information.

Follow the steps below to activate your account:

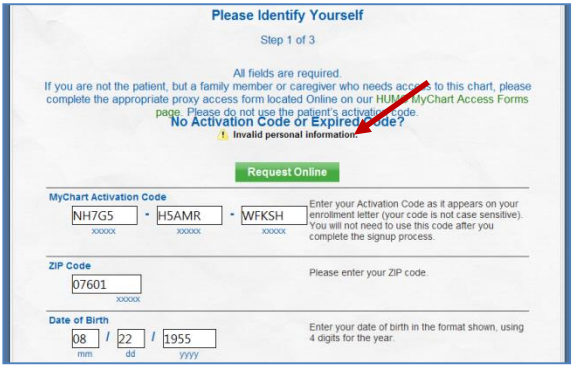
1. Access the HackensackUMC MyChart website: www.hackensackumc.org/mychart.
2. Click the **Sign up Now** button under **New User?**



3. Enter your 15 character MyChart Activation Code exactly as it appears on your visit summary or letter and complete the sign-up process.

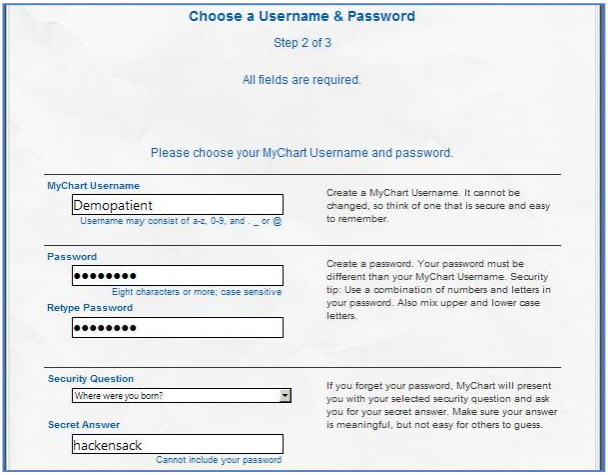


NOTE: An error message similar to the one below stating "**Invalid personal information**" indicates that the website cannot validate your personal information entered on the form (e.g. Zip Code, Date of Birth, or Home Phone) with the personal information found in the HUMC electronic health record. Contact the Health Information Department for assistance.

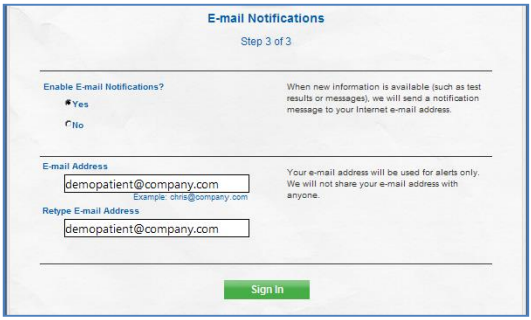


If all of your personal information matches the HUMC electronic health record, you will proceed.

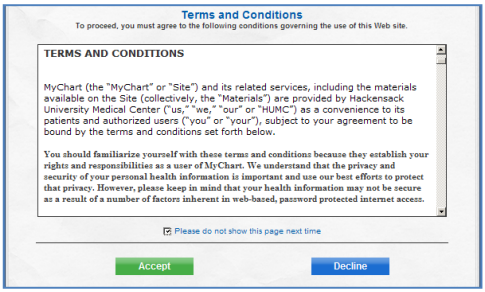
4. Choose a **MyChart Username** and **Password**. Select an appropriate security question and enter the answer.



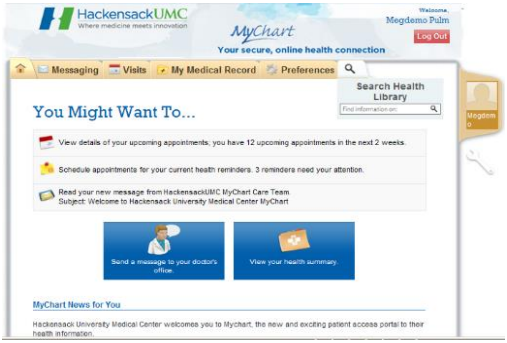
5. Enter an e-mail address so that you can receive alerts when new information becomes available in your HUMC MyChart and click **Sign In**.



6. Review the **Terms and Conditions** and click **Accept**. You can select the "Please do not show this page next time" check box to avoid the page the next time you log in.



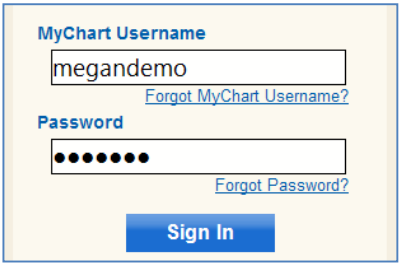
Congratulations! You have activated your HUMC MyChart account.



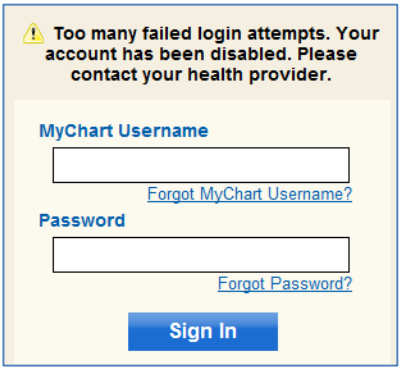
Log In

After signing up for your HUMC MyChart account, you can access your account any time:

1. Log into www.hackensackumc.org/mychart.
2. Enter your **MyChart Username** and **Password**.
3. Click **Sign In**.



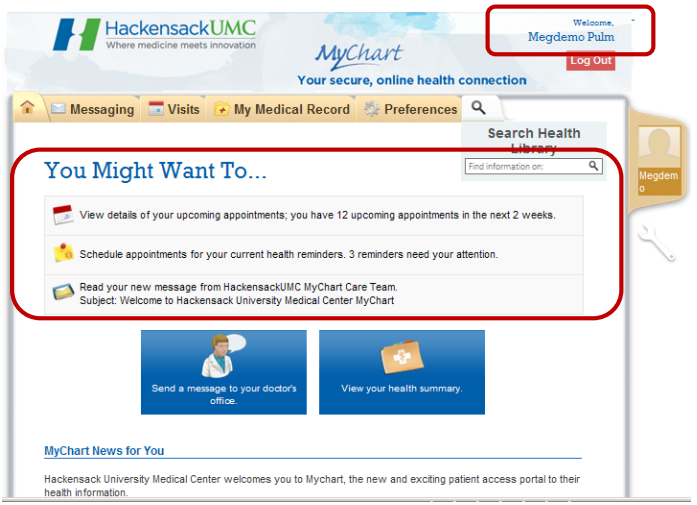
NOTE: If you enter the incorrect password after 4 attempts, you will disable your account. Contact MyChart Support (mychartsupport@hackensackumc.org) to re-active your account.



When you first log in to your HUMC MyChart, you will come to your personal landing page. You will know this is your page because your name will be in the top right corner.

If new information is available in your MyChart (e.g. a new test result has been posted, or a new message from your doctor or nurse), an alert will appear in the top section. Click on the alert to see your new information.

You can always click the home icon to go to the homepage.



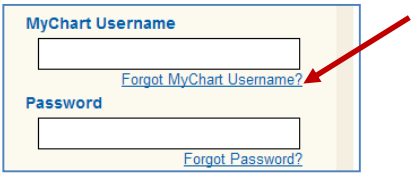
Forgot MyChart Username?

In the event that you forget your HUMC MyChart Username, you can retrieve it from the website as long as you have an e-mail address on file.

If you do not have an e-mail account on file, you can contact the Hackensack University Medical Center Health Information Department for assistance.

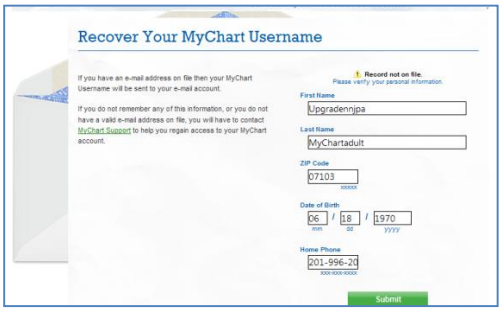
To access your MyChart Username:

1. From the HUMC website (www.hackensackumc.org/mychart), click the **Forgot MyChart Username** link.



2. Enter your **first name**, **last name**, **zip code**, **date of birth**, and **home phone number** and click **Submit**.

<u>NOTE</u>: If the information that you enter does not match our electronic medical record system (e.g. your home phone number is different), you will not be able to continue. Contact the Hackensack University Medical Center Health Information Department for assistance.

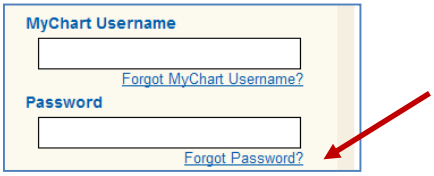


3. If the information is validated, your username will be sent to the e-mail address on file with your account.

Forgot Password?

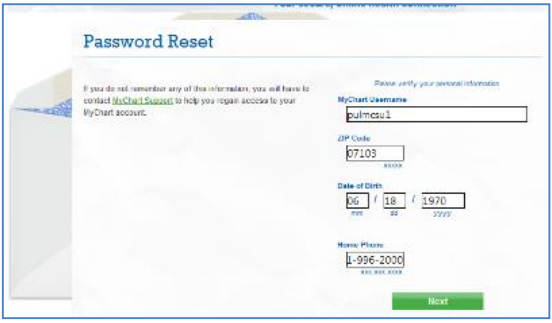
Use the Forgot Password link to re-set your password.

1. Click the **Forgot Password** link.

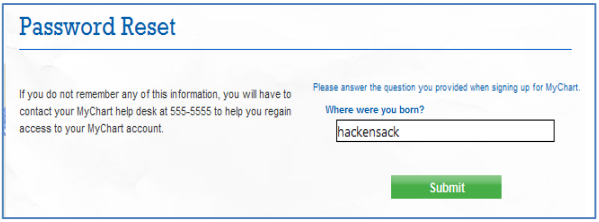


2. Enter your HUMC MyChart **Username**, **zip code**, **date of birth**, and **home phone number** and click **Next**.

<u>NOTE</u>: If the information that you enter does not match our electronic medical record system (e.g. your home phone number is different), you will not be able to continue. Contact the Hackensack University Medical Center Health Information Department for assistance.



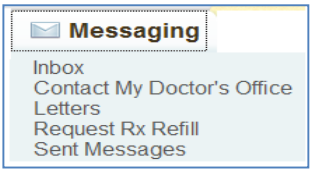
3. If the information is validated, you can enter the answer to your security question and click **Submit**.



4. If all of your information is validated, you will be able to create your new password.

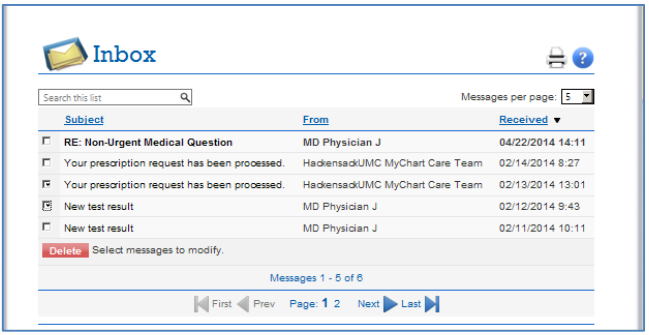
You will be taken directly into your HUMC MyChart account.

Messaging

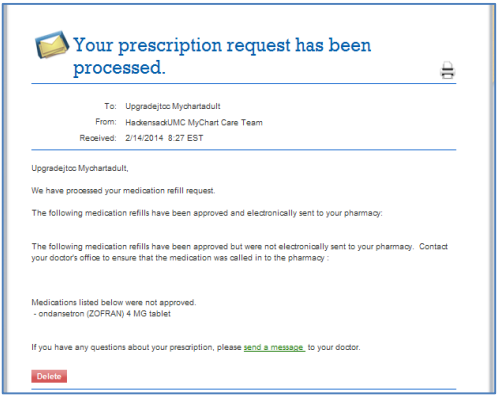


Inbox

The Inbox contains your new and read messages. From the Inbox, you can search, read, and reply to messages, and complete attached questionnaires.



1. Select a message from the list to review it.



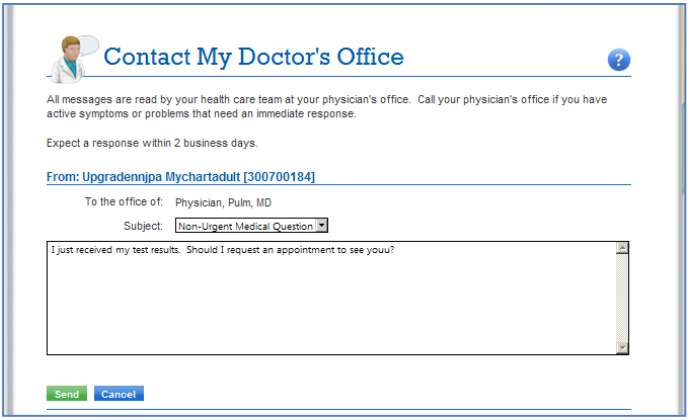
2. Choose the checkbox next to the message and click **Delete** to remove it.

Contact My Doctor's Office

When you seek general medical advice that might not warrant an office visit, you can send secure messages with non-urgent questions to the doctor's office. The names that appear in the "**To the office of**" drop down box are providers that you have had an appointment with in the past 3 years or a provider that you have an appointment within the next six months. These are only providers whose offices are using MyChart.

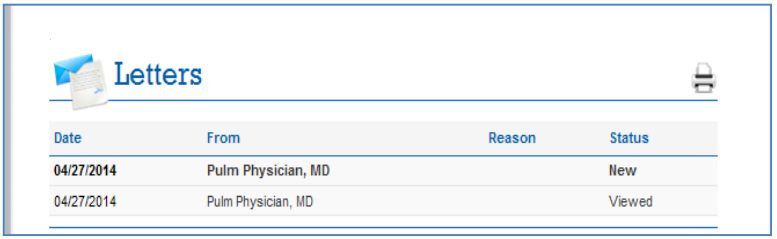
1. Select the physician's name from the "**To the Office of**" field.
2. Enter the appropriate **Subject**.
3. Enter your message in the text field and click the **Send** button.

You will receive a reply in your Inbox.

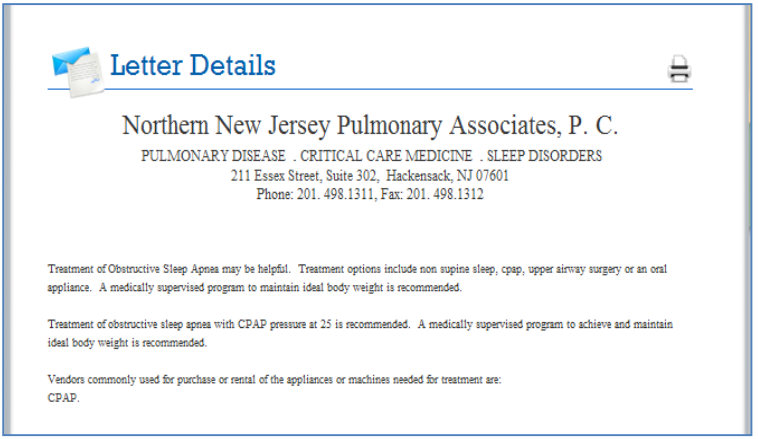


Letters

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



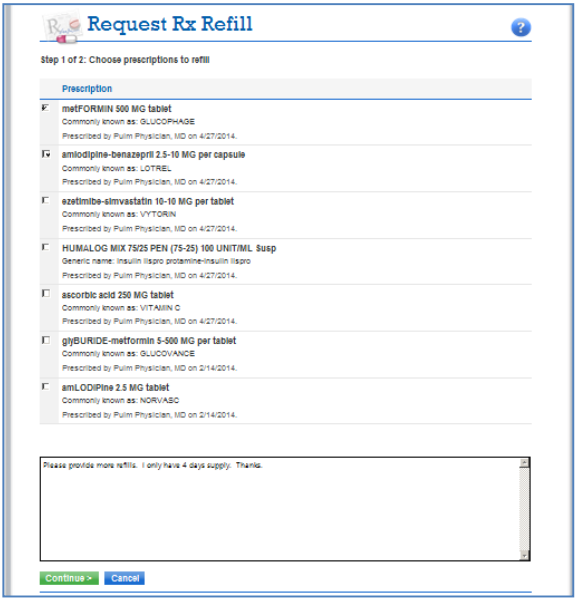
1. Select the letter to view it.
2. To print the letter, click the printer icon at the top right.



Request RX Refill

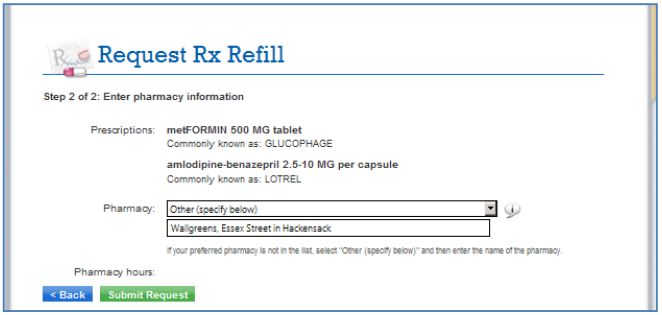
If your doctor's office has enabled refill requests through HUMC MyChart, you can request a prescription renewal by sending a message to the clinician who authorized a medication.

1. Select the checkbox next to the medication that you want to be refilled.
2. Enter any comments in the text box and click **Continue**.



3. From the **Pharmacy** field, select your pharmacy. This is the information that you provided the office. If you wish to have your medications filled in a different pharmacy, select **Other** and enter the name of the pharmacy in the field that appears below.
4. You can click the **Back** button if you want to add another medication.

5. Click **Submit Request**. Your request is sent to the doctor's office for processing.

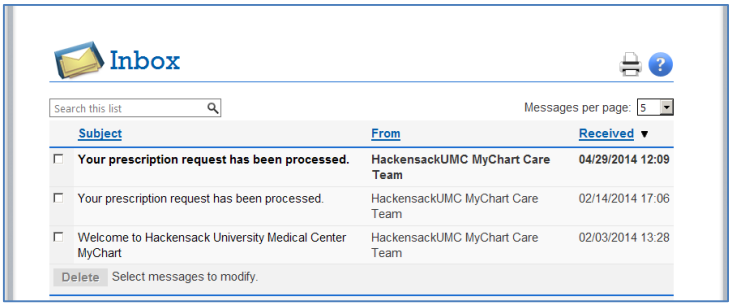


Once received and processed, you will receive an e-mail alerting you of the HUMC MyChart message detailing what medications have been refilled and sent to the pharmacy electronically.

Sample e-mail:

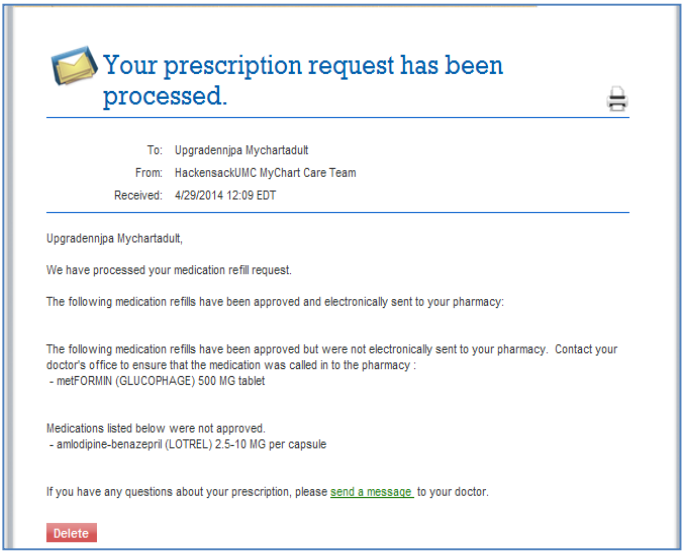
Hello, Upgradejtcc Mychartadult, you have new information in MyChart. Access your MyChart account at www.hackensackumc.org/mychart.

You will find the reply in your Inbox when you log in to your account. Click the new message.



The refill request message will detail:

- the medications sent electronically (e-prescribed) to the pharmacy
- medications that were not electronically sent but may have been called in to the pharmacy
- any medications that were not approved.



Your prescription request has been processed.

To: Upgradennjpa Mychartadult
From: HackensackUMC MyChart Care Team
Received: 4/29/2014 12:09 EDT

Upgradennjpa Mychartadult,

We have processed your medication refill request.

The following medication refills have been approved and electronically sent to your pharmacy:

The following medication refills have been approved but were not electronically sent to your pharmacy. Contact your doctor's office to ensure that the medication was called in to the pharmacy :
- metFORMIN (GLUCOPHAGE) 500 MG tablet

Medications listed below were not approved.
- amlodipine-benazepril (LOTREL) 2.5-10 MG per capsule

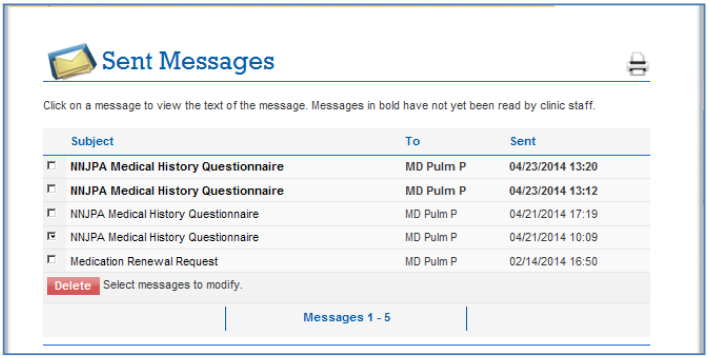
If you have any questions about your prescription, please send a message to your doctor.

Delete

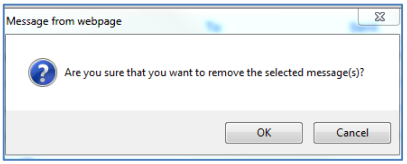
Sent Messages

You can review messages that you have sent to your doctor's office and see whether they have been read by office staff. Messages in bold have not yet been read by office staff.

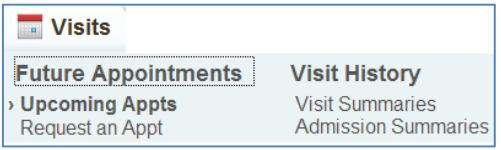
1. Select a message from the list to review what you've sent.
2. Choose the checkbox next to the message and click **Delete** to remove it.



3. Click **OK** to confirm that you want to delete the message.



Visits

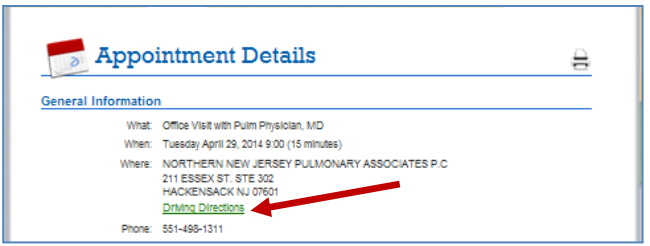


Future Appointments

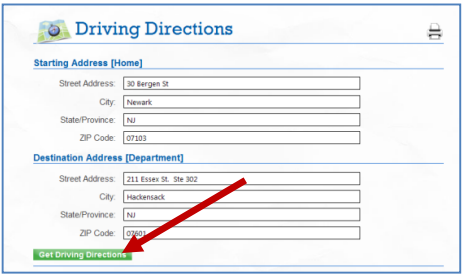
Upcoming Appointments

The Upcoming Appointments feature displays any future appointments that you may have, along with the physician you will see, the location, and driving directions to the office. From this feature, you can confirm or cancel the appointments, and provide pre-visit information via questionnaires. Upcoming surgeries are listed here as well.

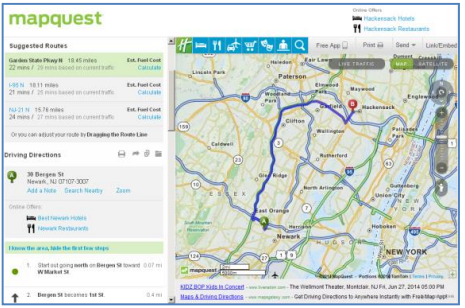
1. Click on the appointment to see the details.
2. A link for driving directions allows you to connect to MapQuest for detailed driving directions to the appointment location.



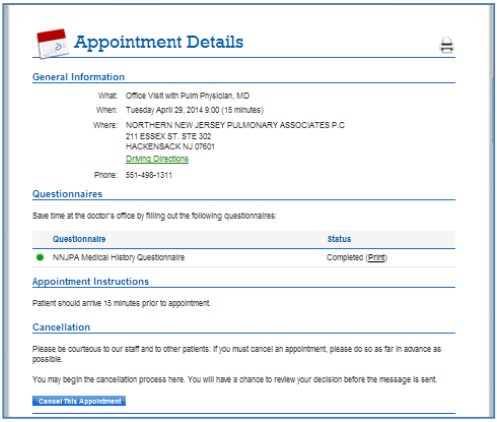
3. Click **Get Driving Directions**.



1. The driving directions will display.

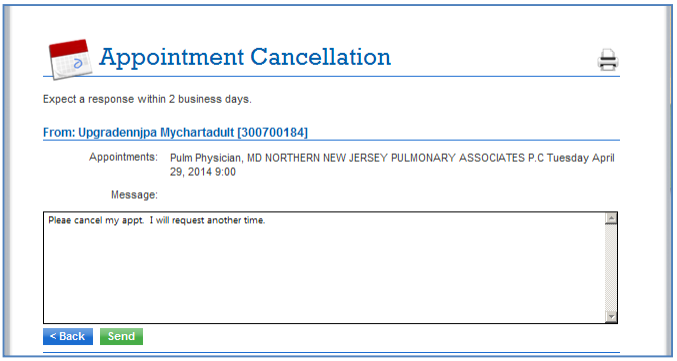


4. As a new patient, you can also complete medical information in the **Questionnaire** section (see **My Medical Record – Questionnaires** section below).



5. You can request to cancel an appointment as long as it is more than 24 hours before the appointment. After that time, you must call the office to cancel (the button to cancel will not be available).
6. Click the **Cancel This Appointment** button.

7. Enter a message in the text box and click **Send**.

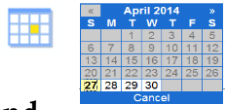


A confirmation of the cancellation request will appear.

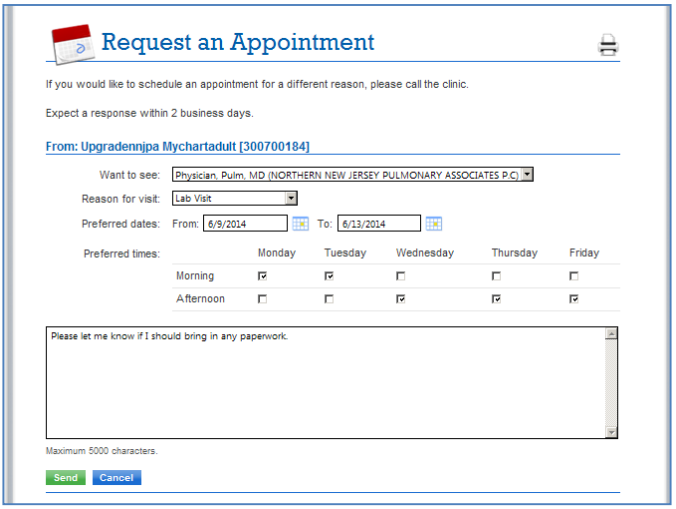
Request An Appointment

You can request new appointments with physicians (those that utilize MyChart in their office) through MyChart.

1. Select the physician you wish to see. The list is limited to clinicians with whom you have had a visit in the past 2 years and who you have an upcoming appointment within the coming year.
2. Choose a reason for the visit, for example, Follow-up.
3. Enter the dates and check the preferred times you wish to be seen. Click the calendar icon to see the dates.

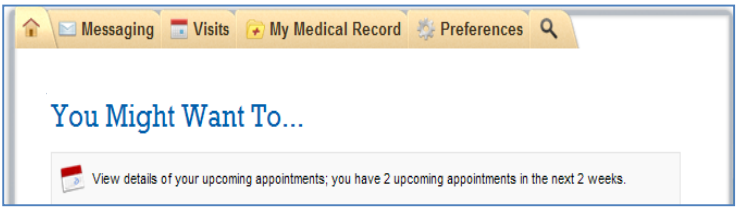


4. Enter comments, if desired, and click **Send**.



A confirmation of the appointment request will appear.

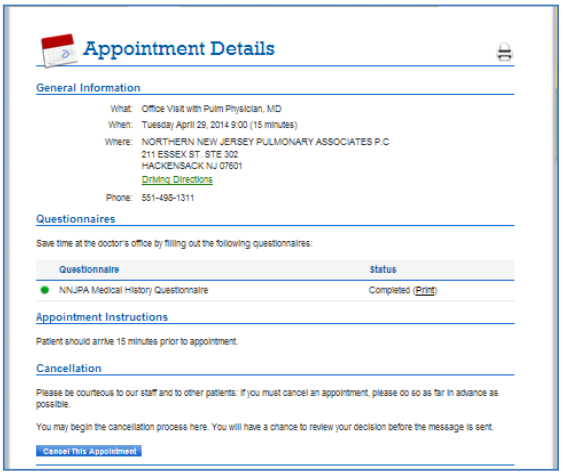
When the office staff schedules your appointment, you will receive an e-mail alert and a MyChart alert when you log into your account.



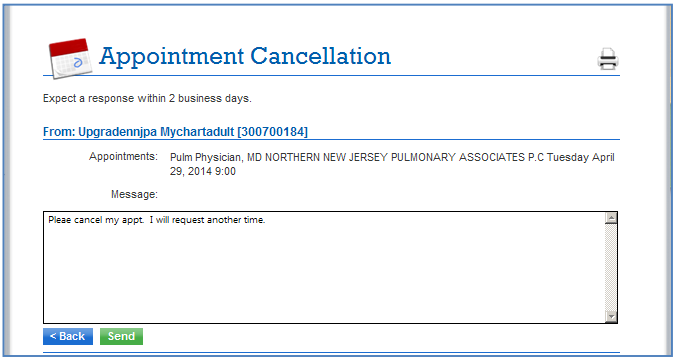
Request to Cancel an Appointment

You can request to cancel an appointment as long as it is not less than 24 hours before the appointment. After that time, you must call the office to cancel (the button to cancel will not be available).

1. Access the **Upcoming Appointments** feature and select the appointment.
2. Click the **Cancel This Appointment** button.



3. Enter a message in the text box and click **Send**.



A confirmation of the cancellation request will appear.

Visit Summaries

View visit summaries and admission summaries to see details for past appointments and hospitalizations. These summary pages show the same information that appears on the After Visit Summary that is provided to you at some offices or when you are discharged from an inpatient or emergency department visit. You can also download a copy of the visit summary to send it to an outside provider.

Visit Summaries list outpatient and emergency department visits.

1. Select the visit to view the details.

2. The After Visit Summary appears:

Download Visit Summaries

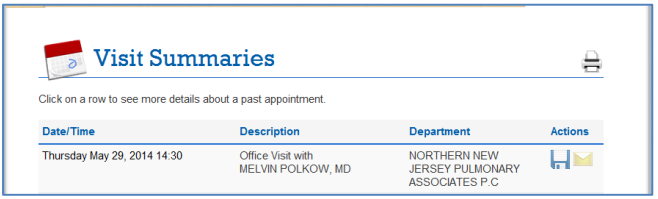
Click the printer icon to print the AVS (After Visit Summary) report.

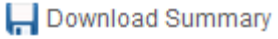
You can use the Download Summary feature to download or view your full health summary in the form of a Continuity of Care Document (CCD). You can choose to password-protect your summaries or use no password protection at all.

The CCD for the visit will include the following patient information: 1 - demographic information, 2 - language and ethnicity, 3 - primary care provider, 4 - current and deleted allergies, 5 - current medications and medication history, 6 - active and resolved problems, 7 - immunization history, 8 - social history, 9 - encounter details with last filed vitals and reason for visit, 10 - plan of care including patient instructions and upcoming visits, 11 - test results, and 12 - visit or admitting diagnosis.

To download the visit summary as a file:

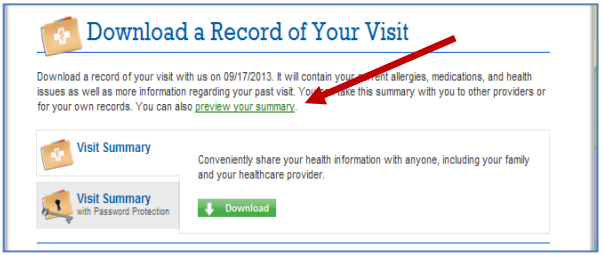
1. Click on the save icon from **Visit Summaries**.



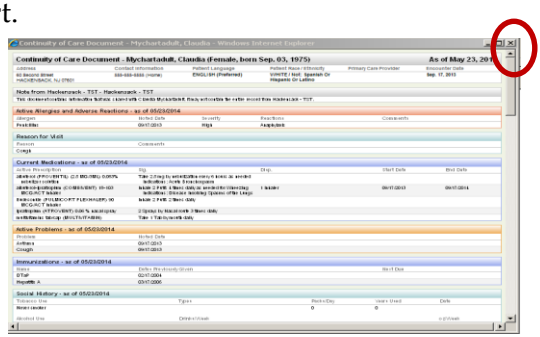
2. From **Appointment Details**, you can also hover over the folder icon and select 

.

3. From the Download a Record of Your Visit page, click the "***preview your summary***" link to view the report before you save it.



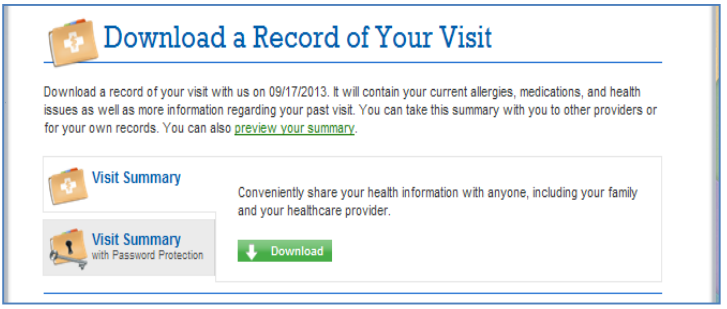
4. Your Continuity of Care Document for the visit will appear. Click on the "**X**" at the right corner of the screen to close the report.



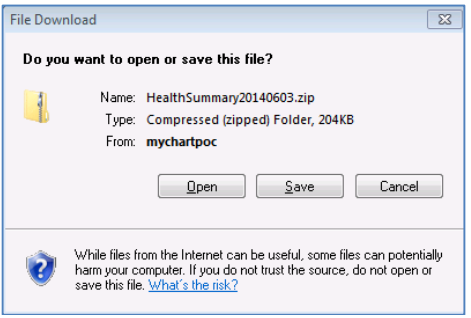
You can download the file with or without a password.

A - Download the file without a password:

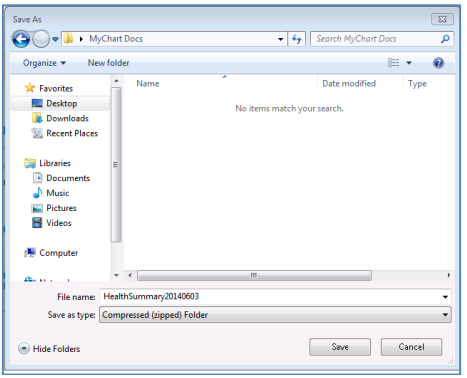
1. Click the **Download** button.



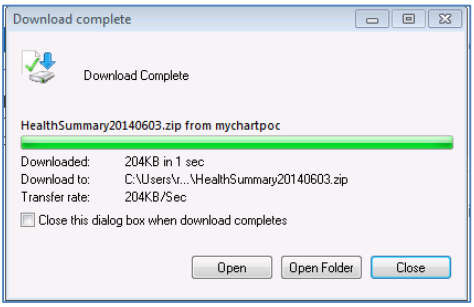
2. At the **File Download** pop-up window, select **Save**.



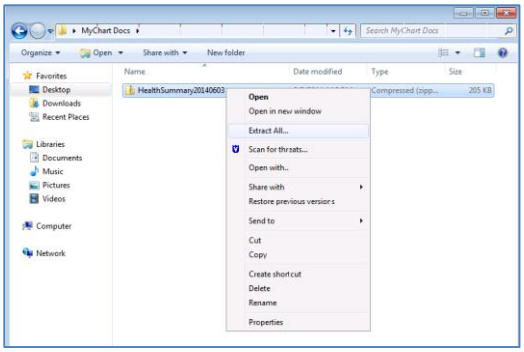
3. Save the file to a designated location.



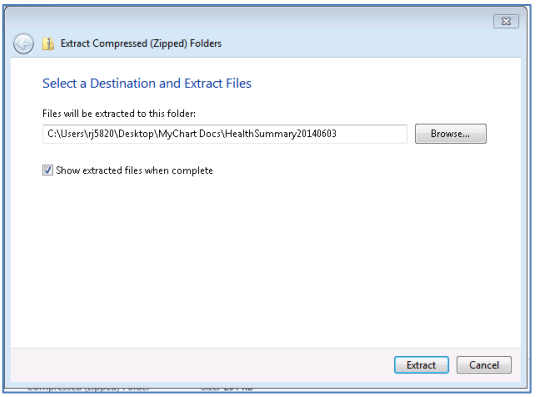
4. When the download is complete, click **Open Folder**.



5. From the folder that contains the file, select the saved zip folder, right-click and choose **Extract All**.



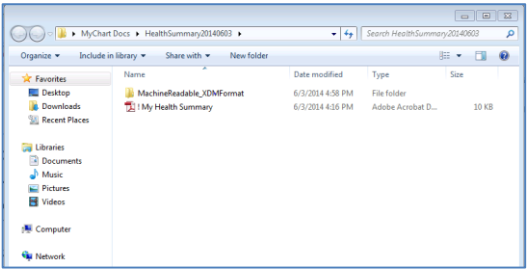
6. Click **Extract**.



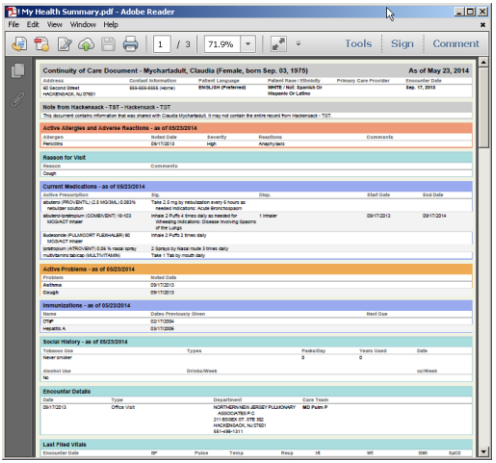
The folder opens with a **MachineReadable_XDMFormat** folder and a PDF file.

If you take your record on a thumb drive to a different doctor, he might be able to use his computer to read the file electronically. Your downloaded, machine-readable Personal Health Summary document is in a format called "CDA." If your doctor has a computer that understands CDA, your information is a folder on your thumb drive called **MachineReadable_XDMFormat**.

7. The PDF file is the easiest to use. Double-click on the PDF file **(!My Health Summary**) to open it.

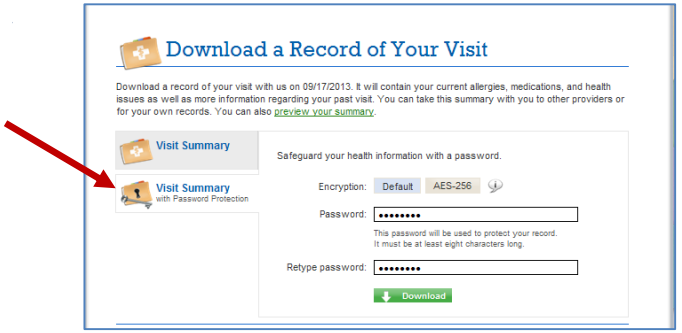


8. The PDF file opens.

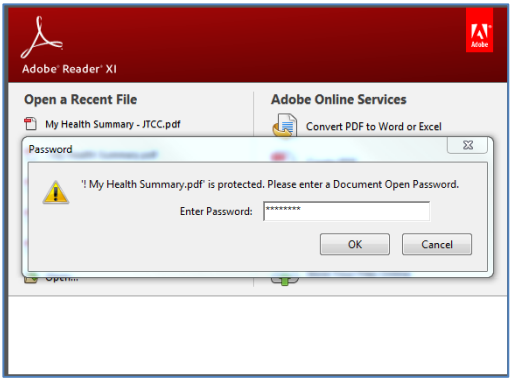


B - Download the file using a password:

1. Select the **Visit Summary with Password Protection** option and enter an 8 character password twice and click **Download**.



2. Follow steps 2-7 from the previous section **A.**
3. Since this file is password protected, enter your password that was created in step 1 to open the file.

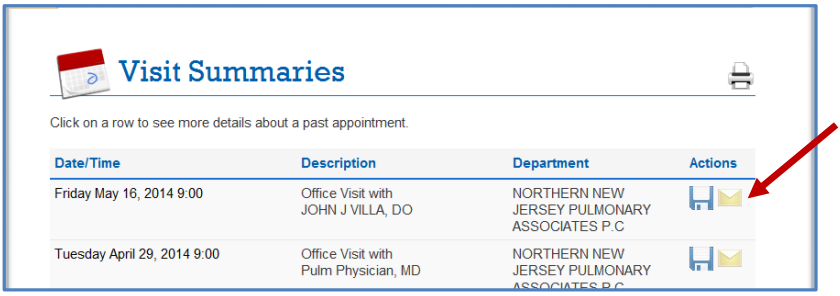


After downloading the CCD, you can transport the file using a USB device or save the file to a CD to give to another healthcare organization. This helps the organization receiving the CCD to ensure that your record is updated with information from other healthcare organizations.

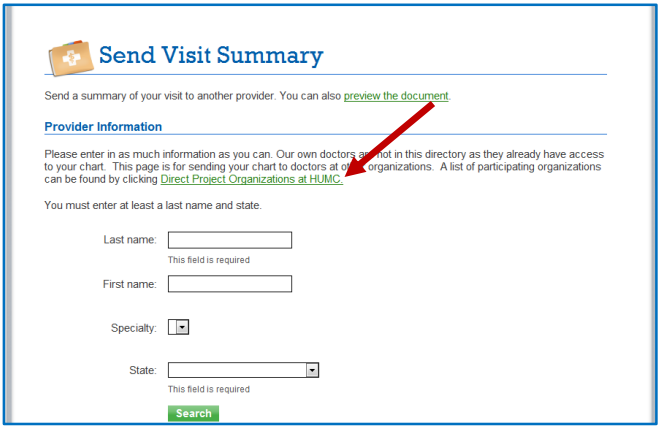
Send Visit Summary

You can use the **Send Visit Summary** feature to send your Continuity of Care Document to another provider. Hackensack University Medical Center providers are not in the directory as they have access to your chart. Check our provider list to ensure that your doctor is a participating physician.

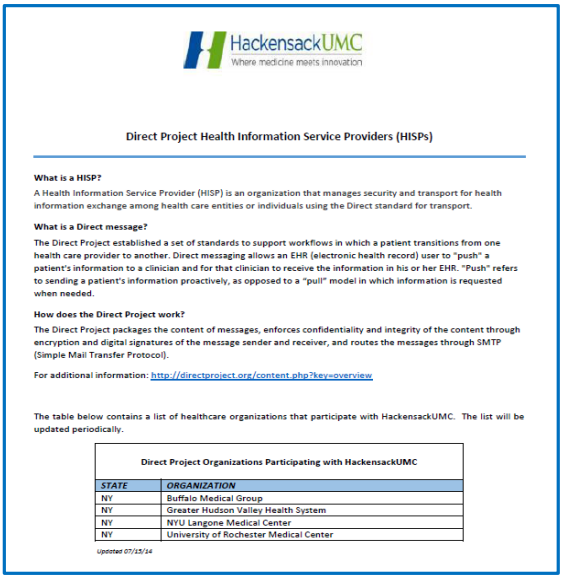
1. Click the envelope icon next to the visit.



2. Review the list of participating organizations by click on **the Direct Project Organizations at HUMC** link.



3. The document contains a list of the organizations that have the ability to receive visit summaries that you send.



HackensackUMC
Where medicine meets innovation

Direct Project Health Information Service Providers (HISPs)

What is a HISP?

A Health Information Service Provider (HISP) is an organization that manages security and transport for health information exchange among health care entities or individuals using the Direct standard for transport.

What is a Direct message?

The Direct Project established a set of standards to support workflows in which a patient transitions from one health care provider to another. Direct messaging allows an EHR (electronic health record) user to "push" a patient's information to a clinician and for that clinician to receive the information in his or her EHR. "Push" refers to sending a patient's information proactively, as opposed to a "pull" model in which information is requested when needed.

How does the Direct Project work?

The Direct Project packages the content of messages, enforces confidentiality and integrity of the content through encryption and digital signatures of the message sender and receiver, and routes the messages through SMTP (Simple Mail Transfer Protocol).

For additional information: http://directproject.org/content.php?key=overview

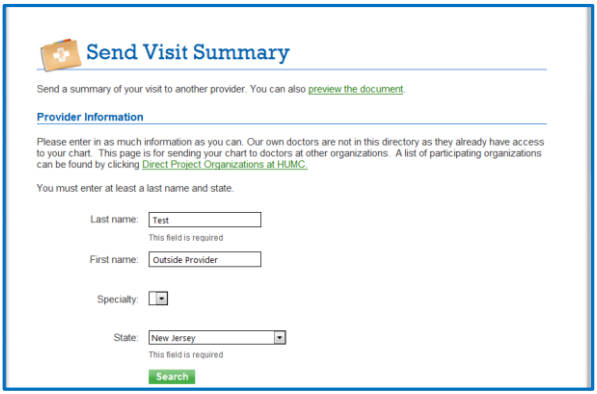
The table below contains a list of healthcare organizations that participate with HackensackUMC. The list will be updated periodically.

Direct Project Organizations Participating with HackensackUMC

STATE	ORGANIZATION
NY	Buffalo Medical Group
NY	Greater Hudson Valley Health System
NY	NYU Langone Medical Center
NY	University of Rochester Medical Center

Updated 07/15/14

4. Enter the provider's **Last name**, **First name**, and **State** and click **Search**.



Send Visit Summary

Send a summary of your visit to another provider. You can also preview the document.

Provider Information

Please enter in as much information as you can. Our own doctors are not in this directory as they already have access to your chart. This page is for sending your chart to doctors at other organizations. A list of participating organizations can be found by clicking Direct Project Organizations at HUMC.

You must enter at least a last name and state.

Last name: Test
This field is required

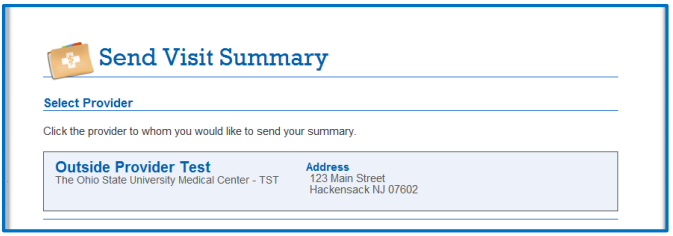
First name: Outside Provider

Specialty:

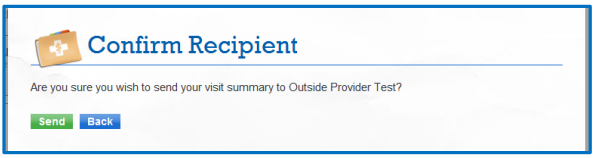
State: New Jersey
This field is required

Search

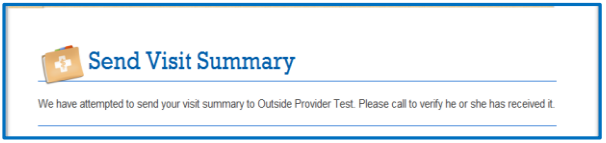
5. Select the provider.



6. Confirm the recipient by clicking **Send**.



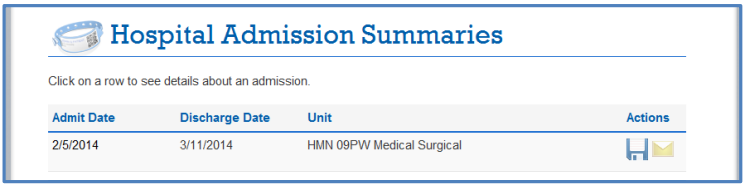
7. Contact the provider to ensure that the summary has been received.



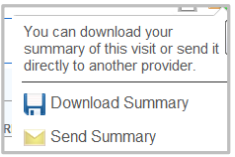
Admission Summaries

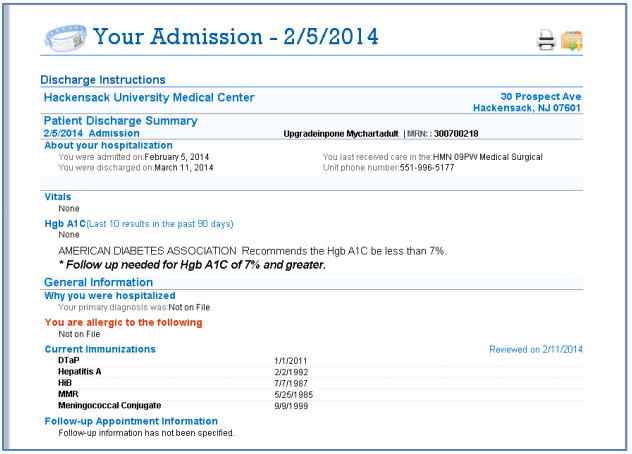
Admission Summaries list your hospital admission summaries. As with visit summaries, you can print or download a copy of the summary.

Select a visit from the list to view the details. You can click on the icon to download your visit information.

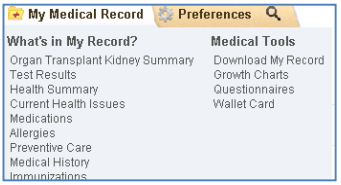


The admission summary details will appear. This is the discharge summary that you received from the hospital. To download the visit from this page, hover over the folder icon and select **Download Summary** or **Send Summary**. Follow the steps in the **Visit Summaries** section of this handbook.





My Medical Record



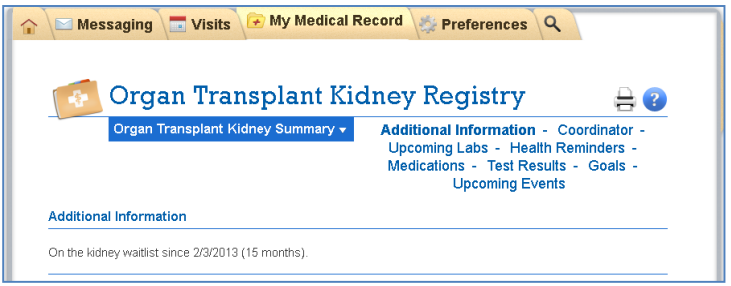
What's in My Record?

You can use the features in the **My Medical Record** section of your HUMC MyChart to view a lot of the clinical information in your medical record at HackensackUMC.

Registry Summary

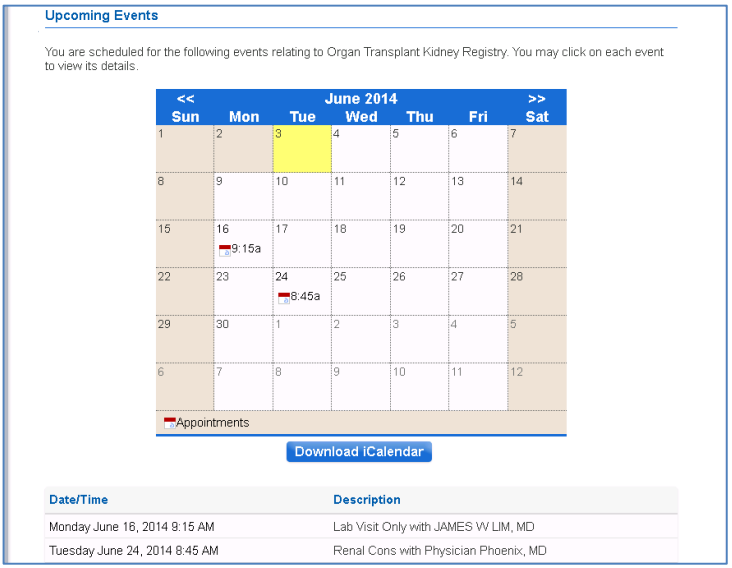
With the registry summary, patients can view a summary of long-term treatments for chronic conditions. HUMC MyChart currently has this summary configured for kidney and pancreas transplant patients.

The summary page displays your coordinators, medications, test results, upcoming labs, goals, and health maintenance topics.



The **Upcoming Events** link will display a calendar with all of the appointments that are relevant to the condition.

NOTE: The appointments do not display in Internet Explorer version 8.



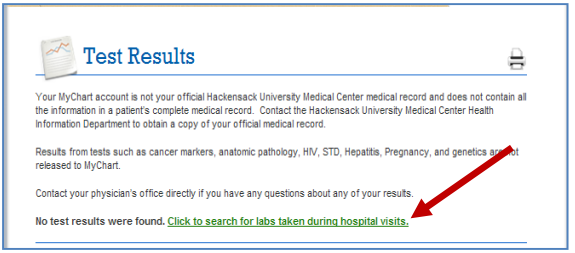
Test Results

This section shows your laboratory and imaging tests and results, the physician who authorized each test, and the status of any test results. Please note that there are hospital restrictions on which results appear in your HUMC MyChart account.

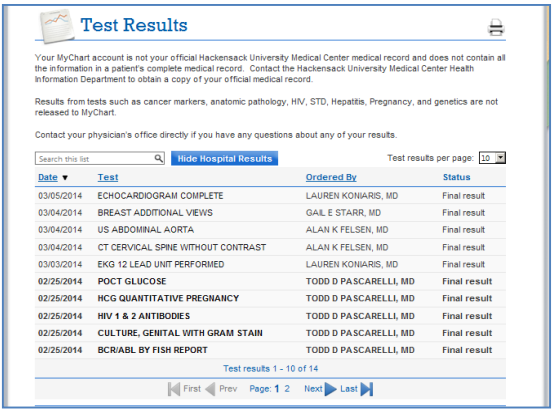
- **Only the results of tests completed at Hackensack University Medical Center are viewable in your HUMC MyChart. If the test was performed at a different location, the results will not appear in the list.**
- Some of your results from your inpatient or emergency department visits will post to your HUMC MyChart after you are discharged. Any results that are finalized after your discharge will be available to view 24 hours after finalization.
- Results of some tests performed at Hackensack University Medical Center as an outpatient will post to your HUMC MyChart within 3 business days (includes holidays).

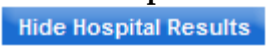
It is important to note: Results from tests such as cancer markers, anatomic pathology, HIV, STD, Hepatitis, Pregnancy, and genetics are not released to HUMC MyChart automatically. You should always contact your doctor directly if you have any questions.

Your screen may look similar to the one below when you initially access the Test Results feature. To view your results select the "***Click to search for labs taken during hospital visits***" link.



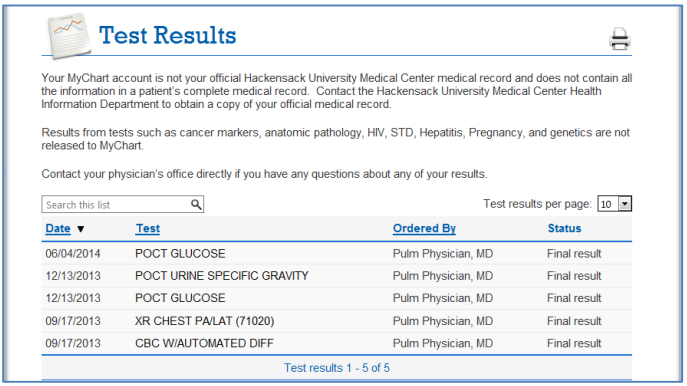
Your test results will appear.



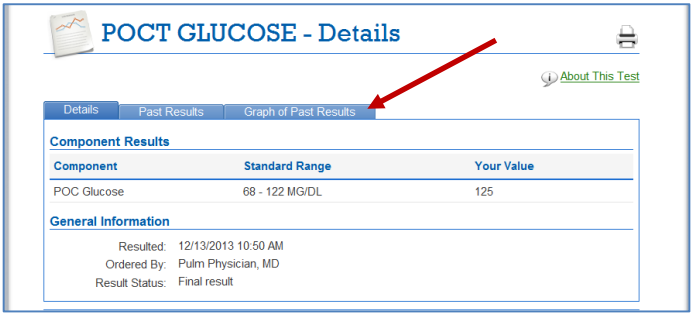
Click the **Hide Hospital Results** tab to filter only outpatient results. 

You can also perform free-text searching to locate specific results.

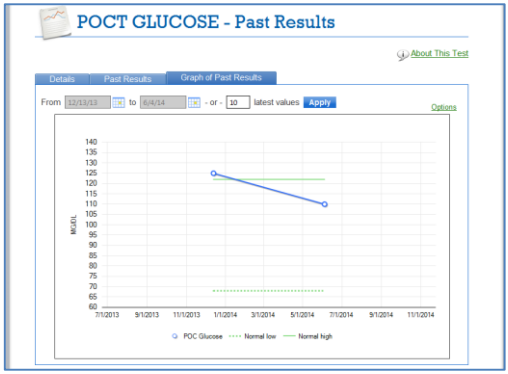
Click on the name of a test to see the result details.



From the details page, you can graph past results. Select the **Graph of Past Results** tab.

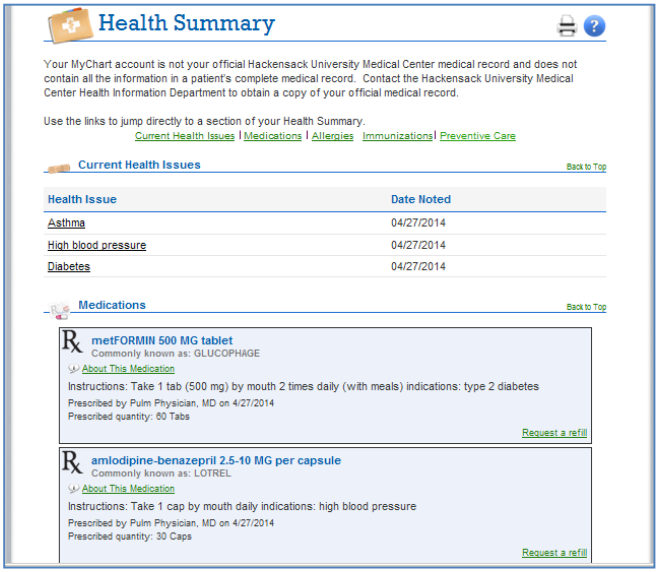


You can modify the date ranges or select the number of past results you wish to view and compare.



Health Summary

The **Health Summary** provides a quick way for you to review your medical records by combining information into one central location.



Each section can include links to the MedlinePlus website to provide reference materials regarding the information that you see in your records. About This Medication

Current Health Issues

The **Current Health Issues** page shows all of the diagnoses on your problem list that the clinician has marked to be shared in HUMC MyChart.

Clicking on the name of the problem takes you to the MedlinePlus website.

Medications

The **Medications** page displays your current medications along with pertinent information for each medication, such as the prescribed dosage and the name of the clinician who placed the initial order.

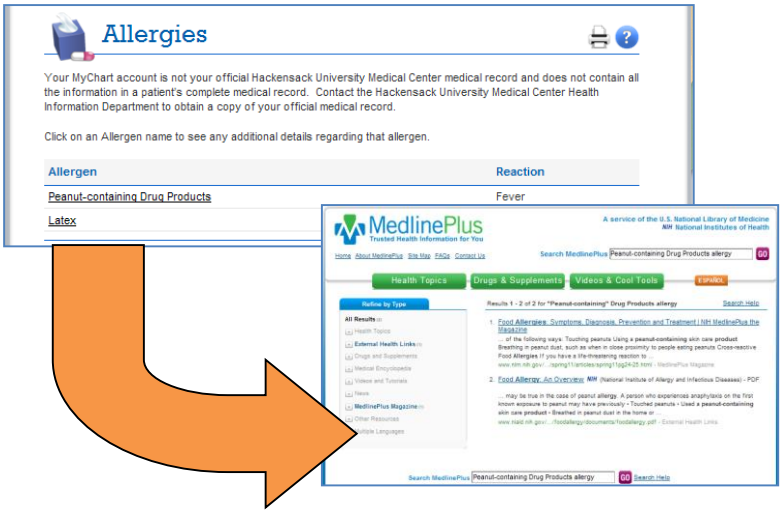
Additionally, you can directly request prescription renewals from this section by clicking the ***Request a refill*** link.

Clicking on the ***About This Medication*** *link* of the medication takes you to the MedlinePlus website.

Allergies

On the **Allergies** page, you can see a list of your allergies, the date noted, and reactions for each allergy. This section also includes any substance intolerances and contraindications you might have.

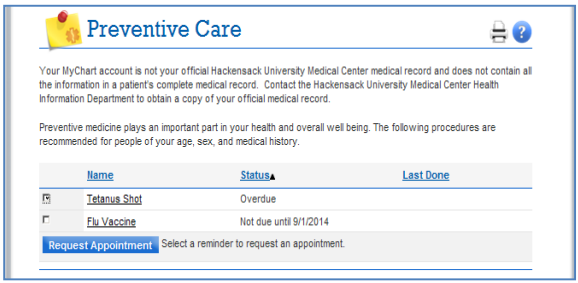
Clicking on the name of the allergy takes you to the MedlinePlus website.



Preventive Care

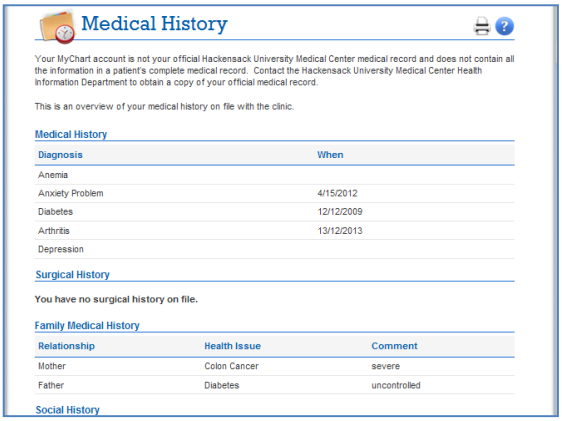
The **Preventive Care** page includes recommended procedures to help you maintain your health. For example, this section could include reminders about annual pap smears or flu shots.

This feature tells you when each procedure is due and when it was last performed, and it also gives the option of requesting an appointment to perform the procedure. Click the Request Appointment button.



Medical History

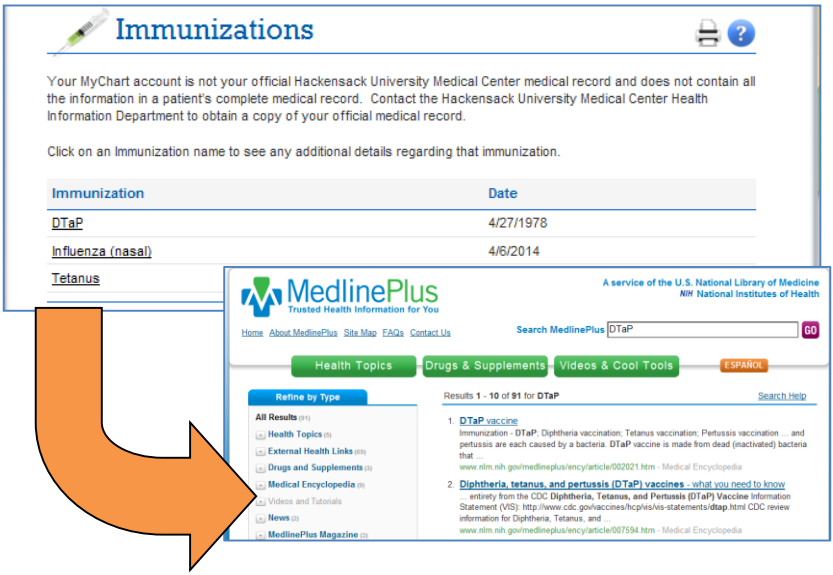
You can view history information that is on file, such as your medical and surgical history, social history including alcohol and tobacco use, and health issues documented for family members.



Immunizations

The **Immunizations** page displays the types and dates of immunizations you have received. This section offers you an easy way to view the immunization histories and print immunization reports needed for schools.

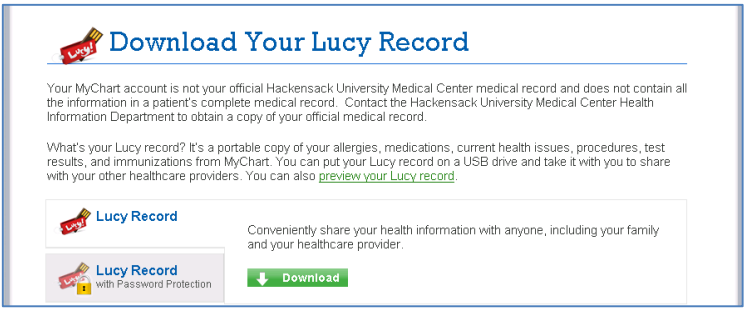
Clicking on the name of the immunization takes you to the MedlinePlus website.



Download My Record

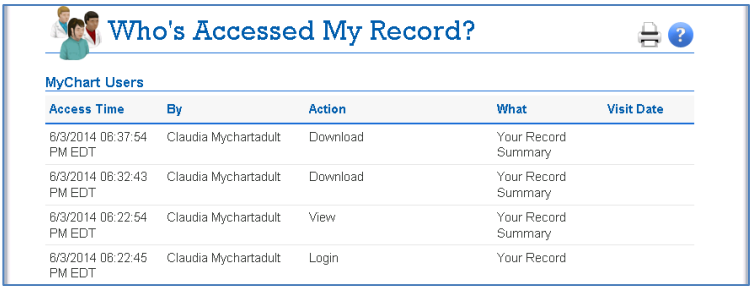
What's your Lucy record? It's a portable copy of your allergies, current medications, active problems, immunizations, procedures, and test results from MyChart. You can put your Lucy record on a USB drive and take it with you to share with your other healthcare providers.

Follow the **Visit Summaries – Download Summary from AVS** section of this handbook to download your Lucy record.



Who's Accessed My Record?

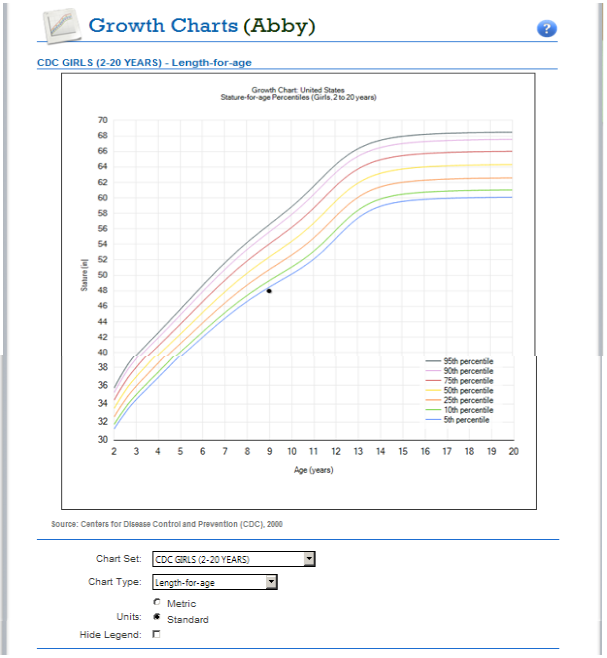
This feature allows you to see the MyChart users who have accessed your electronic medical records and in what context.



Growth Charts

Using MyChart, you can track your children's growth using a growth chart and compare it to average growth broken down into categories including age, sex, and ethnicity.

Height and weight can be tracked in both standard and metric measurements.

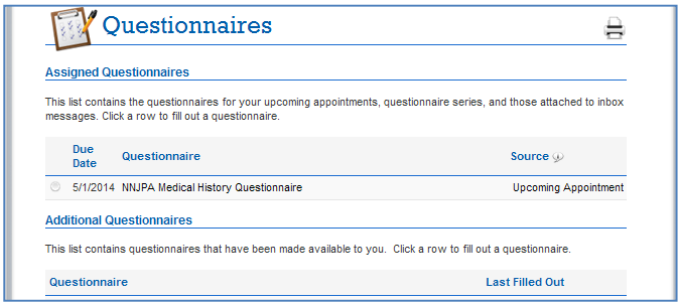


Questionnaires

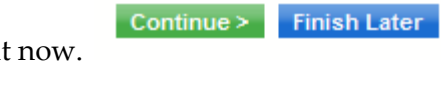
History Questionnaires

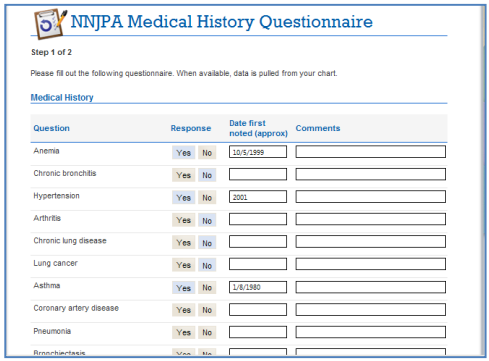
As a new patient with HUMC MyChart, you can complete and submit history questionnaires online prior to your appointment in offices that offer questionnaires through MyChart. Clinicians can then review the answers and update your chart with a single click.

Select the questionnaire assigned to your upcoming appointment.

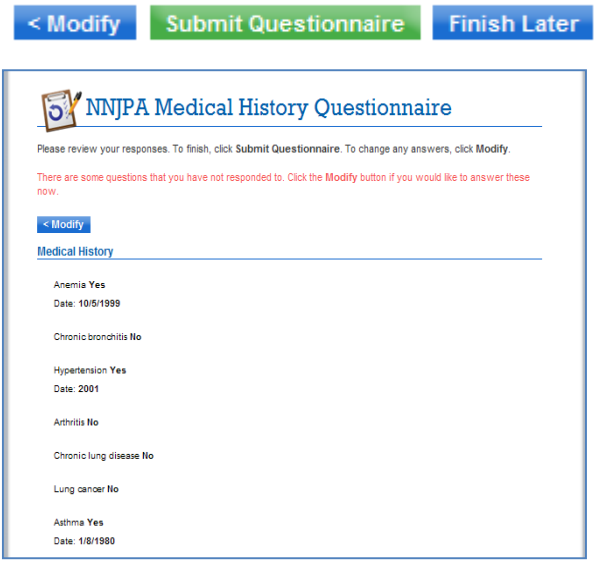


1. Complete all of the pages of the questionnaire.
2. Click **Continue** or **Finish Later** if you are unable to complete it now.

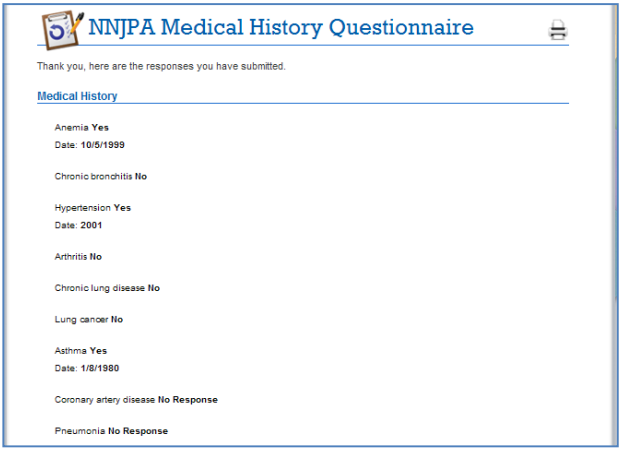




3. You will have an opportunity to review and modify your answers before you are finished.



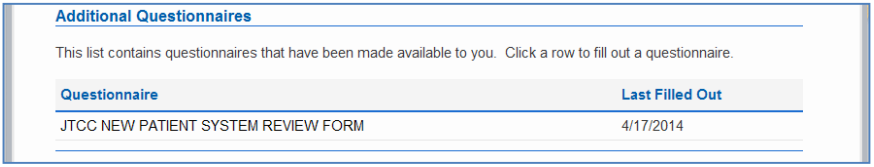
4. A confirmation appears when you click **Submit Questionnaire**.



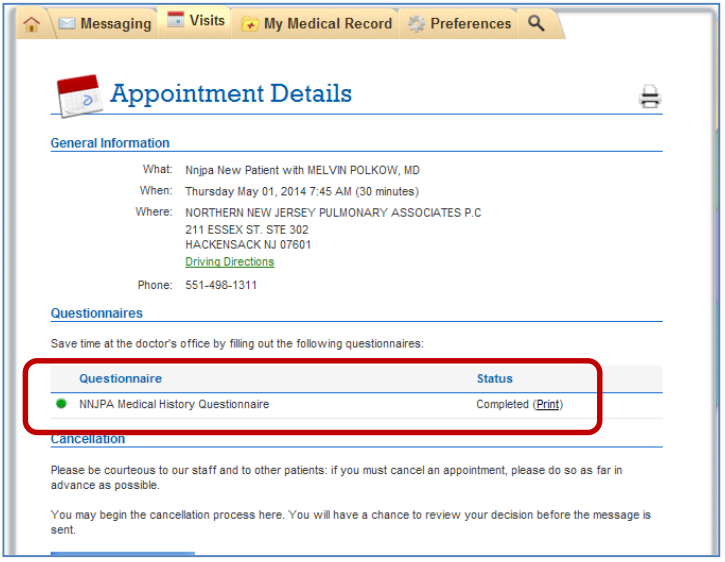
General Questionnaires

General questionnaires can also be attached to upcoming appointments, or sent to you through a MyChart message. The questionnaires are made available in your HUMC MyChart from the **Questionnaires** page under the **Additional Questionnaires** section.

The questionnaires can be detailed health risk assessments which allow clinicians to discuss the results with you in more detail.



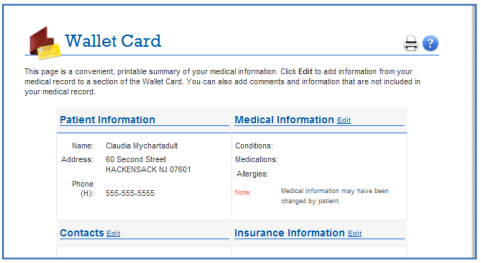
You can print the history questionnaire from the **Upcoming Appointments** feature.

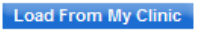


Wallet Card

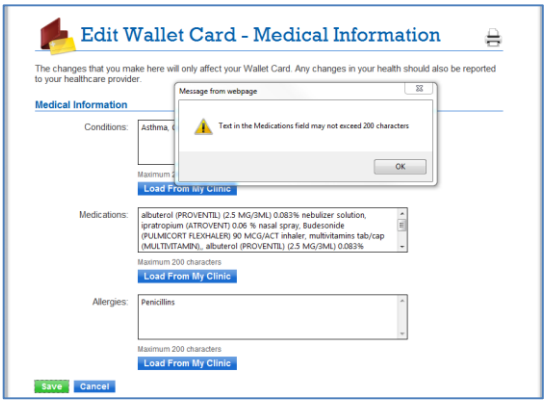
You can print a wallet-sized summary of your current medical issues and medical history from your HUMC MyChart in order to always have your medical information on hand. Load information from their medical records and add other information as needed.

1. Click the **Edit** link from the section.



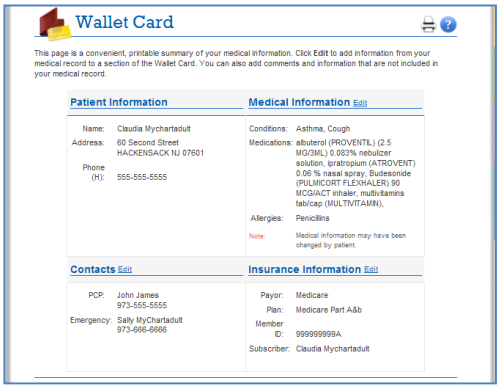
2. Click the **Load from My Clinic** button. 

When the information is loaded, click **Save**. If you pull in information and exceed the maximum number of characters, you will encounter a warning.
3. Click **Ok** and modify the field.

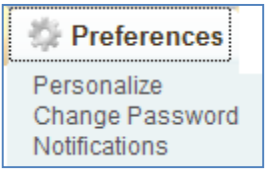


The **Wallet Card** will contain your demographic information on file, some of your problems, medications, and allergies, contacts, and insurance information.

4. You can print the card by clicking the print icon.



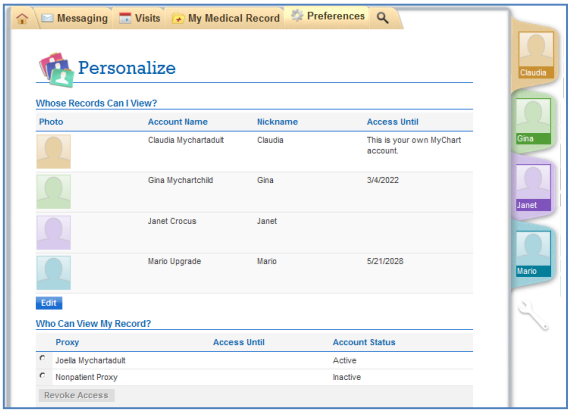
Preferences



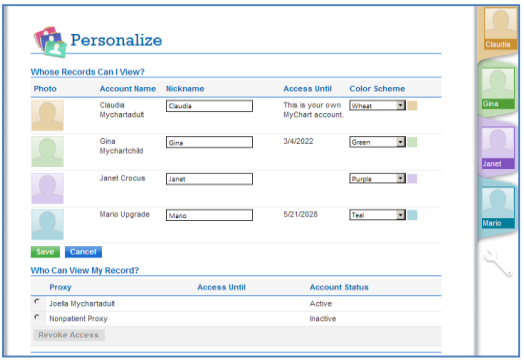
Personalize

You can customize your HUMC MyChart by changing the color scheme and adding account nicknames for you and family members.

1. Click the **Edit** button.

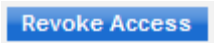


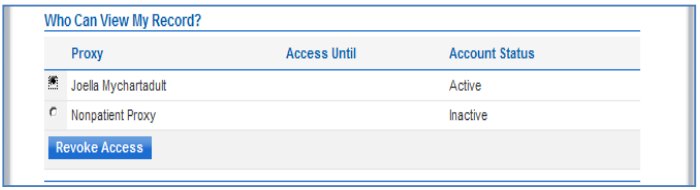
2. Edit the Nickname or Color Scheme for you or a family member.



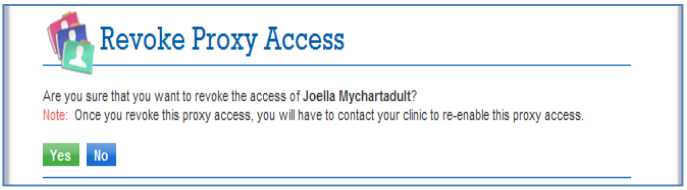
Revoke Access

You can revoke the access of anyone who has access to your record. Revoking access means that you are no longer allowing them to view your HUMC MyChart account.

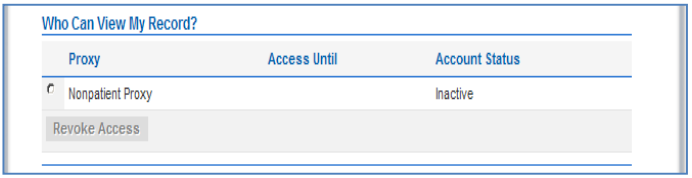
1. Under the **Who Can View My Record?** section, select the radio-button next to the name of the Proxy to revoke the access.
2. Click the **Revoke Access** button. 



3. Confirm your action by selecting **Yes**.



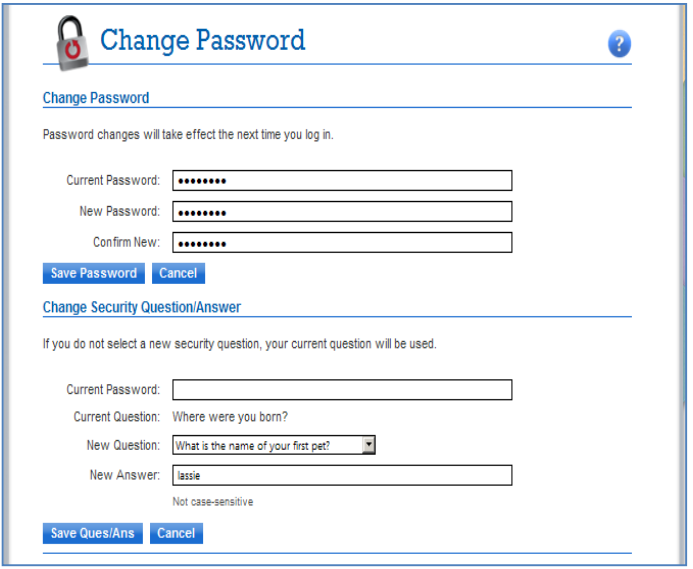
4. The Proxy's name is removed and they will no longer have access to view your MyChart record.



Change Password

You can change your password and security question/answer from this feature.

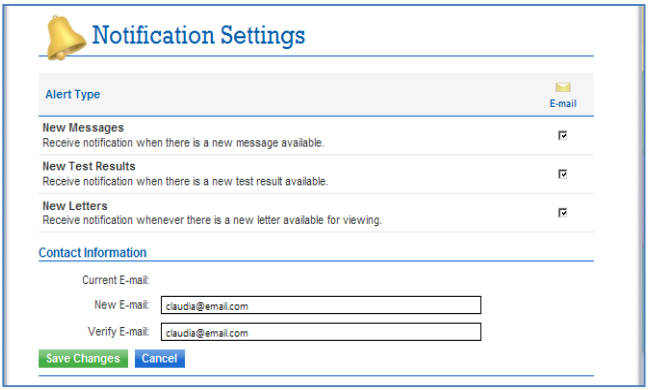
1. Enter your current password, new password, and confirm the new one. Click **Save Password**.
2. Select a new security question and enter you answer. Click **Save Ques/Ans**.



Notifications

You can opt to receive e-mail message ticklers to notify you when new information is available in your HUMC MyChart. Ticklers are available for messages, test results, billing information, prescriptions, and more.

1. Check the boxes under the **E-mail** column for each alert type.
2. Enter or modify your e-mail address.
3. Click **Save Changes**.

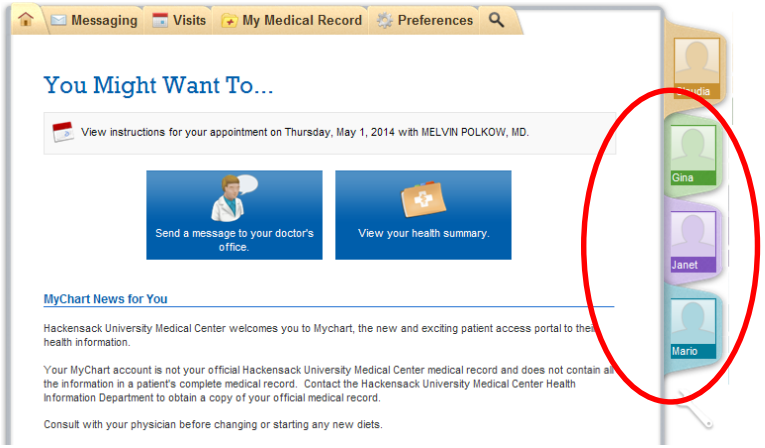


Proxy Access

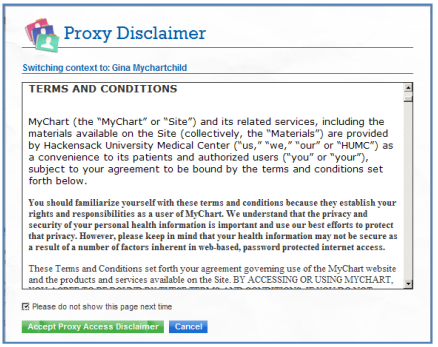
You will receive your own MyChart activation code in the mail once your proxy request form has been processed and approved. Use the code to activate your account. Review the **Activate Your HUMC MyChart Account** section of this handbook.

If you already have an HUMC MyChart account, you will 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.

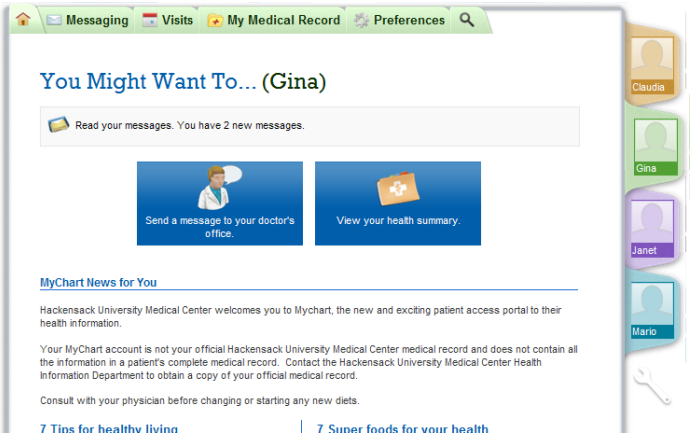
As proxy user, you will see tabs to the right of your HUMC MyChart home page. Each tab represents a family member or loved one's HUMC MyChart account. Click on the tab.



Read and accept the **Proxy Disclaimer**. If you do not want to see the disclaimer the next time you access the patient's tab, select the checkbox below the Terms and Conditions.

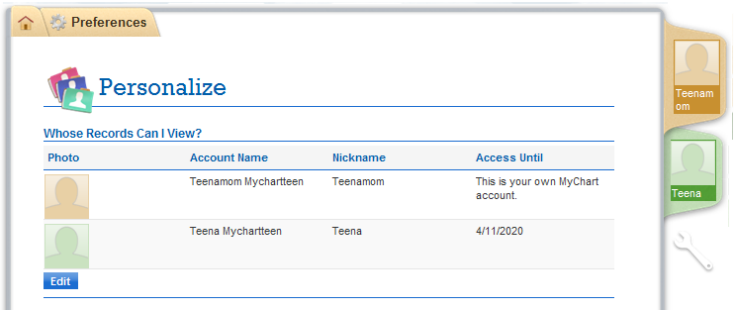


You are now viewing the patient's HUMC MyChart account.



Non-patient Proxy

As a proxy who has never been a patient at HackensackUMC (non-patient proxy), you will access your HUMC MyChart with your own unique username and password but you will only have access to the Preferences tab when you log in.



If you become a patient of HackensackUMC in the future, you will need to request a new MyChart account so that you can view your medical information.

You can use your "patient" activation code to access your medical information but you should also contact the Health Information Department to inactivate your old "Non-Patient" account and transfer over access to any proxy accounts.

Access for Teens (12 – 17 year olds)

If you have access to the HUMC MyChart account of a patient who is 12 to 17 years of age, you will only view their allergies and immunizations.

MyChart for Mobile Devices

Log in to your HUMC MyChart using your Apple or Android device. The MyChart mobile application gives you convenient access to your health information while on the go.

You can:

- View test results.
- Send and receive messages.
- View visit summaries for past appointments.
- View health summaries, including allergies, immunizations, current health issues, and medications.
- View preventive care procedures and when they are due.
- Request medication refills.
- Access family members' charts.

From the Apple Store or Google Play, download the "MyChart" app and search for "Hackensack". The HUMC MyChart app supports IPhone devices with iOS version 6.1 or higher. An HUMC MyChart account must be established before you use the mobile app.

Learn More…

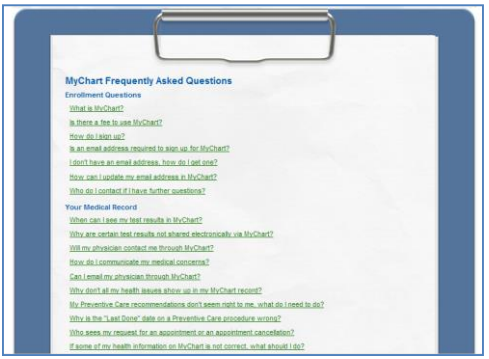
The **Learn More** section of the HackensackUMC MyChart website (www.hackensackumc.org/mychart) contains links to useful information.

FAQs (frequently asked questions)

The FAQs link will take 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

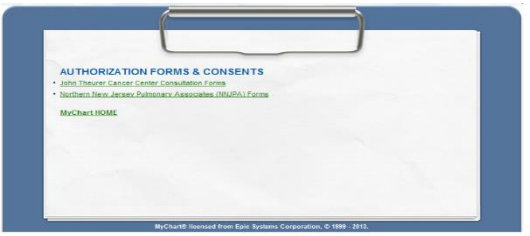
The Terms and Conditions page details your rights and responsibilities as a user of HUMC MyChart. Review the information carefully before you first access your HUMC MyChart account.

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.



Patient Handbook

This HUMC MyChart Patient Handbook can be found on the HackensackUMC MyChart website (www.hackensackumc.org/mychart) under the **Learn More** section.

NOTES:

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