

Say “Hello” to MyChart

With the new patient portal, MyChart, you can now:

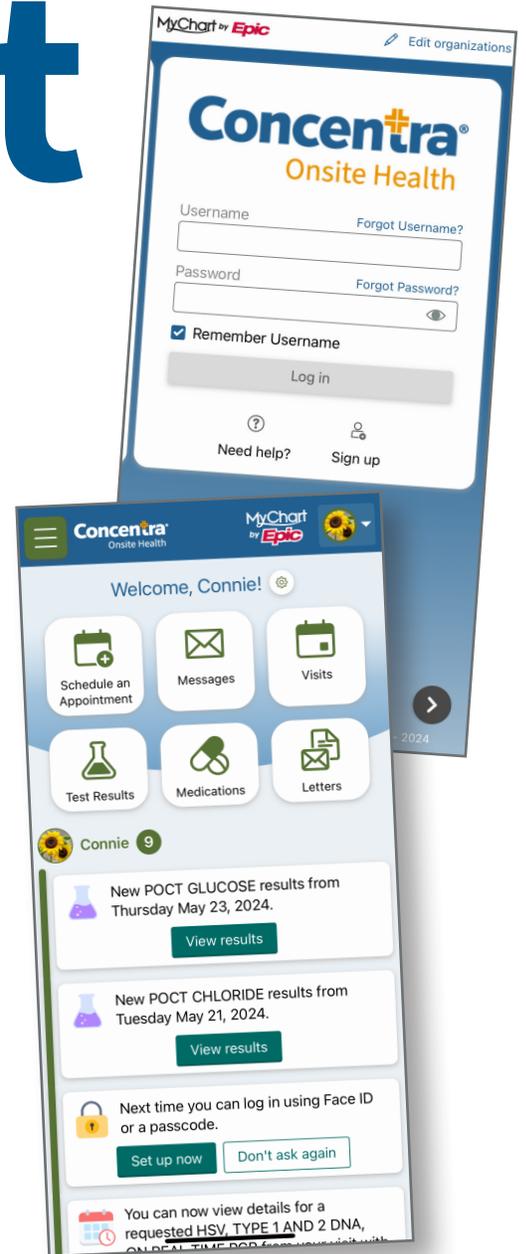
- Access health records, including medications, test results, upcoming appointments, and more
- Connect with your onsite care team
- Schedule appointments at the onsite clinic
- Complete pre-visit tasks for your upcoming appointment
- Share your medical record with any other providers

Accessing MyChart

Once you receive your activation code*

- 1** Download the MyChart App
- 2** Click “Add Organization” and search for Concentra
- 3** Click “Sign Up” and enter your activation code, as well as additional requested information
- 4** Create a MyChart username and password

*If you have not received an activation code, please ask the front desk.



Empower patients to take ownership of their healthcare with MyChart, Epic's patient engagement platform, which keeps patients connected to their providers, gives them access to their health records, and offers tools to manage their care, available in either a website or mobile app.



Patients Schedule and Arrive Themselves

Improve convenience and decrease costs by encouraging patients to schedule, prepare, and arrive for visits online.

Scheduling Options

-  Patients can search by provider specialty and visit type to find open slots and schedule an appointment with **Open Scheduling**.
-  Prompt patients to directly schedule recommended follow-ups, consults, imaging, and more by sending patients **Scheduling Tickets**, either manually or automatically when a clinician places an order.
-  Help patients find the right match with **Provider Finder**. Patients can filter and sort providers by specialty, availability, and distance, and see biographies of providers right alongside tools to book an appointment.
-  Patients can be seen sooner with **Fast Pass**, which notifies them when an earlier appointment is available. They can accept or decline these offers right from a text message with **Hello World**.
-  Patients who need to be seen now can use **On My Way** to find nearby urgent care or emergency departments, see wait times, and inform staff that they will be arriving soon.



Touchless Arrival

-  Encourage patients to use **eCheck-in** to pay visit copays, verify allergies and medications, e-sign documents, and more ahead of an appointment. The information patients enter flows directly into the visit, saving them and your staff time upon arrival.
-  Patients can mark themselves arrived and skip the front desk using **Hello Patient**. Geolocation or Bluetooth beacons can automatically sign patients in, or an SMS or email tickler can prompt them to sign in manually.
-  Embed **maps** or direct patients to turn-by-turn **wayfinding** from the Hello Patient arrival screen, getting them exactly where they need to go.
-  Even patients without a mobile device or reliable Internet connection can use **Welcome** devices to complete check-in and arrival.

 *This symbol indicates a feature that can be used by patients without a MyChart account.*

Patients Care for Themselves

Improve outcomes by helping patients manage their health.

Find the Right Care



- [Symptom Checker](#) points patients to the right next steps using dynamic questions, including offering instructions on how to care for themselves, starting an E-Visit, scheduling a visit with a provider, or suggesting tests to order.
- Allow the patient to answer social determinants of health questions privately, save staff time documenting, and allow clinicians to review the information in advance by making **social determinants of health questionnaires** available in MyChart and Welcome.
- [Telehealth](#) tools help patients get care at home or on the go.



Med Management

- Patients can see details about their current prescriptions, find more information about the medication they take, and keep their med list up to date by adding, updating or removing meds as needed on the **Medications** page.
- Remind patients when it's time to refill or renew a prescription on the **Request Refill** page.



Manage Health Data, Appointments, Procedures, and Labs

- Patients can review upcoming appointments and see the After Visit Summary, clinical notes, and educational materials from past appointments, past ED visits, and past hospital admissions in the **Appointments and Visits** activity.
- Offer a place for patients to view upcoming needed treatment and receive instructions on how to prepare on the **Upcoming Tests and Procedures** page.
- Notify patients of new results and let providers add notes on the **Test Results** page.
- Engage patients while they're in the hospital and help them build a personal connection with their care team with [Bedside](#).
- Help patients stay current on important ongoing care, like mammograms and immunizations, by sending MyChart reminders using **Health Maintenance**.



Education and Care at Home

- Offer individualized care plans for major events or chronic conditions that include education, goal tracking, reminders, recurring tasks, and questionnaires with [Care Companion](#).
- Help patients make the most of MyChart by embedding **how-to videos** directly in your site.
- A rich collection of educational materials in the **Education** activity helps patients better understand their condition.
- Enable **remote patient monitoring** by integrating home monitoring devices that can automatically alert providers of concerning readings.



Patients Manage Records and Billing

Make it easy for patients to share their health data and manage their financial information.

Share Records

- **Share Everywhere** lets patients share their medical record, or the medical record of those they are a proxy to, with anyone with an Internet connection.



- Patients can manage care across multiple organizations, giving them a single view of all their appointments, messages, and more with **Happy Together**.
- **Care Everywhere** makes it easy for patients to share their medical information.
- Patients can manage apps accessing their MyChart information on the **Manage My Linked Apps and Devices** page.
- Get requested records into patients' hands more quickly with the **Requested Records** feature.

Proxy Access

- Proxy access allows parents, spouses, or caregivers to view another patient's MyChart account, including seeing information about patients' admissions to inpatient settings.
- Patients can see who has access to their account and the accounts they have access to, invite new proxies, or revoke proxy access to their account.
- For the parents of teenage patients, proxy access can be restricted for some items and set to expire on a specific date.



Insurance, Billing, and Payment



- Prospective patients can compare prices for planned procedures with **Shopper Estimates**.
- Show patients details of their insurance plans, including coverage and copays, with the **Health Plan** menu.



- Patients can receive **real-time balance notifications**, sign up for **payment plans** based on personalized recommendations, and find an integrated financial experience that allows them to see copays and pre-pay discounts and pay outstanding balances during check in.



- Screen for **financial assistance** needs and allow patients to enroll themselves without the need for a financial counselor.



- Save staff time and mailing costs by offering **paperless billing**.

Personalize MyChart

- The ability to customize color schemes, nickname proxies, and upload photos on the **Personalize** page encourages patient engagement.
- Patients can manage designated health care agents and upload documents, such as advance directives and living wills, in the **End-of-Life Planning** activity.
- Patients can review and update information on gender, race, language, ethnicity, and more in the **Demographics** activity.
- **Multilingual MyChart** offers Arabic (mobile and limited web), British English, Simplified Chinese, Danish, Dutch, Finnish, French, German, Norwegian Bokmål, Spanish, or Swedish.