

Virtual Access Point FAQ

1. What types of services are provided through this Virtual Visits access point?
 - a. Family Medicine, Behavioral Health, Urgent Care, and 24/7
2. Where will the student go in the school to attend the telehealth appointment?
 - a. ??? Office
3. How will the student's attendance be impacted by an appointment session?
 - a. School will mark them as "Nurse" if they remain on campus for Virtual Appointments
4. Can I use the Virtual Access space for any general care virtual visit appointments?
 - a. Yes, scheduled Virtual appointments with a primary care provider, or a specialist, can be accessed from this portal. In addition, our Urgent Care & 24/7 can be accessed for urgent needs.
5. Do I have to be a client of Essentia Health to use the Virtual Access Space?
 - a. No, but the user will need to have a mychart profile and account set up prior to the visit.
6. How do I set up an Essentia "My Chart" account/profile?
 - a. See instructions below
7. How do I set an appointment to use the Virtual Access Space in the school?
 - a. Contact ?? Office: xxx-xxx-xxxx, ext. xxxx
8. Does a parent/guardian have to be present for a 7-12 student to access medical appointments through the virtual access space?
 - a. No, as long as the parent/guardians have completed the "consent to treat", GCA, and proxy access.
 - b. see instructions below

▪ How do I sign up for Mychart?

- If you are over 18, have an email on file with us and have recently scheduled an appointment, check your email. You may have received an activation code from us when your appointment was scheduled.
- No Activation Code? Sign up [HERE](#).
- Having troubles signing up online or you're a minor aged 12-17 you can call 877-231-1985 (option 2) for assistance, request MyChart access at your next doctor's appointment or Click [HERE](#) for a printable access form.

▪ Can you send me a new activation code if I have lost it, let it expire, or did not receive it?

- Contact us at 877-231-1985 Option #2 and after we verify your information, a new code will be sent via U.S. Postal Mail. Privacy issues prevent us from e-mailing a new activation code to you.

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

- For your security, your activation code expires after 45 days and is no longer valid after the first time you use it. If you still have problems, call us at 877-231-1985 Option #2.

▪ **What is proxy access?**

- Proxy access allows a parent, legal guardian, family member or someone who helps care for you to log in to their personal MyChart account and connect to information regarding their family member. This communication is restricted to non-urgent matters. Proxy access is granted once an authorization form has been completed and processed by our Essentia Health Health Information Services Department. Proxy access can be terminated by the patient at anytime.

▪ **How to create a proxy account:**

- The quickest way to set this is up is to have the person who wants to share their record log in to their MyChart account, select Sharing Hub from the main Menu and follow the prompts to send an invitation. Another option would be to complete a Proxy Consent Form and return it to the Health Information Services Department at Essentia Health. Visit the link to the form below that best fits your situation. If you want the ability to e-sign your MyChart Proxy form, you can call 877-231-1985 (option 2) for more info.
- Children ages 0-11 Click [HERE](#)
- Children ages 12-17 Click [HERE](#)
- If you want full access to your teen child's account, please have your child sign the form. Your access will be limited without your child's signature. Full access to your child's account will expire in one year. You will need to submit another authorization form at that time.

▪ **Mail or email completed forms to:**

Essentia Health - HIM
502 East Second Street
Duluth, MN 55805

Phone: 877-231-1985 (option 2) | Fax: 218-786-6658
MyChartSignUp@EssentiaHealth.org

▪ **I didn't receive my two-step verification code. What should I do?**

- If the code was sent via email: Try checking your spam or junk folders in your email and searching on MyChart@EssentiaHealth.org. If the email with your code is not there, try clicking Resend Code. You may also try to receive the verification code via text instead.
- If the code was sent via text: Try searching for a text from 29172 or click on Resend Code. If you still didn't receive the text, it could be that your account has a different phone number on file or possibly the carrier is having an outage. You may also try to receive the verification code via email instead.
- If all else fails, you can contact our MyChart Patient Support Line at [1-888-868-9292](tel:1-888-868-9292) Option #4 to request assistance.

▪ **What do I do if I get locked out of my account?**

- To have your account re-activated, call our MyChart Patient Support Line at [1-888-868-9292](tel:1-888-868-9292) Option #4.

▪ **Who do I contact if I have further questions?**

- If you are having technical difficulties, call our MyChart Patient Support Line at [1-888-868-9292](tel:1-888-868-9292) or Email iscustomerservicehelpdeskschedule@EssentiaHealth.org.

9. Is the appointment confidential?

- a. Yes, private and secured room will be reserved for your personal and confidential use.

10. Do appointments always have to be pre-arranged/pre-scheduled?

- a. Yes, room would need to be reserved through school process, call the ??? Office
- b. No, you don't have to have a pre-scheduled appointment for Urgent Care / 24/7 appointments. But yes, you do need a pre-scheduled appointment for your primary care or specialty care provider.

11. Does this appointment charge go through Insurance? How will the appointment be billed?

- a. Yes, this appointment would follow billing of insurance as per usual process.

How To Apply For Financial Assistance

If you meet our eligibility for financial assistance, we have a few different ways you can submit your application for our team to review:

You can apply in your MyChart account and upload the required supporting documentation here:

- b. [MyChart Login Page](#)

Download a copy of our financial assistance application:

- c. [Financial Assistance Application \[PDF\]](#)
- d. Spanish language application: [Asistencia financiera \[PDF\]](#)

Email your completed application and required supporting documentation here: