



Community Hospitals
and Wellness Centers

Bryan · Montpelier · Archbold

MyChart

PATIENT GUIDE

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CommunityConnect

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Welcome to CHWC MyChart!

clients.mychartcc.com

As a patient at CHWC, you have access to your health information from the convenience of your home or the palm of your hand.

Login _____

Password _____

Security questions:

- What is the name of your first pet?
- Who is your favorite person from history?
- What was the make of your first car?
- Who was your closest childhood friend?
- What street did you grow up on?
- What was the name of your elementary school?
- What was your high school mascot?
- What is the year of your first child's birth?
- What is your mother's middle name?

Using MyChart

In MyChart, you can:

- View your health summary, including immunizations, current medications and allergies
- Request and cancel appointments
- Send and receive secure messages with our staff
- Request prescription refills
- View and print test results

Benefits of MyChart

You can benefit from using MyChart by:

- Accessing your health information anytime, anywhere
- Saving time organizing your health information
- Cutting down on time spent connecting with your healthcare providers
- Knowing and understanding more about your health
- Staying informed about loved ones' health information (with proxy access)

Activating Your MyChart Account

Once you've received the activation code from your provider, follow the instructions below to securely access your online medical record.

1. In your internet browser, go to clients.mychartcc.com.
2. Select Community Hospitals and Wellness Centers (CHWC).
3. Click on the Sign Up Now link in the **New User?** box.
4. Enter your MyChart activation code. You will not need to use this code after you have completed the sign-up process. If you do not sign up before the expiration date, you must request a new code.
5. Enter the last four digits of your social security number (xxxx) and date of birth (mm/dd/yyyy) as indicated, then click Next to be taken to the next sign up page.
6. Create a MyChart ID. This will be your login ID and cannot be changed, so think of one that is secure and easy to remember.
7. Create a password. You can change your password anytime.
8. Enter your password reset question and answer, then click Next. This can be used if you forget your password.
9. Select your communication preference and enter your email address (if applicable). You will receive an email when new information is available in MyChart by choosing to receive email notifications and filling in your email.
10. Click Sign In, then you can access your MyChart account!

Questions?

Email mychart@parkview.com or call 855-222-3648 to talk to MyChart staff. Please note that MyChart is not to be used for urgent needs; for medical emergencies, call 911.

MyChart for Children Under 12 and Proxy Access for Adults

To activate a MyChart account for children under the age of 18 or adults, you will first need to request proxy access.

What is proxy access?

Access to a child or adult's account may be granted to individuals who have authority to view their medical information.

When can my child request access to their MyChart account?

Ages 0-13: Parents can request access to their children and can view past/future appointments, test results and other medical information pertinent to children in this age group.

Ages 14-17: Teenagers at this age can request their own MyChart account. This requires parental consent, and parents can request proxy access to their teen's account. Parents with proxy access will be limited to certain information.

Ages 18+: Patients will have their own account and can request that someone else have proxy access to their chart.

How do I request access?

To obtain proxy access to a MyChart account, contact your provider's office.

Accessing MyChart Securely from your iPhone® or Android®

Getting started with your iPhone®

1. After you activate your MyChart account from a computer (page 4), download and install the MyChart App from the App Store.
2. Select CHWC from the list of healthcare providers.
3. Login with your MyChart username and password.

Getting started with your Android® device

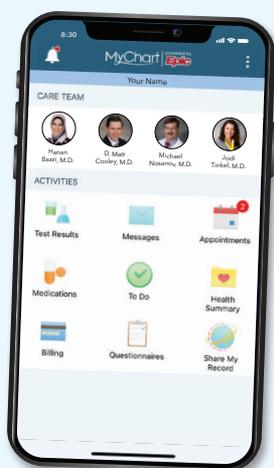
1. After you activate your MyChart account (page 4), download and install the MyChart App from Google Play.
2. Select CHWC from the list of healthcare providers.
3. Login with your MyChart username and password.



MyChart App Features

With the MyChart app, you can easily access:

- Test results- You are able to view your results that have been released to your MyChart account.
- Messages- View and reply to messages from your provider's office.
- Appointments- View future appointments, past appointments and request new appointments.
- Medications- View medication list and request refills.
- Health reminders- View your health maintenance reminders.
- Health summary- View your health summary such as allergies, immunizations and health issues.
- Proxy access- View other accounts to which you have access in MyChart.



Frequently Asked Questions About the MyChart App

How do I use the app?

To use the free mobile MyChart App, you must first have a MyChart account (see page 4). After you have your account set up, download the MyChart app and log in to begin using.

How do I sign up for MyChart?

Patients who wish to participate will be issued a MyChart activation code during their office visit or hospitalization. This code will enable you to login and create your own username and password. If you were not issued an activation code, ask to sign up during your next office visit or call 855-222-3648.

Is the MyChart app secure?

Yes. Security is a crucial component to the MyChart apps, which uses the same bank-level security that is used for other sensitive data transferred via the internet.

Can I create my account from the MyChart app?

No. Before accessing your MyChart from the mobile app, you must first activate the account via your internet browser.

What can't I use MyChart for?

You cannot use MyChart for same-day appointment requests, online clinical consultations and treatments, same-day prescription refill requests or for any purpose if your last office visit with your provider was over one year ago.

FAQ continued on page 9.

Frequently Asked Questions, continued

Who is eligible to use MyChart?

MyChart is available to all patients treated at CHWC, and to those who have proxy access.

When will I see test results in MyChart?

You will receive an email notification when test results are available. Lab results are released to a patient's MyChart immediately upon completion, and imaging and pathology results are released typically within four business days. Results of a sensitive nature, such as pregnancy or STD testing, will not be released to MyChart.

If I send a message, when can I expect a reply?

You will generally receive a response within two business days. MyChart should not be used for urgent issues or emergencies.

Can I ask any type of question when using the "Get Medical Advice" message?

Per terms and conditions, messages sent through MyChart must be regarding your healthcare and conditions, or the healthcare and conditions of a person for whom you have proxy access.

Technical Difficulties & Troubleshooting

If you are having difficulty accessing the MyChart website, double check to make sure you have entered the web address correctly: clients.mychartcc.com

To contact MyChart for technical assistance:

- Email mychart@parkview.com and please include full name and date of birth
- Phone: 855-222-3648

If you forget your password:

- Online: Click on the “Forgot Password” link and follow the prompts
- Phone: 855-222-3648

If you lose your activation code, or if it expires before you set up your account:

At your next appointment, ask your provider for a new code, or email mychart@parkview.com, and after the patient information is verified, a new code will be sent via U.S. Postal Service. Privacy issues prevent emailing a new activation code.

For security reasons, an activation code expires after 90 days and is no longer valid after the first time it is used. If you have problems, you can contact:

- Email mychart@parkview.com and please include full name and date of birth
- Phone: 855-222-3648



**Community Hospitals
and Wellness Centers**

Bryan · Montpelier · Archbold

Our Mission Statement

We will provide comprehensive, patient centered healthcare;
We will respect the dignity and uniqueness of all;
We will enhance the health, safety, and well being of our community.

Our Core Values

Accountability

We recognize the value of reliable and responsible staff, holding all accountable for their actions.

Respect

We recognize the value of receiving respect and earning respect; that respect is part of the basis for integrity.

Integrity

We recognize the importance of holding ourselves to the highest ethical and performance standards while demonstrating professionalism and sincerity.

Compassion

We recognize every person as a valued human being with different needs that must be met through listening, empathizing and nurturing.

Honesty

We recognize the importance of doing the right thing for the right reasons every time; that honesty is the basis for integrity.

Our Vision Statement

To be your first choice for exceptional care, delivered by exceptional people.

Archbold Medical Center
121 Westfield Dr
Archbold, OH 43502
419-445-4415

Bryan Hospital
433 W High St
Bryan, OH 43506
419-636-1131

Montpelier Hospital
909 E Snyder Ave
Montpelier, OH 43543
419-485-3154

Radiation Oncology Center
524 W High St
Bryan, OH 43506
419-636-9800