![UFHealth - UNIVERSITY OF FLORIDA HEALTH]

Epic TIP SHEET

Patient Quick Start Guide- Welcome to MyUFHealth

MyUFHealth provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyUFHealth, you can:

- View all your health information in one place. See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.

- Quickly schedule appointments and find care. Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it.

- Connect with a doctor no matter where you are. Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.

- Take care of your children and other family members. Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

Accessing MyUFHealth

- On your computer, go to https://mychart.shands.org/mychartprd/Authentication/Login

- On your mobile device, download the MyChart app.

More Questions? Customer Service messaging in MyChart.

💡 Health- View Your Test Results

With MyUFHealth, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician.

To view test results, go to:

1. **Your Menu > My Record > Test Results**. Select a test to see more information about it, such as:

   - The standard range for the result
   - Any additional comments your provider entered about the result

More Questions? Customer Service messaging in MyChart.

Test Results Daily Digest in MyUFHealth

With the new Test Results Daily Digest in MyUFHealth, patients can choose to receive a single notification for all new test results released in a day instead of receiving separate notifications for each individual test result.

Patients can opt in to the Daily Digest on the Communication Preferences page in MyUFHealth. Front desk staff can also change a patient's preference from the Communication Preferences activity.

- **Your Menu > Communication Preferences**
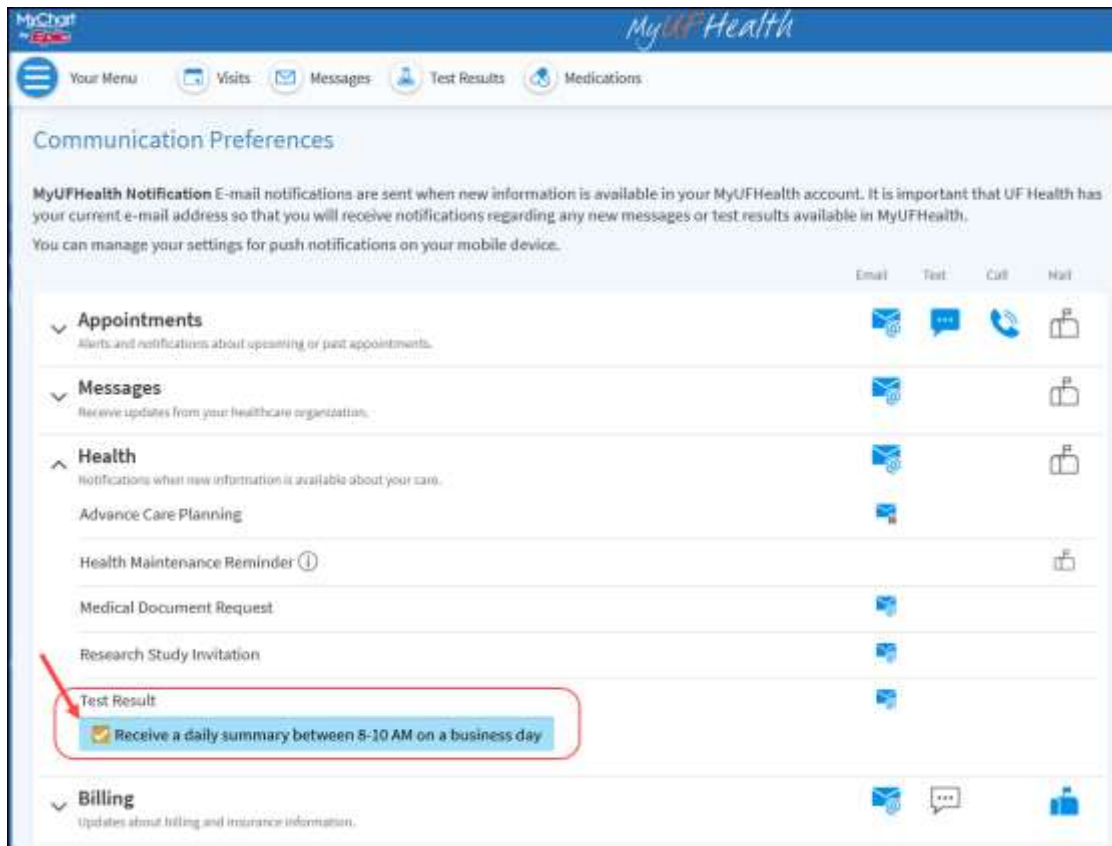
The Daily Digest is delivered between 8-10 AM and is not sent on weekends or holidays.

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Manage Your Medications

Go to **Medications** to see all your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication.

You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

- **Your Menu > Medications**

Adding/Removing a Medication:

- Remove a medication you're no longer taking by clicking **Remove** and then adding comments about why you're no longer taking that medication.
- Add a new medication by clicking **Report a Medication** and then adding comments about why you're taking the new medication.

Note: Your chart will be updated after your healthcare provider reviews the change with you at your next visit.

Continued on next page.

More Questions? Customer Service messaging in MyChart.

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💡 View a Summary of your Health Information

To get a summary of your medical record, go to:
- o **Your Menu > My Record > Health Summary**

- ✓ Current Health issues
- ✓ Medications
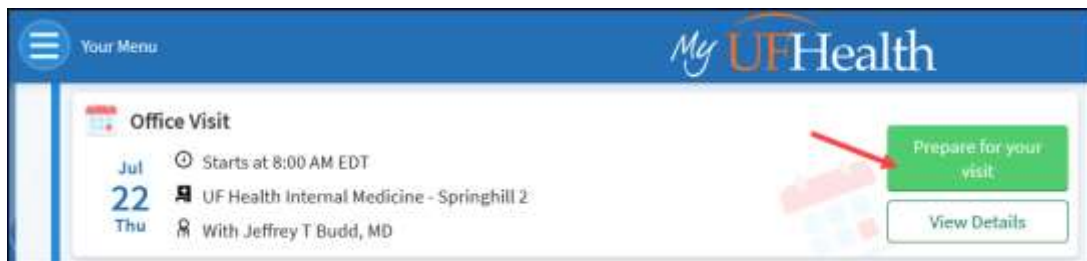- ✓ Allergies
- ✓ Immunizations
- ✓ Preventive care

Health Summary

🖨 ⑦

MyUFHealth Health Summary is an overview of your health profile that includes portions of your patient record - your current health issues, medications, allergies, and immunizations. All reported and treated health issues may not display in MyUFHealth as these are released to MyUFHealth at the discretion of the provider. You can jump to a section of your Health Summary by clicking one of the following links.
Items will display in medical terms. To learn more about an item in your Health Summary you can search the Multimedia Health Encyclopedia.

Current Health Issues   Medications   Allergies   Immunizations   Preventive Care

MyUFHealth Current Health Issues displays the health issues documented in your patient record with the UF Health clinics or UF Health hospitals. All reported and treated health issues may not display in MyUFHealth as these are released to MyUFHealth at the discretion of the provider.

📝 Respond to Questionnaires from your Provider

Notifications are sent to the patient when there are questionnaires to be completed when they log into MyUFHealth and access their **Prepare for your Visit.**

You might be able to respond to questionnaires in three different places:
- Open generally available questionnaires from **Your Menu > My Record > Questionnaires**.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, locate the upcoming appointment and click **Prepare for your visit**. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- If your doctor sends you a MyUFHealth message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.

☰ Your Menu   *My* UFHealth

📅 Office Visit

Jul   ⏱ Starts at 8:00 AM EDT
22 🏥 UF Health Internal Medicine - Springhill 2
Thu   👤 With Jeffrey T Budd, MD

→ [Prepare for your visit]

[View Details]

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

More Questions? Customer Service messaging in MyChart.

Track Your Daily Health Readings Online

Your physician might request that you record information such as your daily glucose or blood pressure readings in MyUFHealth. When you enter the information in the Track My Health feature, your physician automatically receives the readings so he can monitor your progress between visits.

Record a new Reading in Track My Health:

1. Go to **Communication > Messages**. Open the message from your physician about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open Track My Health by clicking the link in the message.
   - In the future, you can record your readings by going directly to **My Record > Track My Health**.
3. Click the flowsheet's name to open it, and then click **Add New Data** to start recording your readings.
4. Enter your reading with the date and time and click **Continue**.
5. Verify that you have entered your reading correctly and click **Submit**.
6. If you need to change or remove a reading after you've submitted it, you can do so by clicking **edit** or **delete**.

Track your Readings over time in a Table of Graph:

1. On the **Track My Health** page, click a flowsheets name to view previous readings in a table.
2. From this page, you can:
   - Change orientation of the table. Click More Options link to choose whether dates appears as rows or columns.
   - View the readings in a graph. Click **Graph** to change the display.
   - Customize the date range or the number of readings that appear. Change the From and To fields or the latest values field and click Apply to update the display.

Note: If you have a fitness tracking device, such as a Fitbit or a smart scale, you can link your device to MyUFHealth to automatically fill in your flowsheet with relevant data. Click **Connect My Account** on the Track My Health page to get started.

Patient Created Tasks (MyChart Mobile App Only)

All patients who use MyUFHealth can improve their accountability by signing up to have MyUFHealth remind them when it's time to complete a health-related task of their own.

For example, a patient might create a reminder to do physical therapy exercises every other day or take an over-the-counter allergy medication that's not part of her medication list.

1. To create a task, patients tap the More tab at the bottom of the To Do activity in the MyUFHealth mobile app and then select **Create Task**.
2. In the task editor, the patient can enter a name and description for the task, along with when it should be completed and how often.
3. After a task is created, it appears in the *To Do activity* and the patient receives notifications for it like they would for other tasks assigned by the care manager if they were enrolled in Care Companion.

Note: Patients can select Manage Created Tasks from the More tab to view or edit tasks they've already made for themselves.

More Questions? Customer Service messaging in MyChart.
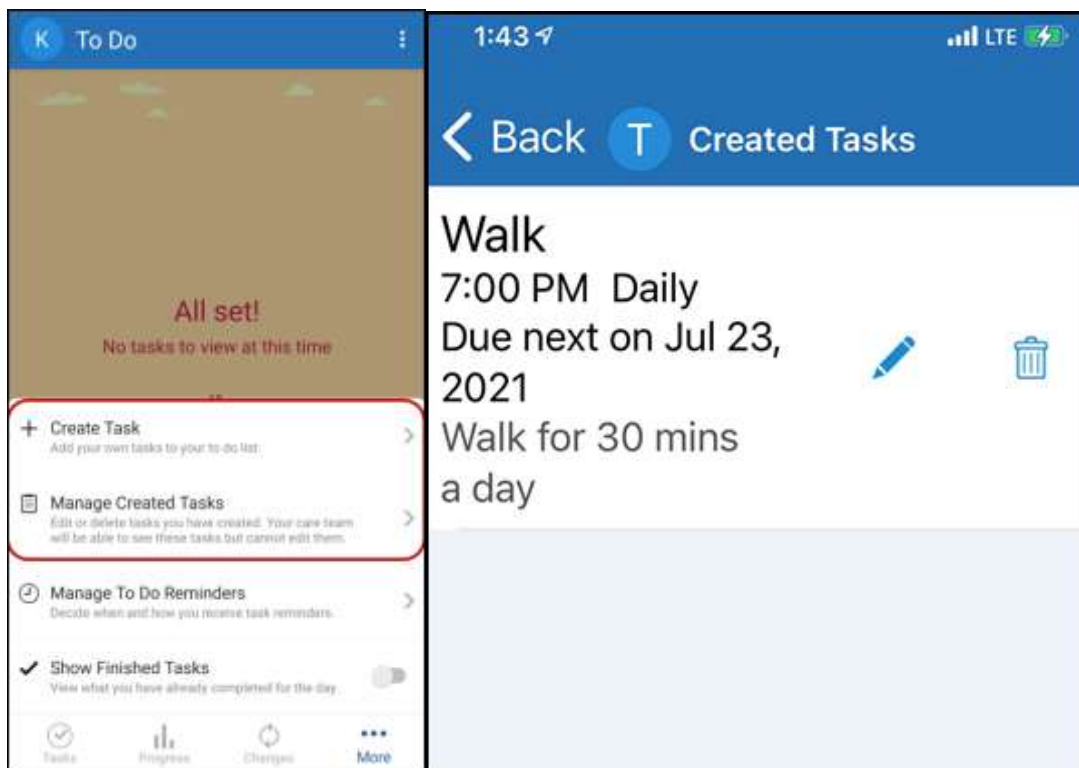
Messaging: View Messages from your Provider/Clinic Staff

You can read any messages sent by your doctor or other clinic staff by going to your Inbox.

Message Center helps patients quickly find messages they need because conversations with the same subject and participants are bundled into conversation threads.

- **Your Menu > Communication > Messages**
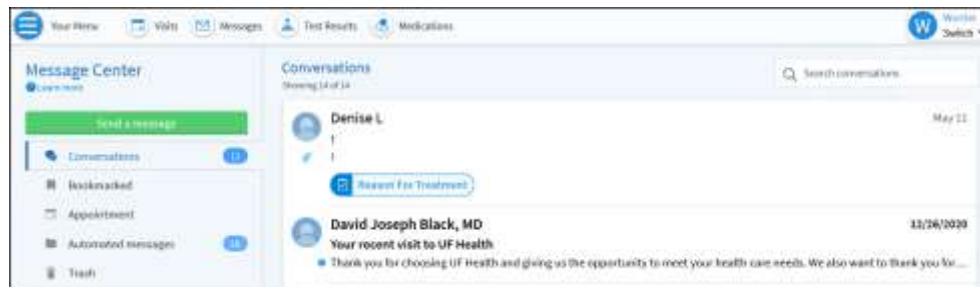
Note: If you need to refer to a conversation thread in the future, you can bookmark these conversations for future access.
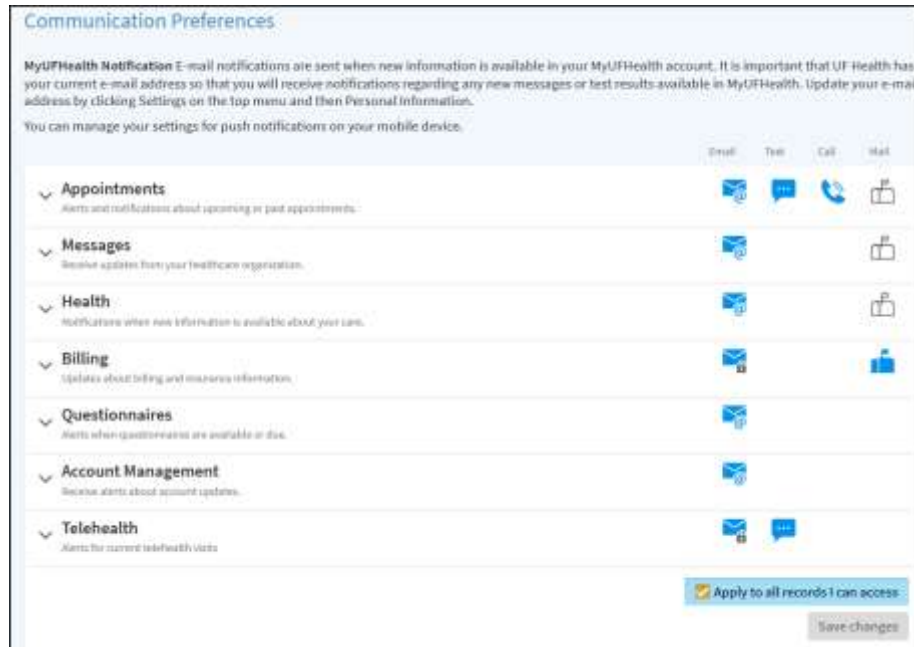
If you have a lot of messages in a folder, you can search by keywords to easily find a specific message. The search can find matches based on the message subject, body text, or author.

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More Questions? Customer Service messaging in MyChart.
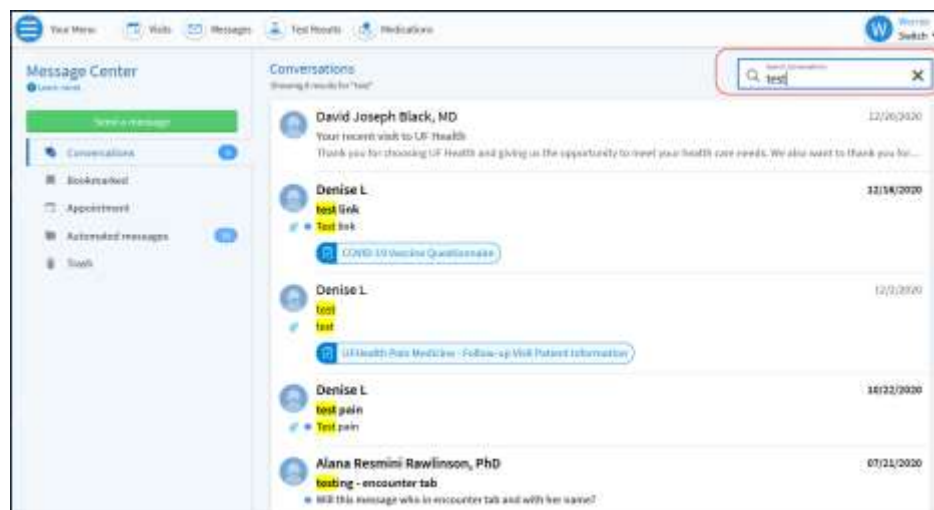
Receive an email when new MyUFHealth messages are available:

1. Go to **Account Settings > Communication Preferences**
2. Expand the Messages section and selection a notification option.
3. Update your email address at the bottom of the page.

Ask your Doctor for Medical Advice

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

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

More Questions? Customer Service messaging in MyChart.
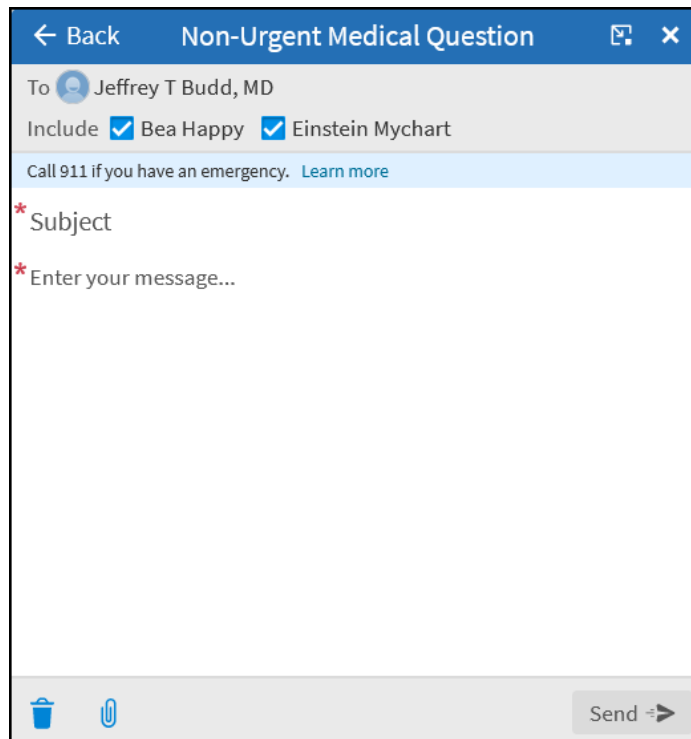
1. Go to **Communication > Ask a Question**
2. Click **Medical Question**

3. Select what type of *Medical Question:*
   - **Non-Urgent Medical Question**
   - **Prescription**
   - **Test Results**
   - **Visit Follow-up**
   - **Insurance/Eligibility Documents**

4. Select a recipient from the list. This list might include your Primary Care Provider, another Provider with whom you've recently had an office visit with, or general Nursing staff at the clinic.

Continued on next page.

More Questions? Customer Service messaging in MyChart.

5. Enter a **Subject** for your message and enter your question. When you are finished, click **Send**.

Visits: View your past or upcoming Appointments

You can view your past or future appointments by going to **My Record > Visits** OR selecting **Visits** from the toolbar menu.

Select a scheduled future appointment or click Details to see info such as:
- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic
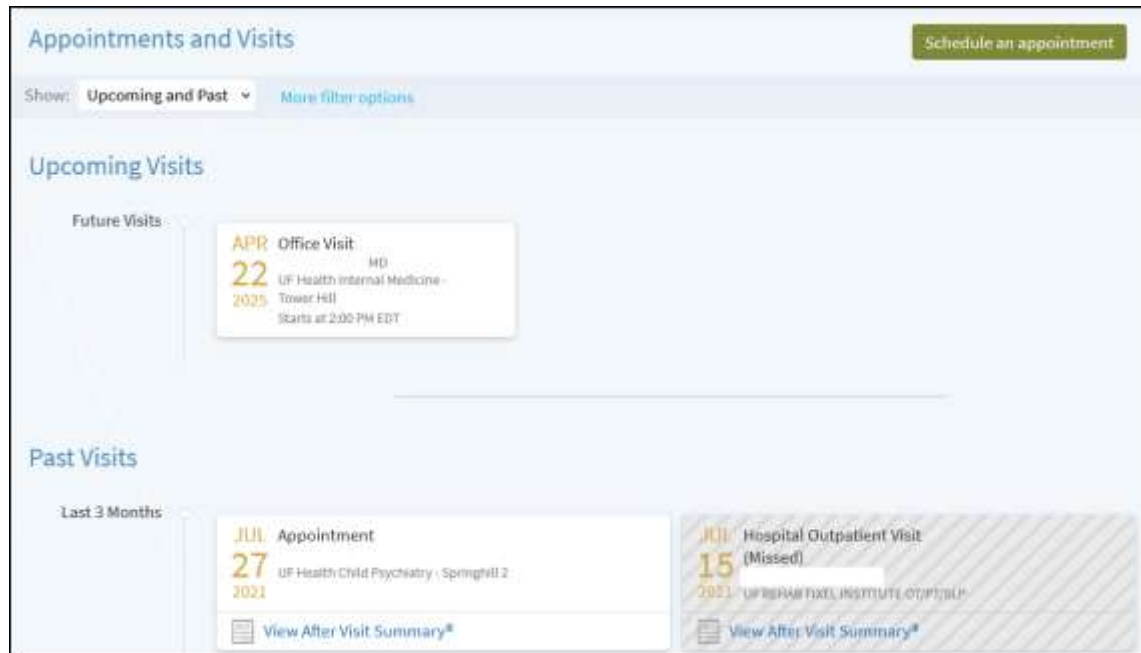
If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:
- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

More Questions? Customer Service messaging in MyChart.

For past appointments, you can click **View After Visit Summary®** to see a summary of the care you received during your visit. You can also view any of your doctor's visit notes that are shared with you by clicking **View notes**.

Schedule or Request an Appointment

To schedule or request an appointment, go to **Find Care > Schedule an Appointment**.

More Questions? Customer Service messaging in MyChart.

Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Schedule an Appointment or Request an Appointment page.

- When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.

- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.

If you don't find the appointment date or time you want, select **Send an appointment request message instead**.

More Questions? Customer Service messaging in MyChart.

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Cancel an Appointment

Depending on the date and time of you next appointment, you might be able to cancel it through MyUFHealth.

1. Go to **My Record > Visits**, select the appointment from the list or click **Details**.
2. Select **Cancel Appointment** click **Confirm Cancellation**.

Note: If it is too close to your appointment date/time, you will need to call the Clinic to cancel your appointment.
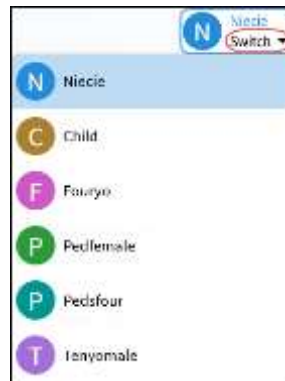
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Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you're a parent, you can have full access to your child's record through age 11 and limited access through age 12-17.

After you've received permission, new or timely information for your family member appears alongside your info in your health feed on the MyUFHealth home page. You can view other information in your family member's record by switching to their chart. From the **Switch** menu, select your family member's name.

Invite someone else to Access your Record

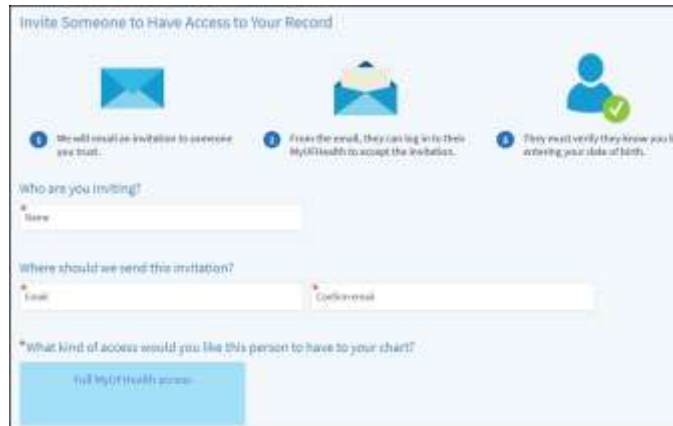1. Go to **Sharing > Share My Record**, select **Friends and family access**.
   Note: Has to be a current MyUFHealth patient

2. On the Friends and Family Access page, click **Invite Someone**.

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More Questions? Customer Service messaging in MyChart.
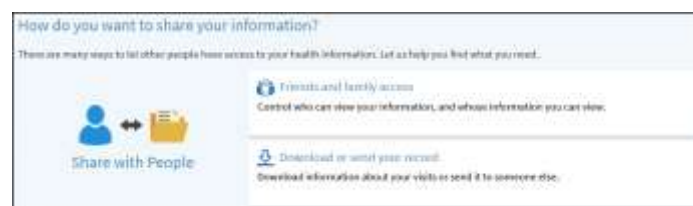
3. Enter that person's name and email address, confirms the level of access, and click **Send Invite**. The invitation then appears as Pending at the top of the page.

   - After you send the invitation, the recipient receives an email to notify them that you've invited them to have access to your account. From this email, they can click a link that takes them to a page where they must enter your date of birth to confirm that they know you and accept the invitation.

4. After the person you've invited accepts the invitation, you'll receive a tickler message to let you know, and the Pending label is removed next to that person's name on the Friends and Family Access page. You can return to this page at any time to edit or revoke that person's access.
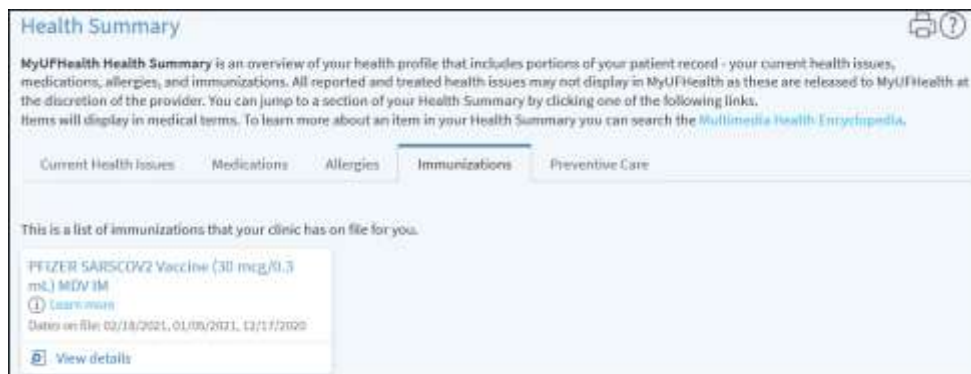
View and Print your Child's Immunization Record

When you are in your child's record in MyUFHealth, go to **My Record > Health Summary** and select the Immunizations tab.

You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click 🖨.

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More Questions? Customer Service messaging in MyChart.

View your Child's Growth Charts

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

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.
- You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

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

Share your Medical Information with Someone Else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you.

Using your MyUFHealth or MyUFHealth mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example.

The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to **Sharing > Share Everywhere**.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to http://www.shareeverywhere.com to enter the code along with your date of birth.

![UF Health - University of Florida Health logo]

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Share Everywhere

Share Your Health Record

Grant one-time, limited access to the health information you can see in MyUFHealth, including:

🩹 Medications   ⚗️ Allergies

🔍 Health Issues   🛡️ Immunizations

The person accessing your record will also be able to write a clinical note to your care team.

Who's accessing your record?

| Name |

[Request share code]

View Medical Information from other Healthcare Organizations

If you've been seen at another healthcare organization, you might be able to view information from that medical record right in MyUFHealth. You might have heard this feature referred to as Happy Together. The information you might see from other organizations includes:

- Allergies
- Care team
- Health issues
- Medications
- Messages
- Test results
- Visits

1. To view this information, you must link your account. Go to **Sharing > Link My Accounts** to get started.
2. Select your account from the list or search for it and click **Link Account**.
3. After you've linked your accounts, information from the other organization appears in MyUFHealth with an ℮ icon.

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More Questions? Customer Service messaging in MyChart.
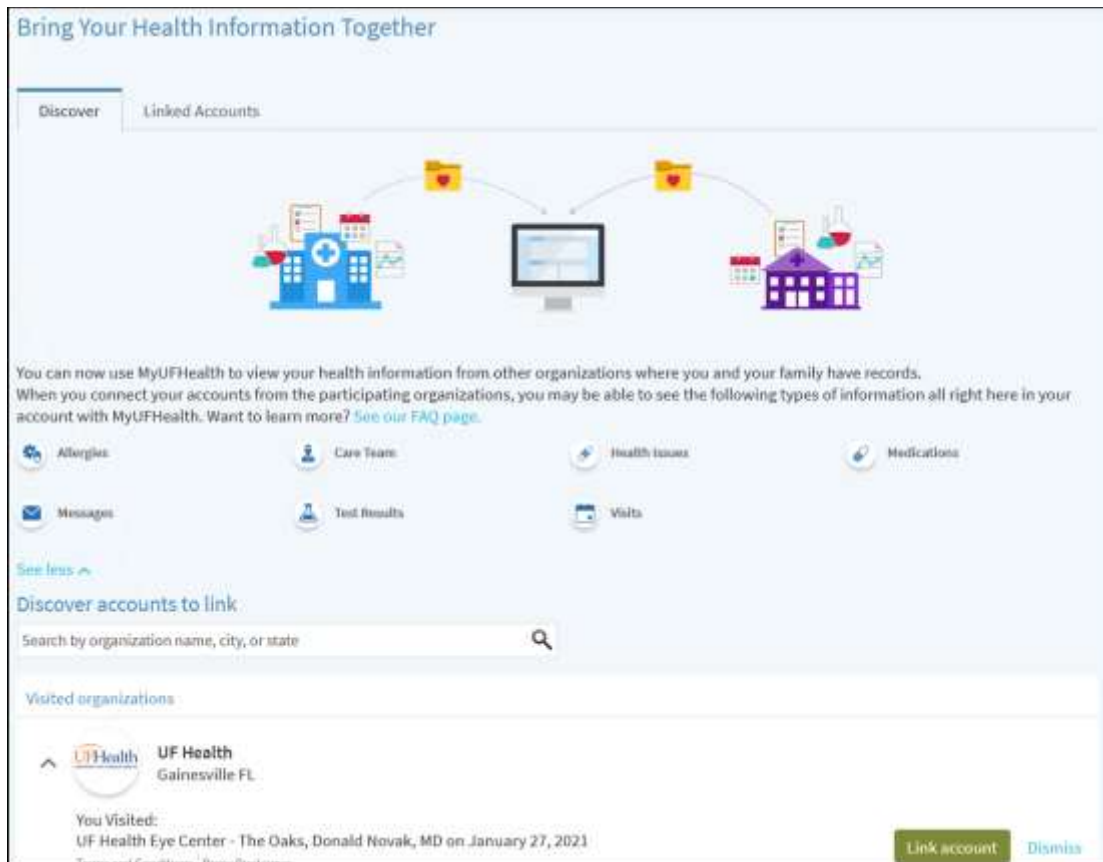
Billing and Insurance

<mark>View your outstanding balance:</mark>

1. To see the outstanding account balance for any of your accounts, go to **Billing > Billing Summary**.
2. To view additional information about an account, including past statements, click the **View account** link.
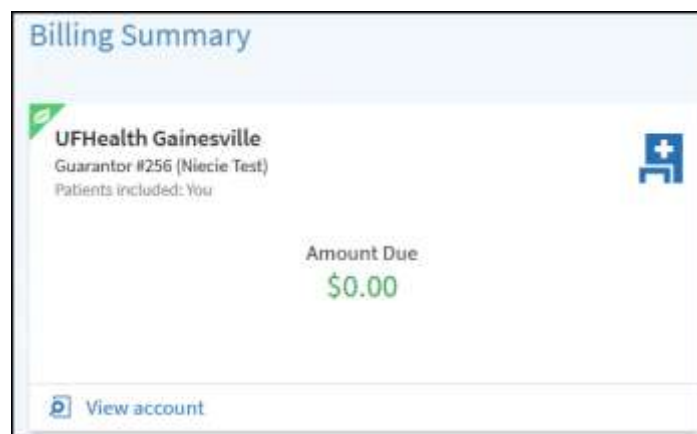
3. If you have questions about your balance or other information regarding your billing account, you can select **Contact Customer Service** link to send a message.
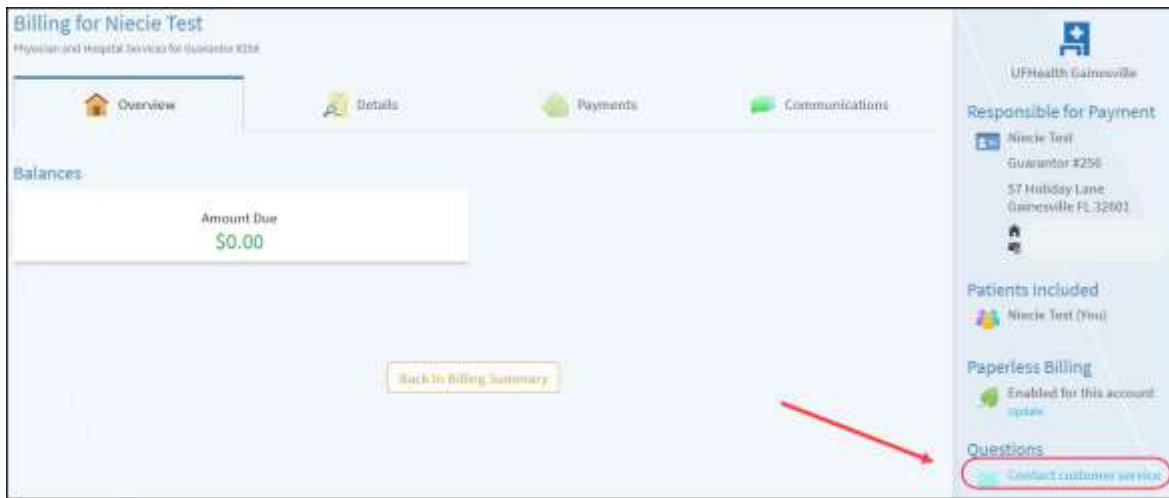

<mark>**Make a Payment for an outstanding account balance:**</mark>
1. Go to **Billing > Billing Summary**.
2. Click **Pay Now** for the account on which you want to make a payment.
3. Enter the amount to pay along with your credit card or bank account information. Click **Continue**.
4. Review your payment information and click **Submit Payment.**

<mark>**Sign up for paperless billing:**</mark>
1. From the Billing Summary page, click the **paperless billing alert**.
2. If you want to receive an email or text message when a new paperless statement is available online, **enter and verify your email address or mobile phone number**, select the corresponding check box to receive notifications.
3. Select *"I understand that I will no longer receive statements in the mail"* check box and click **Sign Me Up**.

Paperless Billing
Accounts with this icon are signed up for paperless billing.
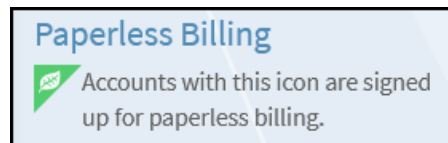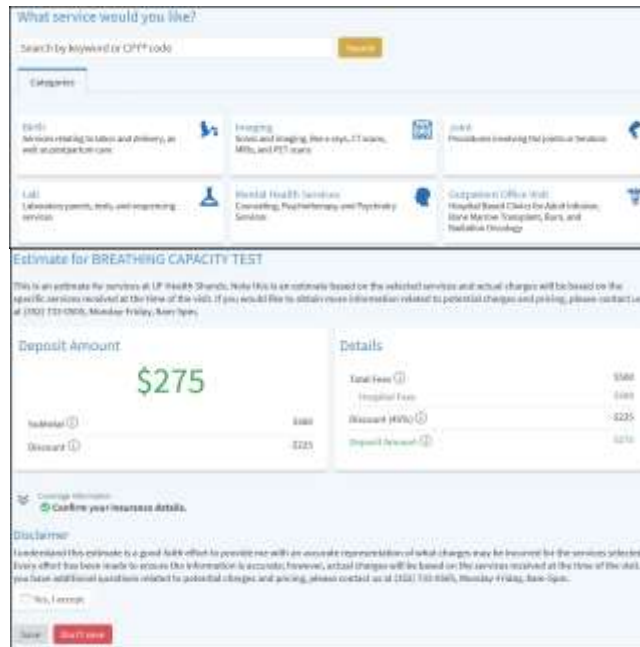
<mark>**Get an Estimate for Medical Care:**</mark>
To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyUFHealth. The estimate is based on your insurance and what other patients have been charged in the past.
1. Go to **Billing > Estimates** and click **Create a New Estimate**.
2. Select where you want to have the procedure done and look up the kind of service you want to receive. You can search for the service or look through services by category.
3. After you select the service and see the estimate, you can click **Save** so that you can refer to it later.

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View claims for Services covered by Insurance

1. Go to **Insurance > Claims**.
2. Select a claim to view details for it, such as the servicing provider and claim status.

If you have a question regarding the claim, click **Customer Service Request** to send a message to customer service staff.

Review and Update your Insurance Information

To review the insurance information your clinic has on file, go to:
1. **Insurance > Insurance Summary**.
2. Click **View coverage details** for the payer or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.

Update your insurance information, make any of the following changes:
- Request a change to an existing coverage.
- Remove a coverage.
- Add a new coverage. New coverages are submitted for verification when you log out of MyUFHealth.

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More Questions? Customer Service messaging in MyChart.

Preferences and Administrative Features

Personalize MyUFHealth:

There are three ways you can personalize how MyUFHealth appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person's photo.
- Add or change the photo. Note that photos you upload through MyUFHealth are visible to medical staff, so you should only use a photo that shows each person's face.

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

More Questions? Customer Service messaging in MyChart.

Secure Contact Verification

New contact verification features in MyUFHealth helps ensure patients have secure contact information on file when they need to be reached while logging in or resetting a password with two-factor authentication.

This adds an additional layer of security for preventing unauthorized users from trying to access your MyUFHealth account.

After the patient sends a verification code, they receive an email or text message with a code to enter in MyUFHealth.

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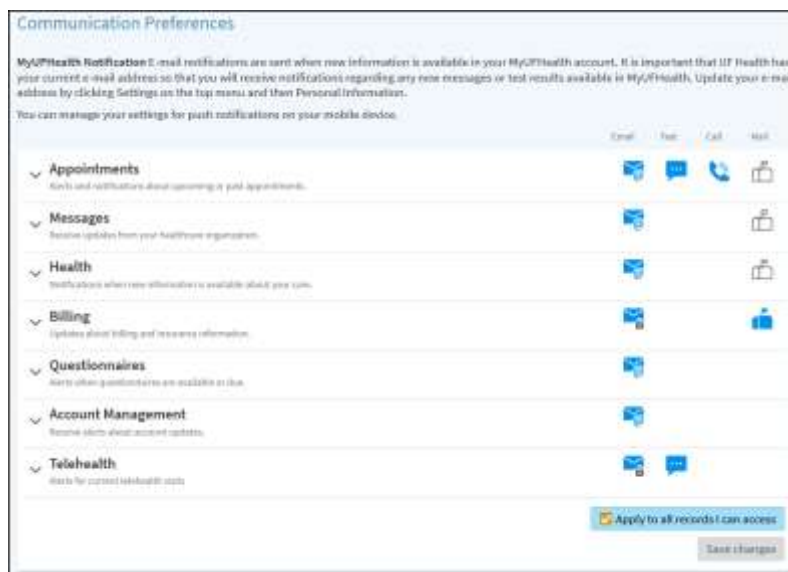**More Questions? Customer Service messaging in MyChart.**

Customize your Notification Preferences

MyUFHealth can send you notification by email or text message when there is new information available in your MyUFHealth account.

You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Account Settings > Communication Preferences**.
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive and click **Save Changes**.
3. Update your email address and mobile phone number if needed.

Communication Preferences

MyUFHealth Notification E-mail notifications are sent when new information is available in your MyUFHealth account. It is important that UF Health has your current e-mail address so that you will receive notifications regarding any new messages or test results available in MyUFHealth. Update your e-mail address by clicking Settings on the top menu and then Personal Information.

You can manage your settings for push notifications on your mobile device.

	Email	Text	Call	Mail
Appointments — Alerts and notifications about upcoming or past appointments.	✉	💬	📞	📫
Messages — Receive updates from your healthcare organization.	✉			📫
Health — Notifications when new information is available about your care.	✉			📫
Billing — Updates about billing and insurance information.	✉			📫
Questionnaires — Alerts when questionnaires are available or due.	✉			
Account Management — Receive alerts about account updates.	✉			
Telehealth — Alerts for current telehealth visits.	✉	💬		

☑ Apply to all records I can access

Save changes

This is your contact information that we will use to deliver notifications. If needed, please update your information and click **Save Changes** to update your medical record.

Contact Information

🏠

57 Holiday Lane
Gainesville FL 32601

Going somewhere for a while?
Add a temporary address

🏠 352-444-7777
📱 352-123-4567
📠 Not entered
✉ mossd@shands.ufl.edu

Edit

Continued on next page.

Website Feedback or Questions

If you have a question about utilizing Mychart or would like to provide feedback on the website, please send a message to our Customer Service team.

1. Go to **Messages > Send a Message**
2. Click **Customet service questions**

3. Select Customer service questions then select what type of Customer Service question
   - **Billing or Account Questions**
   - **Compliment**
   - **Website Feedback or Question**
   - **Remove Advance Directive Document**

4. Select **Website Feedback or Question**

5. Enter a **Subject** for your message and enter your question. When you are finished, click **Send**