



MyChart

About MyChart

What is MyChart?

MyChart offers personalized, secure online access to your medical records. It allows you to manage and receive information about your health. With MyChart, you can:

- Schedule medical appointments.
- View your health information, including medications, allergies, test results, and more.
- Request medication refill.
- Access resources to obtain reliable health information.
- Send a message to your support team.

For more information about MyChart, see www.mychart.com/features.

Do I have to pay to use MyChart?

No, MyChart is a free service offered to all of our patients.

What do I need to use MyChart?

You need access to a computer or mobile device connected to the Internet and an up-to-date browser (such as Edge, Chrome, Firefox, or Safari). You can also use the MyChart mobile app on a mobile device.

How is MyChart secure?

We take great care to ensure that your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password and must access the account using that password. On mobile devices, you can also access the account using face ID or fingerprint login. Unlike conventional email, all MyChart messages are sent while you are securely connected to our website or mobile app.

You can make sure your account stays secure even if someone else has your username or password by turning on two-step verification. When this feature is activated, you must enter a code sent to you via email or text message to log in to MyChart, in addition to using your username and password. To learn more, visit bit.ly/twostepvideo to watch our helpful video on two-step verification.





MyChart

You may receive emails or text notifications containing links to MyChart. These notifications allow you to sign in to MyChart securely by using a link that expires after a short time. Keeping your MyChart account secure means keeping your phone number and email account secure. If you think your phone number or email account may have been compromised, you can change the phone number or email account on file on the "Personal Information" page in MyChart.

For further assistance, call our MyChart patient support line at 706-259-3742 (706-259-EPIC).

Registration Questions

How do I sign up?

There are several different MyChart registration methods that can be used by different departments in your healthcare organization:

- Clinic staff can enroll you directly while you are at the front desk or in the exam room.
- You may receive a MyChart activation code on your visit summary or billing statement.
- You may receive a text message or email with an activation code when you come to visit us.
- You may be able to use online self-registration to create a MyChart account by matching your information with what is on file in your medical record or with third-party identity verification.

Can you send me a new activation code if I lost it, let it expire, or didn't receive it?

If you do not have an activation code, you can request one on this website: bit.ly/mychartaccess. After we verify your information, you will receive a new code.

My activation code is not working, what should I do?

For your security, your activation code expires after a certain period of time and is invalid after the first time you use it. If you're still having trouble, email us at noreply@hamiltonhealth.com or call our MyChart patient help line at 706-259-3742 (706-259-EPIC).



MyChart

Your medical record

When can I see my test results in MyChart?

With MyChart, you can see most test results as soon as they are available. Keep in mind that you will probably see your results before your medical staff has had a chance to review them. After your medical staff reviews your results, you may see additional comments and interpretations in MyChart.

If I message my doctor, when can I expect a response?

You will usually receive a response within 1 to 3 business days. Please note that MyChart messages should not be used for urgent situations. Contact your medical facility if the situation requires immediate attention, or dial 911 if it is an emergency.

Where can I update my personal information?

On the personal information page in MyChart, you can update your address, phone number, email, preferred name, and other personal information at any time so your clinic always has the most up-to-date information on file.

How do I change my legal name on MyChart?

To create a request to change your legal name, call our MyChart patient help line at 706-259-3742 (706-259-EPIC).

If some of my medical information in MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record in your medical staff's office. Ask your medical staff to correct any inaccurate information at your next clinic visit. Your health information in your electronic medical record is reviewed and updated after each visit.



MyChart

MyChart for my family

Can I view my family member's medical record in MyChart?

Yes, you can. MyChart Proxy Access allows you to access the medical records of your family members and other people you care for with their permission. You must be at least 18 years old to have proxy access to another person's medical record.

You may also want to give a family member or friend access to your medical record when you need assistance managing your appointments or other medical needs. To give someone access to your medical record, grant them access via a proxy invitation through the friends and family access page in MyChart.

Can my spouse and I share a MyChart account?

No, due to the sensitive nature of medical information, each adult must have their own MyChart account.

Technical questions

I forgot my username or password. What should I do?

If you are having trouble logging in, click the "Forgot your username?" link or "Forgot your password?" below the login fields for assistance. You will go through a two-step verification to verify your identity so you can recover your username or password. You can also contact our MyChart Patient Help Line at 706-259-3742 (706-259-EPIC) for assistance.

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

Try checking the spam or junk folders in your email. If the email with your code is not there, click Resend code. If you haven't received the email yet, your account may have a different email address on file. If you have multiple email accounts, check one of the others to see if the verification code was sent there. If none of your accounts received the email, we may not have an email address on file. If this is the case, call our MyChart Patient Help Line at 706-259-3742 (706-259-EPIC) for quick assistance.





MyChart

I was logged out of MyChart. What happened?

Our goal is to protect your privacy and information. If you remain inactive for 10 minutes or more after logging into MyChart, you will be automatically logged out. We recommend that you log out of MyChart if you need to leave your computer for even a short period of time.

What do I do if I can't log into my account?

To reactivate your account, call our MyChart Patient Helpline at **706-259-3742 (706-259-EPIC)**.

I have multiple MyChart accounts. How do I link them?

If you have been seen at another healthcare organization, you may be able to see information from that medical record right in MyChart. You may have heard of this feature called Happy Together. This feature includes information from other organizations, such as:

- Allergies
- Care team
- Health problems
- Medicines
- Messages
- Exam results
- Visits

To view this information, you must link your account. Visit bit.ly/mychartlink for a video tutorial on how to do this.

How can I delete my account?

You may request that we deactivate your account by contacting us at the MyChart Patient Help Line at **706-259-3742 (706-259-EPIC)**.

Who can I contact if I have more questions?

You can call our MyChart patient support line at **706-259-3742 (706-259-EPIC)**

