

## Using MyChart, you can:

- **Manage medical appointments**
- **View your health summary**
- **View test results**
- **Request prescription renewals**
- **Access educational resources**
- **Communicate electronically and securely with your medical care team**

## GETTING STARTED:

There are **TWO** ways to sign up.  
Ask your Care Team for details.

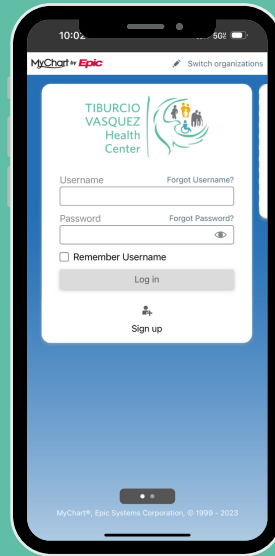
### 1. Activation Code:

You can ask for an activation code when visiting any of our clinics or look for one on your After Visit Summary (AVS) that you are given at the close of your visit.

### 2. Text Message link:

You can request to be sent a link to your mobile phone. The text message link is the fastest and most efficient way to create your MyChart account.

## MyChart On Your Mobile



**Download the MyChart app on your phone!**

Once you've downloaded the app, search for Tiburcio Vasquez Health Center then log in with your MyChart Username & Password.



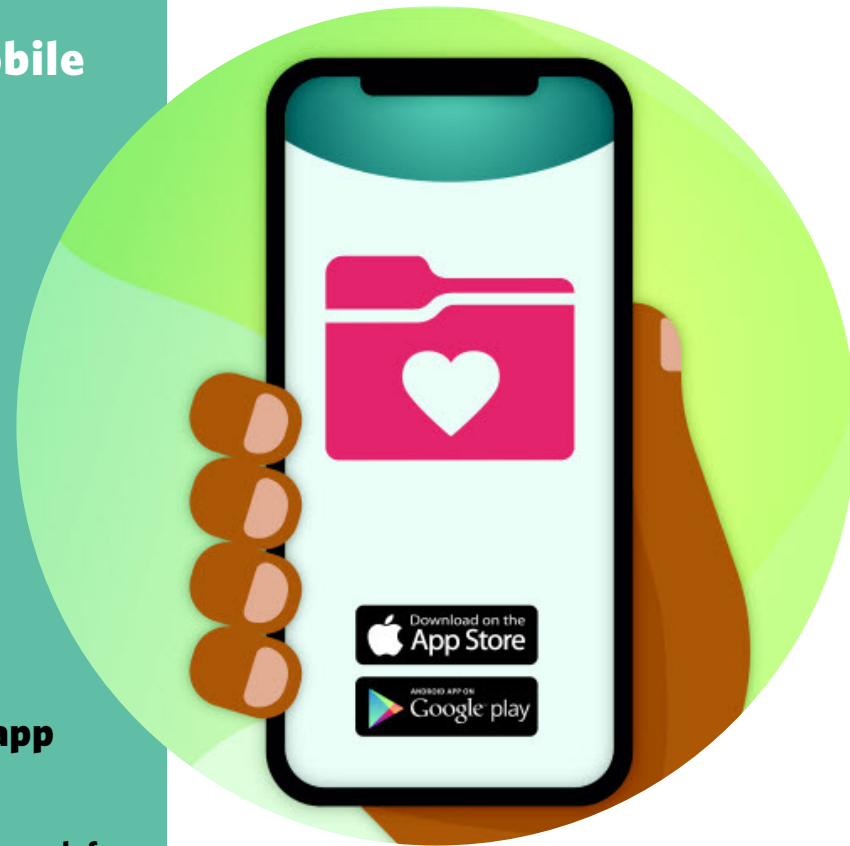
## MyChart Questions?

Contact our support team at  
**(510) 398-7523**

or  
**mychartsupport@tvhc.org**

**Monday - Friday  
8 A.M. - 4 P.M.**

MyChart support is not available on  
Weekends and Holidays.



# MyChart

**Sharing Your Health  
Information With You**

**SIGN UP TODAY!**

## MyChart Frequently Asked Questions:

### When can I see my test results in MyChart?

If your clinical lab test is drawn at one of our TVHC Quest, lab results are automatically released to your MyChart account once they are finalized. Go to Health > Test Results and click on a row to view specific test results.

### Why are certain test results not shared electronically via MyChart?

Some results are not allowed to be released electronically by law, for example, results from sexually-transmitted diseases or genetic tests.

If you have questions regarding results, you may message your provider in MyChart by going to Messaging > Ask a Question > Brief Medical Question, then select your provider and select "Test Results Question" as the subject.

### What should I do if some of my health information on MyChart is incorrect?

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

### I don't see all of my providers listed, what can I do?

To message your provider, you need to have had an appointment with that provider in the past two years so that you have an established relationship with them. Please make an appointment with your provider by requesting an appointment under Visits --> Schedule an Appointment, calling or texting our office at 510-471-5880.

## MyChart Messaging:

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

You will generally receive a reply within 3 business days. Please note that MyChart should not be used for urgent situations.

### Who views my messages?

Please be aware that your message may be viewed by staff and becomes part of your electronic health record. At times, nurses who collaborate with providers may respond directly to your message, even if it is directed to your provider.

If you are an adolescent between the ages of 12-17, messages can be sent to you confidentially by your provider and practice staff. You can also message your provider confidentially. However, please remember that if you don't deselect your parent/legal guardian with proxy access before sending each message or appointment request, they can also view them.

## MyChart Proxy:

### What is Proxy Access?

A person who is given the authority to make healthcare decisions for another person. A Proxy can be a relative, caregiver, lawyer, or friend.

### Can I assign someone else with proxy access to my MyChart account?

Yes, proxy access allows an adult to designate any other adult as their proxy. You can request and manage proxy access by going to Profile >Sharing> Sharing Hub.

PLEASE NOTE: Patient representatives must be at least 18 years of age. In accordance with California State confidentiality laws specific to teens, child proxy access converts to adolescent proxy access on the child's 12th birthday, and proxy access terminates on the child's 18th birthday.

## MyChart and Teens:

### How old do I have to be to sign up for MyChart?

You must be 12 years old to sign up for MyChart. If you are 0-11, your parents or guardians can access MyChart on your behalf via proxy access. If you are 12-17, you can access your own MyChart account, and your parents/legal guardians can access some of this information as your proxy.

### Why is MyChart access different for adolescents than for children or adults?

Safeguarding a child's health is one of the most important duties facing a parent or guardian. There are immunizations to track, milestones to monitor, and colds to pamper, all naturally under a parent's total direction.

When a child becomes an adolescent, how they interact with their parents about their health care changes. Teens may feel uncomfortable about sexuality and other complex health issues and sometimes wish to seek confidential medical advice.

This sensitivity is reflected in California state laws, allowing teens to obtain health services without notifying their parents or guardians. These laws also limit the kind of information that the healthcare team can share with parents or guardians without obtaining permission from an adolescent patient.

### What happens to parents or guardians existing proxy access in MyChart when their child turns 12?

For parents or legal guardians who already have access to their child's MyChart, this access will automatically change from full child proxy access to the more limited adolescent proxy access upon the child's 12th birthday.

#### Parent/Guardian Adolescent Proxy access allows the parent to:

- Message a teen's provider/care team
- Request or schedule an appointment for a teen
- Review the teen's allergies, some test results, and Immunizations.