

Password Reset

Summary

From the Account Summary page in MyChart, users can click View account details to go to an account's settings.

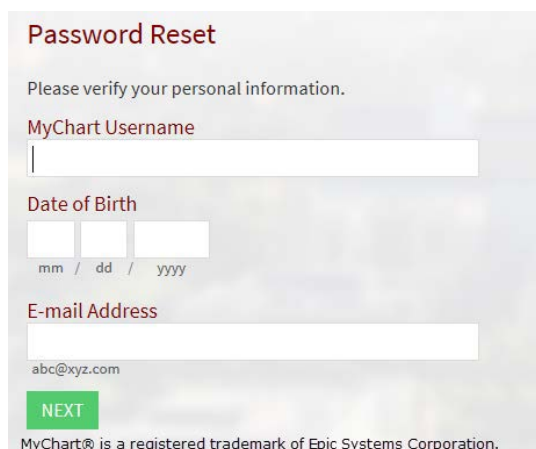
Step-by-Step

1. Forgot password



The image shows the MyChart login interface. It features two input fields: 'MyChart Username' and 'Password'. Below these fields is a large green 'SIGN IN' button. At the bottom of the login area, there are two links: 'Forgot Username?' and 'Forgot Password?'. The 'Forgot Password?' link is highlighted with a red rectangular box. Below the links, a small footer text reads: 'MyChart® is a registered trademark of Epic Systems Corporation.'

2. Enter username, DOB, email address



The image shows the 'Password Reset' form. The title 'Password Reset' is at the top in red. Below it is the instruction 'Please verify your personal information.' The form contains three input fields: 'MyChart Username', 'Date of Birth' (with sub-fields for mm, dd, and yyyy), and 'E-mail Address'. Below the email field, there is a placeholder text 'abc@xyz.com'. A green 'NEXT' button is located at the bottom of the form. A footer text at the bottom reads: 'MyChart® is a registered trademark of Epic Systems Corporation.'

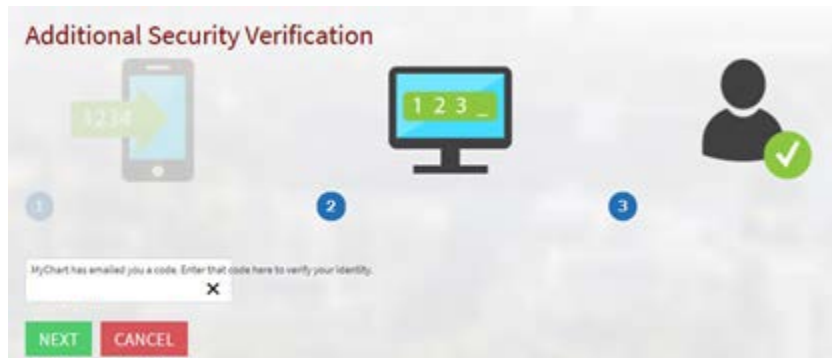
3. Click SEND TO EMAIL for a temporary code



The image shows the 'Additional Security Verification' screen. At the top, the title 'Additional Security Verification' is in red. Below the title are three numbered steps: 1. A smartphone icon with a green arrow pointing to it and the number '1234' next to it. 2. A computer monitor icon with the numbers '1 2 3' on its screen. 3. A person icon with a green checkmark next to it. Below these steps is a text block: 'In order to log in to MyChart, we need to send you a temporary code that must be entered on the next screen. Please select a delivery method.' At the bottom of the screen, there is a green button labeled 'SEND TO EMAIL', which is highlighted with a red rectangular box. A footer text at the bottom reads: 'MyChart® is a registered trademark of Epic Systems Corporation.'

Password Reset

4. Enter a temporary code



MyChart® is a registered trademark of Epic Systems Corporation.

mychart@uchospitals.edu

Sent: Fri 9/13/2019 12:48 PM

To:

Dear Hc,

To log in to MyChart, enter the code shown below on the Additional Security Verification screen.
This code expires at 1:07 PM CDT.

Code: 45QM5N

Sincerely,
The MyChart Team

5. Change password

MyChart® is a registered trademark of Epic Systems Corporation.

New Sharing Hub Connects Patients to Sharing Features

Summary

To help patients understand their options for sharing their health information and make it easier for them to get to those options, we've created a centralized sharing hub in MyChart that pulls together various MyChart features.

The new sharing hub is accessible from the Health > Share My Record menu option, which was previously used only for Share Everywhere. This sharing hub includes links to several MyChart features as described below, as long as patients have security to access them.

Once the visit takes place, write your research visit note, enter the visit charge for the room time, and sign the visit. Charges are applied only when the encounter is closed.

Share with People

- Friends and family access: takes patients to the Personalize page where they can manage proxy access. This feature is also still accessible from the Profile > Personalize menu.
- Download or send your record: takes patients to the Visit Records page where they can download or send visit summaries or their Lucy summary. This feature is also still accessible from the Health > Document Center menu option.

Connect with Hospitals & Doctors

- Give one-time access with Share Everywhere. Takes patients to the Share Everywhere page, which was previously accessible from the same menu option.
- Connect your accounts. Takes patients to the account linking page for Happy Together. This page was previously accessible from the Profile > Manage My Accounts menu option, which has been removed.
- Allow other organizations to access your information. Takes patients to the Authorize Sharing page. This feature was previously accessible from the Profile > Authorize Sharing menu option, which has been removed.


New Device Connections

- Review which devices or apps can see your information. Takes patients to the Manage My Linked Apps and Devices page. This feature was previously accessible from the Profile > Linked Apps and Devices menu option, which has been removed.


New Sharing Hub Connects Patients to Sharing Features

How do you want to share your information?

There are many ways to let other people have access to your health information. Let us help you find what you need.



Share with People




Friends and family access

Control who can view your information, and whose information you can view.



Download or send your record

Download information about your visits or send it to someone else.




Connect with Hospitals and Doctors



Give one-time access with Share Everywhere

Share your information with just about anyone, like a social worker or a school nurse.



Connect your accounts

Link your MyChart account with other healthcare organizations and see your health information in one place.



View Device Connections



Review which devices or apps can see your information

Review or remove mobile phones and other apps that have access to your information.

MyChart® is a registered trademark of Epic Systems Corporation.

More Compact & Organized MyChart Billing Details

Summary

From the Account Summary page in MyChart, users can click View account details to go to an account's Billing Details page. To make it easier for MyChart users to find the information, the redesigned Billing Details page organizes different types of information into distinct categories.

Here's What's New:

- A. The guarantor's name and any alerts or messages appear at the top of the screen.
- B. The Overview tab shows information about the current balance and recent payments. From the Balances card, guarantors can see the status of any payment plans.
- C. The Charges tab shows details about the account balance, including the original charge, any payments or adjustments, and the insurance balance.
- D. The Payments tab has information about any payment plan the guarantor is on and shows past payments from any time range.
- E. On the Communications tab, guarantors can view past statements and letters.
- F. The sidebar summarizes demographics information for the guarantor and patient. In a narrow browser window and on mobile devices, this information appears instead in the Account Info tab.

Billing Details for Annette Cbistest (A)

Physician and Hospital Services for Guarantor #1200199

Overview (B) | **Charges** (C) | **Payments** (D) | **Communications** (E)

Balances

You Owe \$4,018.00

PAY NOW

Auto Pay \$446.45

Scheduled for 9/22/2019

Manage payment plan

Insurance claims awaiting response ⓘ

Recent Payments

Date	Description	Amount
Sept 17 2018	PATIENT PAYMENT	\$350.00 Cash
Sept 19 2018	PATIENT PAYMENT	\$4,100.00 Check (2480)
Sept 12 2018	PATIENT PAYMENT	\$4,000.00 Check (2480)
Aug 27 2018	PRE-PAYMENT	\$2,222.22 Cash (8.24 estimate 2222.22)
Aug 27 2018	PRE-PAYMENT	\$4,182.00 Cash

BACK TO BILLING SUMMARY

MyChart® is a registered trademark of Epic Systems Corporation.

UNIVERSITY OF CHICAGO MEDICINE

Responsible for Payment

Annette Cbistest
123 5th street
BEVERLY HILLS CA 90210
333-333-3333
test@mail.com

Patients Included

Annette Cbistest (You)

Paperless Statements

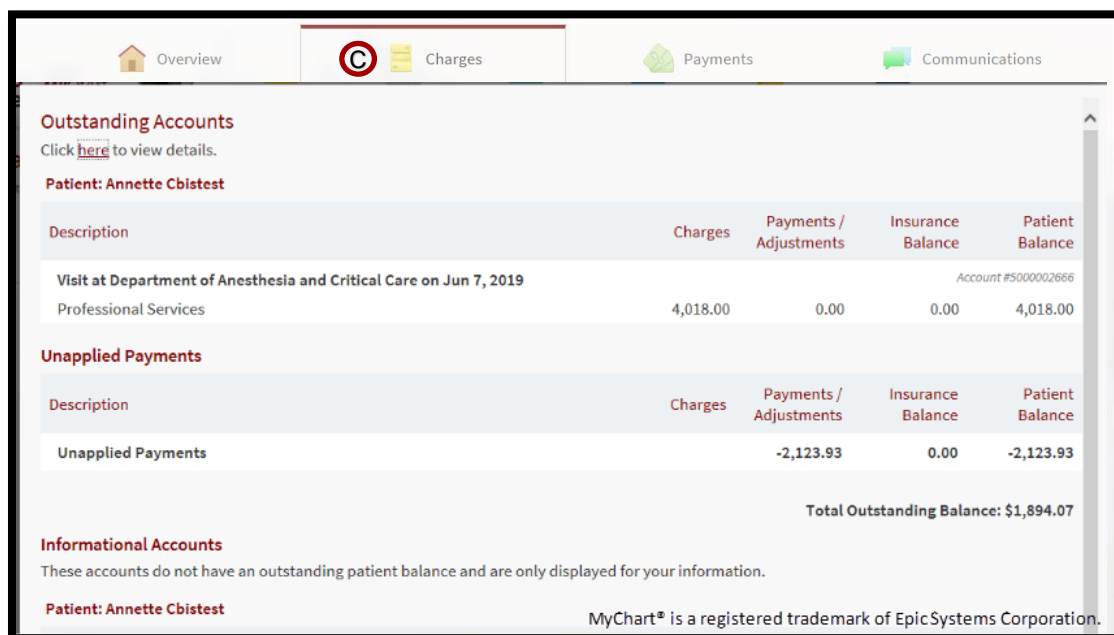
Enabled for this account
Update

Questions

Contact customer service

The redesigned Billing Details page

More Compact & Organized MyChart Billing Details



The screenshot shows the 'Charges' tab selected in the MyChart interface. The top navigation bar includes 'Overview', 'Charges' (active), 'Payments', and 'Communications'. The main content area is titled 'Outstanding Accounts' and includes a link to view details. Below this, the patient's name 'Annette Cbistest' is displayed. A table shows the charges for a visit on June 7, 2019, with a total charge of 4,018.00. Below the table, the 'Unapplied Payments' section shows a payment of -2,123.93. The 'Total Outstanding Balance' is \$1,894.07. The 'Informational Accounts' section states that these accounts do not have an outstanding patient balance. The footer includes the MyChart logo and a trademark notice.

Description	Charges	Payments / Adjustments	Insurance Balance	Patient Balance
Visit at Department of Anesthesia and Critical Care on Jun 7, 2019				
Professional Services	4,018.00	0.00	0.00	4,018.00

Description	Charges	Payments / Adjustments	Insurance Balance	Patient Balance
Unapplied Payments		-2,123.93	0.00	-2,123.93

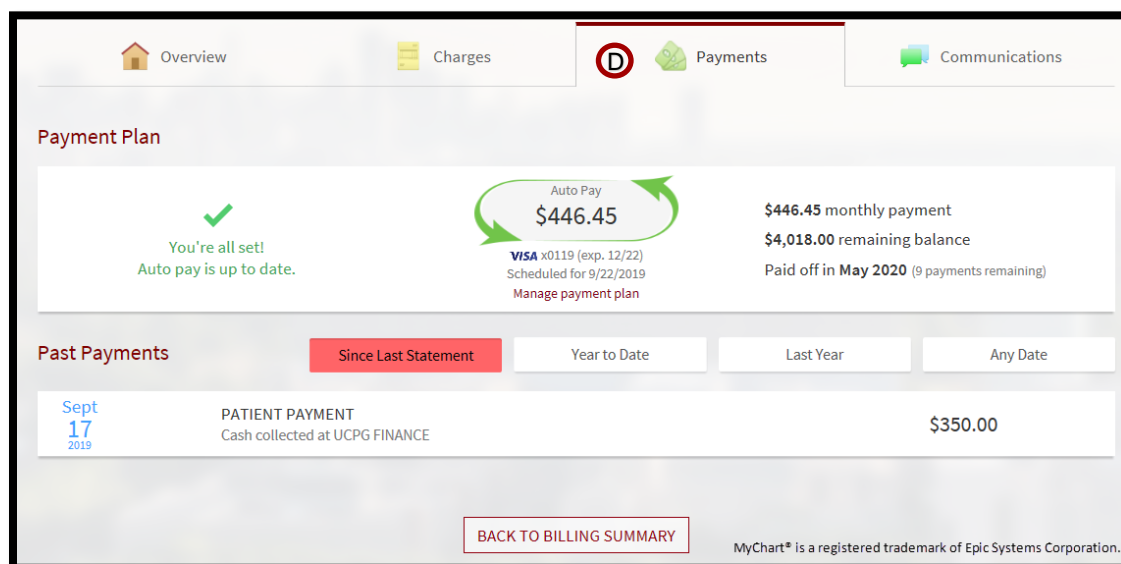
Total Outstanding Balance: \$1,894.07

Informational Accounts
These accounts do not have an outstanding patient balance and are only displayed for your information.

Patient: Annette Cbistest

MyChart® is a registered trademark of Epic Systems Corporation.

A detailed look at the Charges tab



The screenshot shows the 'Payments' tab selected in the MyChart interface. The top navigation bar includes 'Overview', 'Charges', 'Payments' (active), and 'Communications'. The main content area is titled 'Payment Plan' and includes a green checkmark indicating that the auto pay is up to date. A circular arrow icon shows the monthly payment of \$446.45. The remaining balance is \$4,018.00, and the plan is paid off in May 2020 with 9 payments remaining. Below the payment plan, the 'Past Payments' section shows a payment of \$350.00 on September 17, 2019. The footer includes a 'BACK TO BILLING SUMMARY' button and a trademark notice.

Payment Plan

You're all set!
Auto pay is up to date.

Auto Pay
\$446.45
VISA x0119 (exp. 12/22)
Scheduled for 9/22/2019
Manage payment plan

\$446.45 monthly payment
\$4,018.00 remaining balance
Paid off in May 2020 (9 payments remaining)

Past Payments

Since Last Statement | Year to Date | Last Year | Any Date

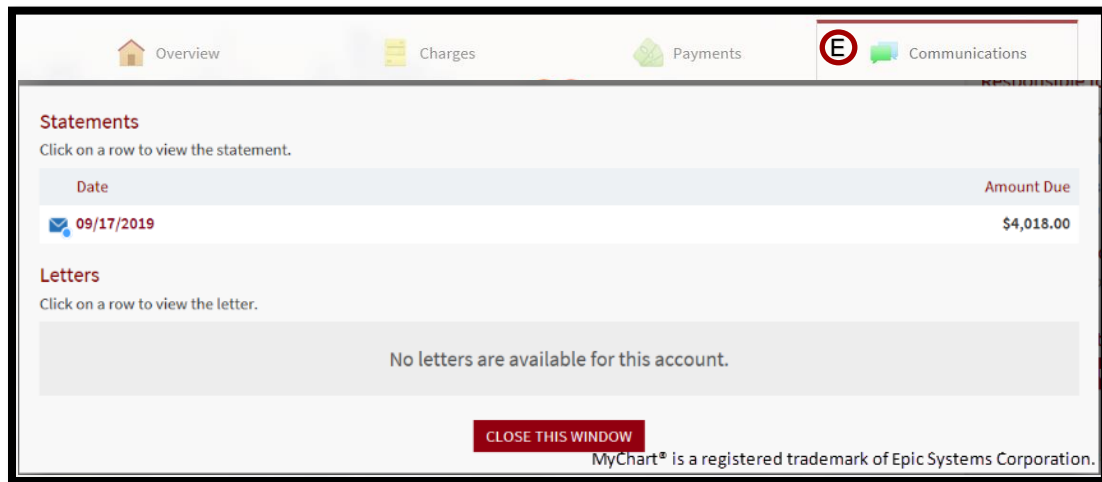
Date	Description	Amount
Sept 17 2019	PATIENT PAYMENT Cash collected at UCPG FINANCE	\$350.00

BACK TO BILLING SUMMARY

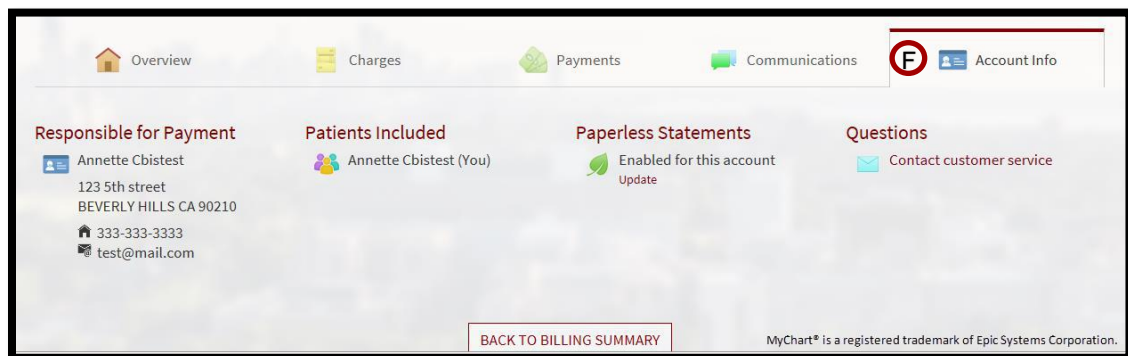
MyChart® is a registered trademark of Epic Systems Corporation.

A detailed look at the Payments tab

More Compact & Organized MyChart Billing Details



A detailed look at the Communications tab



The Account Info tab, which appears only on mobile devices and for narrow browser windows