MyChart®

PATIENT GUIDE

THE QUEEN'S HEALTH SYSTEMS

MyChart

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WELCOME TO MYCHART

MyChart offers online access to your medical record. It can help you participate in your health care and communicate with your providers.

This guide provides an overview of many of MyChart's features and how to use them.
With MyChart, you can:

View all health information in one place	See your medications, test results, appointments, medical bills, estimates, etc. even if you've been seen at multiple health care organizations.
Quickly schedule appointments and find care	Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care / 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 family members	Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.

MyChart Customer Support

MyChart Customer Support: email MyChartSupport@queens.org or call 808-691-5000.
Visit our **Queen's MyChart website** for more information: https://www.queens.org/mychart-information/
If you have additional questions about your health care, please contact your doctor.

Sign up for a MyChart Account

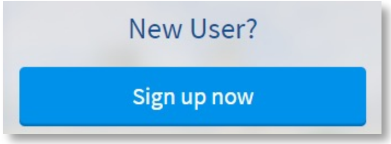
To sign Up for MyChart, you must be at least 14 years old.

There are several methods to sign up for Queen's MyChart:

1. **Clinic staff can directly sign you up at your visit.**
2. **Sign up with an activation code.**
   - You might receive a MyChart activation code on your After Visit Summary or via text/email.

MYCHART ACTIVATION CODES EXPIRE 45 DAYS AFTER CREATION

- Access MyChart website (https://mychart.queens.org/MyChart/accesscheck.asp) or MyChart mobile app (click **Sign up now**)
- Enter activation code and verify your identity. Select **Next**.
- Read the directions and complete the required fields.



3. **Sign up without an activation code.**

- You can self-signup online to create a MyChart account by matching your information against what is on file in your medical record.
- Access MyChart via website (https://mychart.queens.org/MyChart/accesscheck.asp) or mobile app (click **Sign up now**)
- Click **Sign up online** (located on right side of screen)
- Read the instructions and complete the required fields.

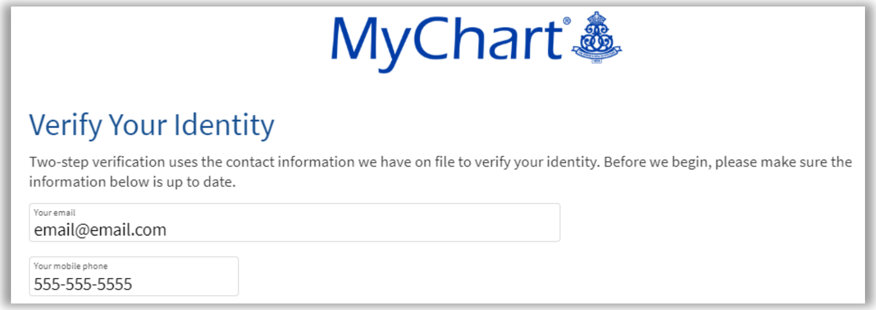
Access MyChart

1. Website: www.mychart.queens.org
2. MyChart Mobile Apps: Apple Store or Google Play

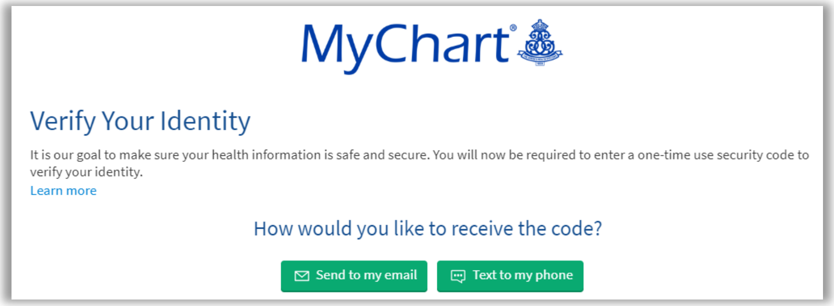
Protect Your Account with Two-Step Verification

Two-Step Verification ensures your MyChart account is secure, even if somebody knows your password. This feature is required the first time you login to protect your private health information.

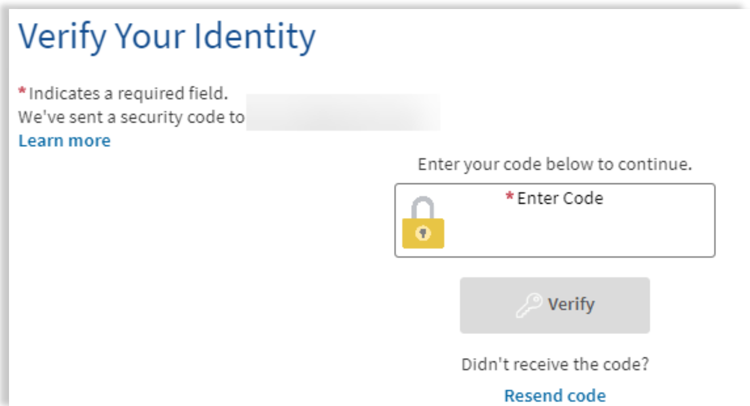
1. Confirm your email address and/or phone number, then click **Continue**.



2. Select whether you want to receive the security code by email or text message.



3. Enter your verification code to log in.

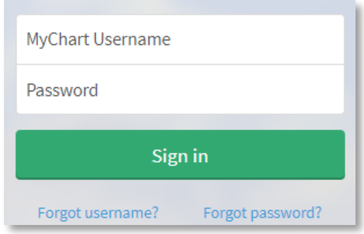


Download the MyChart App

To install the MyChart app:

1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). Look for one of the following icons to find the app store on your device:
2. Search for **MyChart**. Look for the following logo to make sure you have the right app:
3. Tap **Install**.
4. After you've installed the app, tap **Open** or find the MyChart icon on your device and tap to open it.
5. Select your primary health care organization from the list of organizations. If you don't see it right away, you can search for your health care organization by name, state, or ZIP code.

Log In to MyChart



1. In your web browser, enter https://mychart.queens.org or in your mobile device, launch MyChart app, to access the login page.
2. Enter your MyChart username and password, and click **Sign In**.

Forgot Username? Forgot Password?

If you're having trouble logging in:

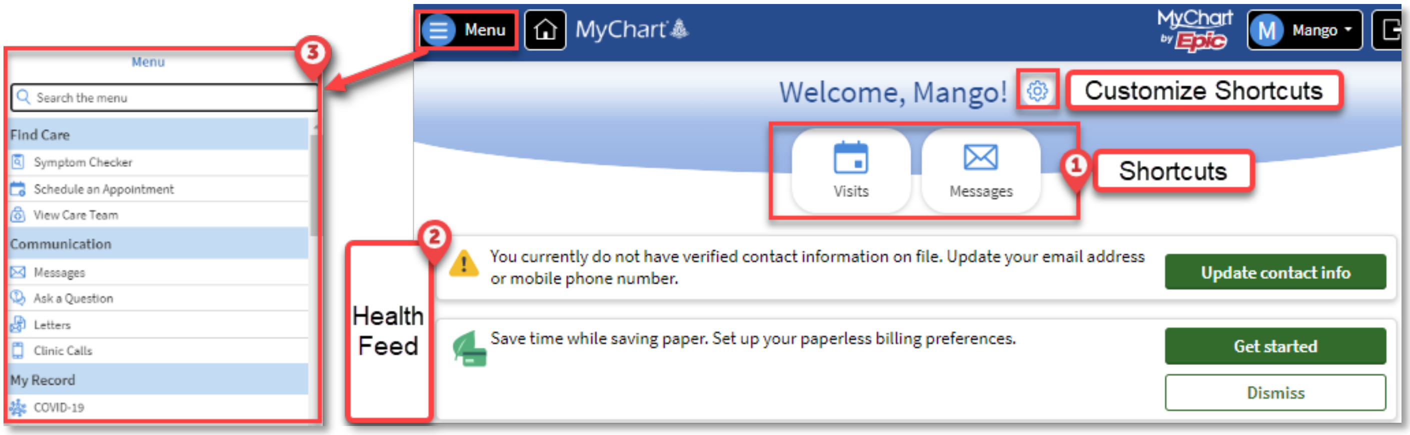
1. Click the **Forgot Username?** or **Forgot Password?** link below the login fields for assistance.
2. You will be prompted to answer some security questions to verify your identity.
3. If successful, you will receive an email with instructions and information on username and password.
4. If you fail to recover your password after 5 unsuccessful attempts, you will be directed to reset your password.

- If you have 5 unsuccessful attempts at resetting your password, your account will be deactivated. Please contact Queen's MyChart Support at MyChartSupport@queens.org or call **808-691-5000** for assistance.

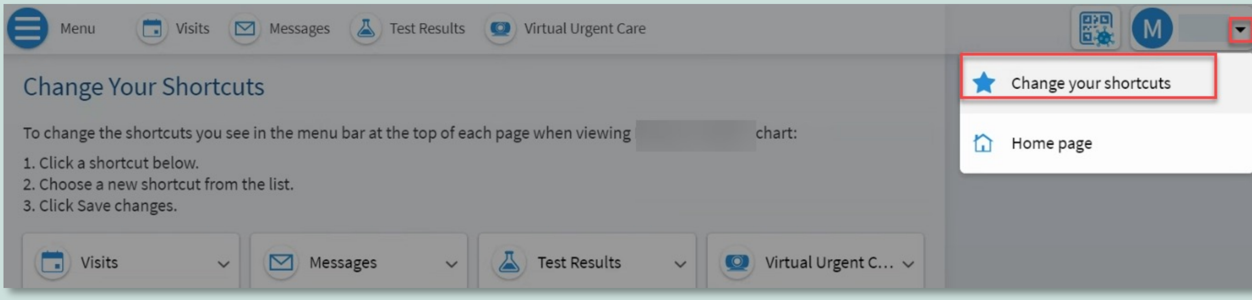
Learn How to Navigate MyChart

When you first log in to MyChart, you'll see the MyChart home page.

1. Use shortcuts at the top of the home page to get to your most commonly used activities.
2. Below shortcuts is the health feed, which displays important alerts and information for you and any family member(s).
3. Use the searchable **Menu** to easily find any other activities.

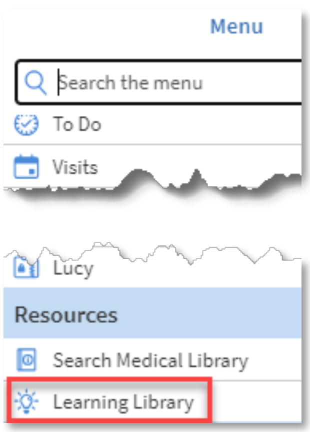


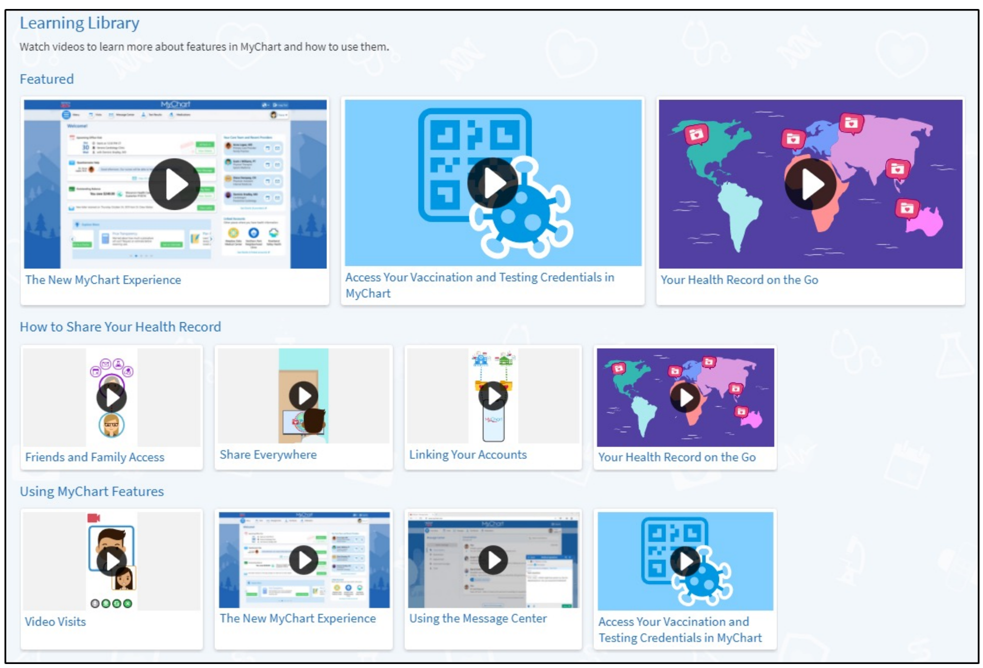
Customize your shortcuts by clicking above the shortcut buttons or selecting your name in the top right corner and clicking **Change your shortcuts.**



Learn More on How to Use MyChart

Go to **Menu** > **Resources** > **Learning Library** to watch videos about MyChart's features.





Frequently Asked Questions (FAQs)

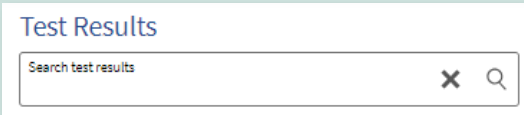
Click here for a list of frequently asked questions.

HEALTH

View Your Test Results

Go to **Menu** > **My Record** > **Test Results** in MyChart to view test results as soon as they become available.

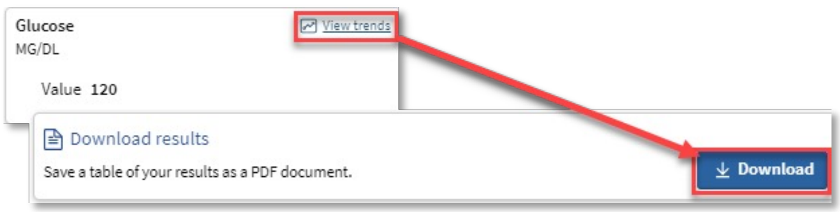
- Select a specific test to see more information, such as the standard range for the result and/or any additional comments your provider entered about the result.



If you're looking for a specific result, enter keywords in the search field on the Test Results page

To download a PDF file of your past test results over time:

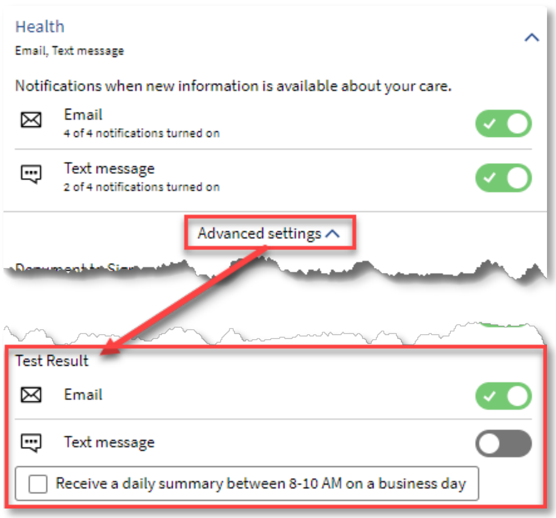
1. Go to **Test Results**.
2. Select the test result you want to download.
3. Click **View trends**.
4. In the **Download results** section at the bottom of the page, click **Download**.



Receive email or text messages when new results are available

Go to **Menu** > **Account Settings** > **Communication Preferences**.

1. Under **Details**, expand the **Health** section.
2. Select **Advanced settings**.
3. Under **Test Result**, toggle the slider next to the communication option you prefer. When it's green with a check mark, the communication type is enabled.
4. Click **Save Changes.**

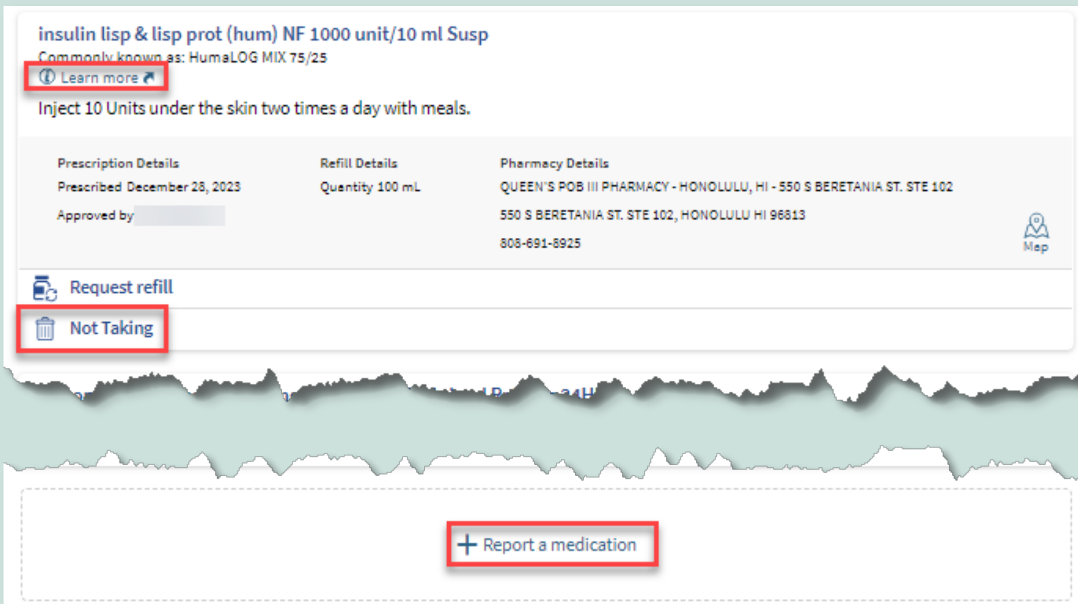


Manage Your Medications

View your current medications

Go to **Menu** > **My Record** > **Medications** to see all of your current medications.

- View details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication.



- Click the **Learn More** link to view additional information about a medication, such as precautions to consider or potential side effects.
- Remove a medication you're no longer taking by clicking **Not Taking** and then adding comments about why you're no longer taking that medication.
- Add a new medication by scrolling down towards the bottom of the page, and clicking **Report a Medication**. Then add comments about why you're taking the new medication.

Your chart will be updated after your health care provider reviews the change with you at your next visit.

Request a Medication Refill

1. Click **Request refill** from your medications list.
2. Select the checkbox next to the medication(s) you need refilled.

Note: If you have multiple refills due soon and you'd like to refill them all at once, select the **Include all refills due soon** checkbox, and click **Next**.

3. Enter any comments, select a delivery method, pharmacy, and pickup date/time that is convenient for you (if applicable), then click **Next**.
4. Review the details of your refill request and click **Submit.**

You will receive a message in your MyChart **Messages** when your prescription refill is processed.

If your prescription is delayed or requires action before the pharmacy can fill it, a banner appears under the medication name in MyChart. Review the banner to determine your next step to keep the fill moving. You might need to update a credit card or wait until the pharmacy receives a shipment of the medication.

View a Summary of Your Health Information

To get a summary of your medical record, go to **Menu** > **My Record** > **Health Summary**.

This summary includes:

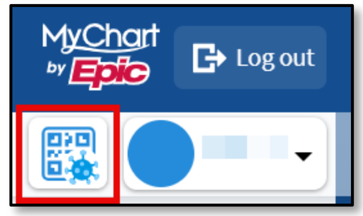
- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care

Track Your COVID-19 Testing and Vaccination Status

Go to **Menu** > **My Record** > **COVID-19**. The COVID-19 activity pulls together helpful information and resources for you, including:

- Your COVID-19 testing status and recent results.
- Your COVID-19 vaccination status and details about the vaccine your received.

- Links to educational resources provided by the Centers for Disease Control and Prevention (CDC). Click to quickly access the activity from the MyChart home page. You can also access the activity from the COVID-19 health feed card or by going to **Menu** > **My Record** > **COVID-19**.



Respond to Questionnaires from Your Clinic

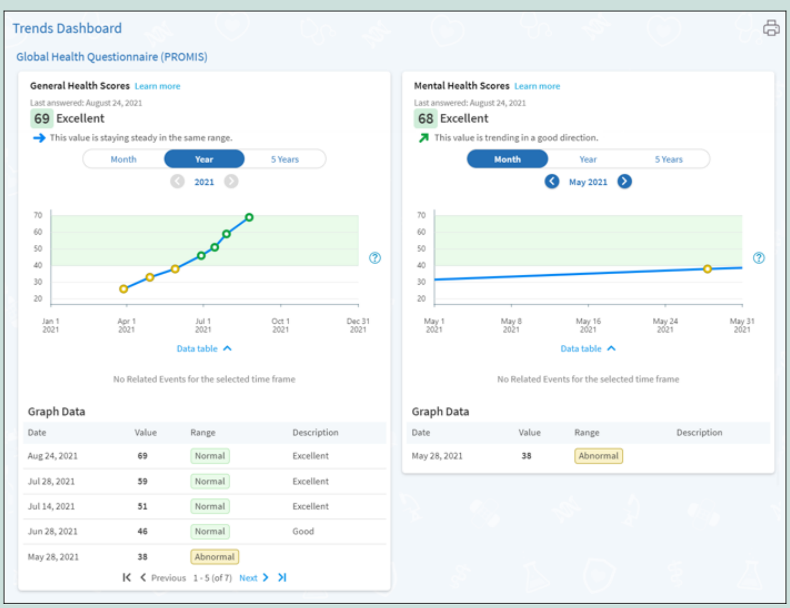
Your clinic may make questionnaires available from MyChart online instead of filling out a form when you get to the clinic. You have a few options to respond to questionnaires:

- Open general questionnaires from **Menu** > **My Record** > **Questionnaires**.
- For questionnaires linked to an upcoming appointment, go to **Menu** > **My Record** > **Visits.**
  - Locate the upcoming appointment and click **Details**.
  - Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
- Your doctor may send you a MyChart message with an attached questionnaire. Open it by clicking the questionnaire link near the top of the message.

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

Review trends in your questionnaire responses

- After you respond to the same questionnaire more than once, you can see trends in your response over time in the Trends Dashboard. To view this dashboard, go to **Menu** > **My Record** > **Trends Dashboard.**



MESSAGING

View Messages from Your Clinic

To read any messages sent by your doctor or other clinic staff, go to **Menu** > **Communication** > **Messages**.

The Message Center includes four folders:

1. The **Conversations** folder is the primary folder and includes messages between you and your care team or other clinic staff. The list of messages in this folder is organized by conversation to keep messages and replies together.
    a. To flag a conversation for easy access in the future, open the conversation and Bookmark it. The conversation will then appear in the bookmarked folder.
    b. If you're interrupted when writing a message, your message will be saved in the Conversations folder and marked as a Draft. Click the message to reopen, finish and send. If you no longer need the draft, click the message to reopen and click **Discard**.
2. The **Appointments** folder includes appointment reminders and confirmations.
3. The **Automated Messages** folder includes system messages automatically sent to and from your account, such as payment confirmations and questionnaire submissions.
4. The **Trash** folder includes any conversations you've deleted from your main folders. If you realize you need a message again, you can restore it to its original folder.

Enter key words in the **Search** field to look for messages about a specific topic in a particular folder.

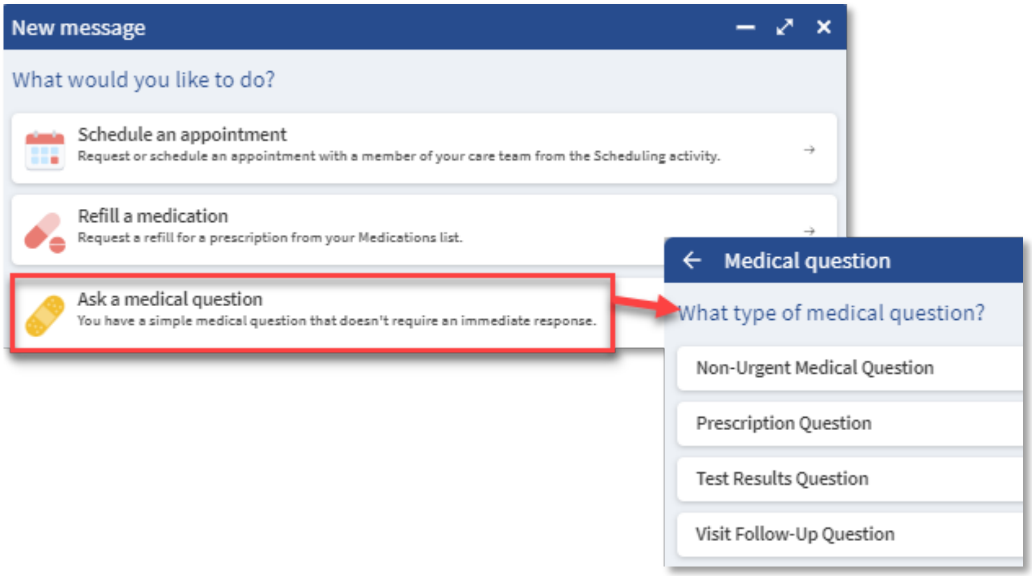
Receive email or text notifications when new MyChart messages are available

1. Go to **Menu** > **Account Settings** > **Communication Preferences**.
2. Expand the **Messages** section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Ask Your Doctor for Medical Advice

You can send a message to your care team, such as asking a ***non-urgent medical question***. 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 advice about a common illness.



1. Go to **Messages** and select **Send a message**.
2. Select **Ask a medical question**. Review any disclaimers that appear and select **Next**.
3. Select the topic that best matches your medical question.
4. Select the recipient for the question. If you choose the same topic and recipient as a recent MyChart conversation, choose whether to continue that conversation or to start a new one.
5. Enter a **Subject** for the message and type your question in the text box below.
6. When you are finished, click **Send**.

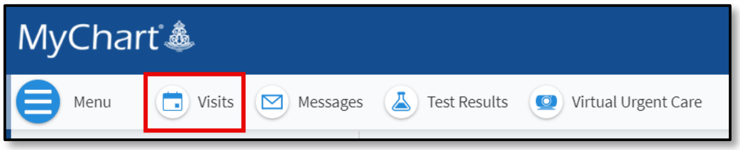
If you've opted to receive a notification for new messages in MyChart, you'll receive a message or push notification when the clinic has responded to your request.

To view a message after you've sent it, go to **Communication** > **Messages** and find your message in the **Conversations** folder.

VISITS

View Past or Upcoming Appointments

To view past or future appointments, go to **Menu** > **My Record** > **Visits** or click on the **Visits** shortcut button.



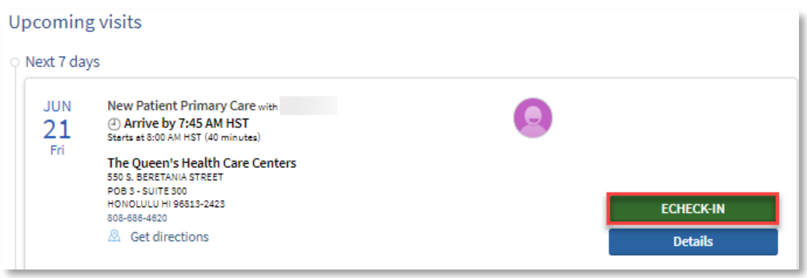
Future appointments

Select a scheduled future appointment and click **Details** to see information 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 before you arrive at the clinic.

- Tasks can include verifying or updating insurance, demographics, medications, allergies, current health issues, as well as answering appointment-related questionnaires.
- Click on the **eCheck-In** button to launch.

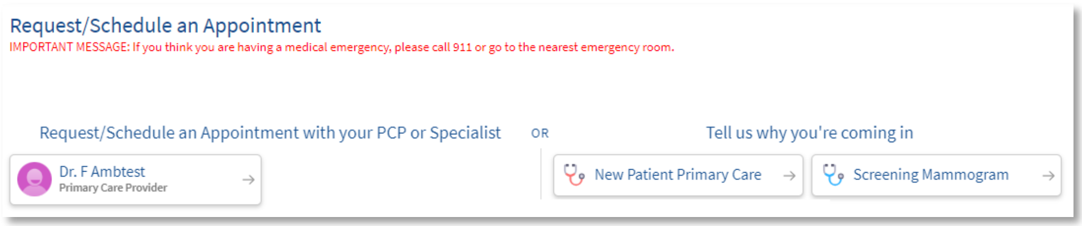


Past appointments

Click **View After Visit Summary**® to see your visit's summary of the care. You can also view your doctor's visit notes shared with you by clicking **View notes.**

Request or Schedule an Appointment

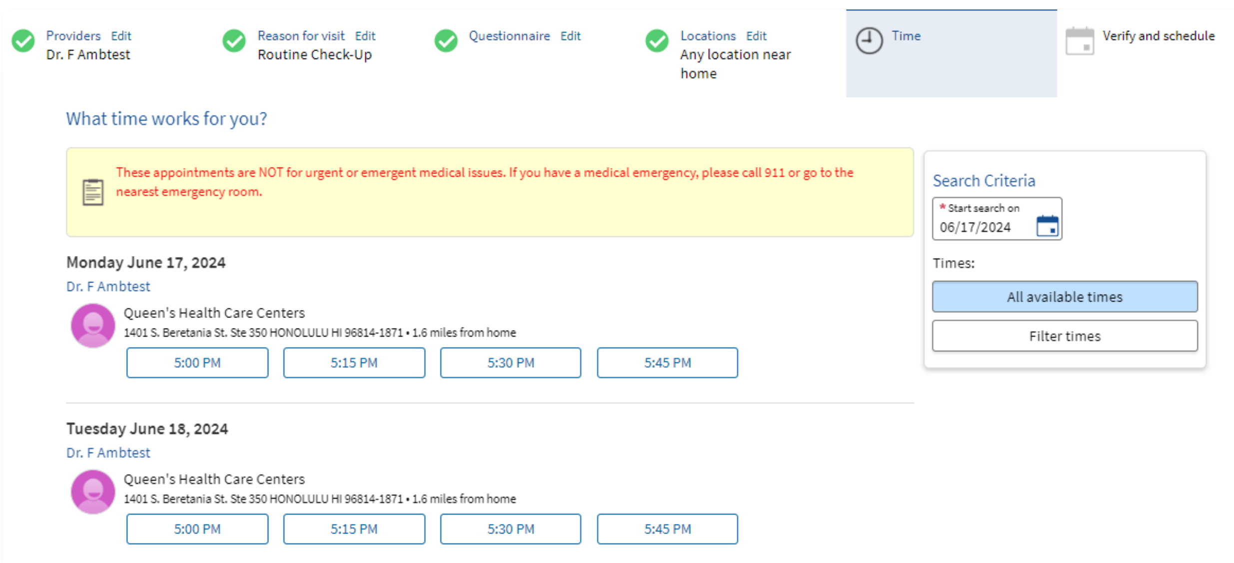
To request or schedule an appointment, go to **Menu** > **Find Care** > **Schedule an Appointment**.



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.

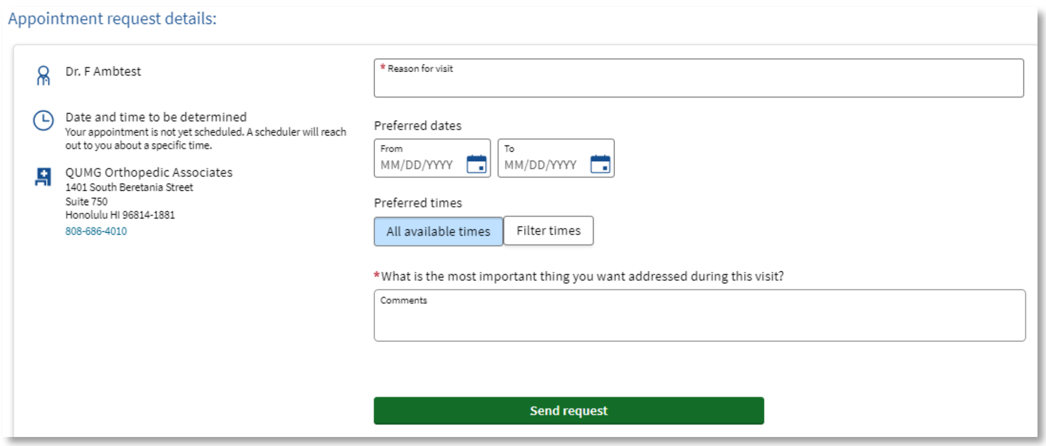
Schedule an appointment

You can book an appointment without having to wait to hear back from the clinic. After verifying demographics and insurance information, select your preferred location, date, and time from the list of available time slots to schedule it.



Request an appointment

Enter the provider you want to see, the reason for the visit, the preferred dates and times, and any comments regarding why you are requesting the appointment. After you click **Send request**, someone from the clinic will contact you to verify an appointment date and time.



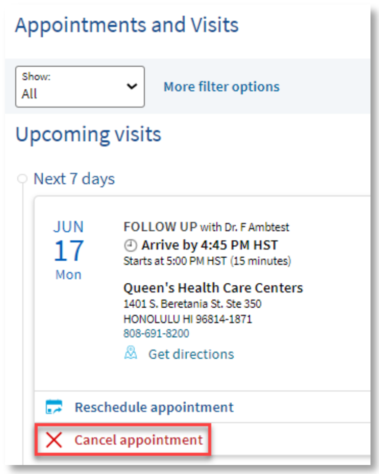
If you have difficulties scheduling an appointment using MyChart, you are also able to call to schedule. For Primary Care appointments, call 808-691-8200. For Specialty Care appointments, please call the clinic.

Cancel an Appointment

You can cancel your appointment up to 24 hours in advance.

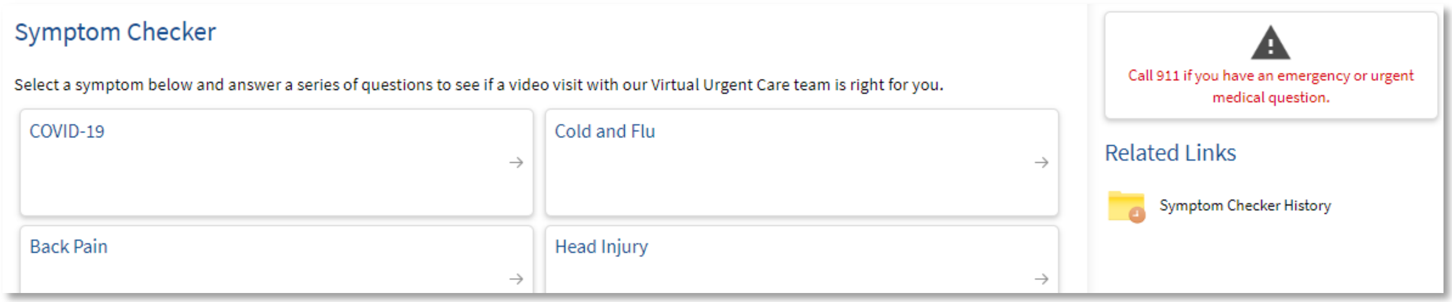
1. Go to **Menu** > **My Record** > **Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation.**

   If your appointment is *within the next 24 hours,* please call to cancel. For Primary Care appointments, call 808-691-8200. For Specialty Care appointments, please call the clinic.



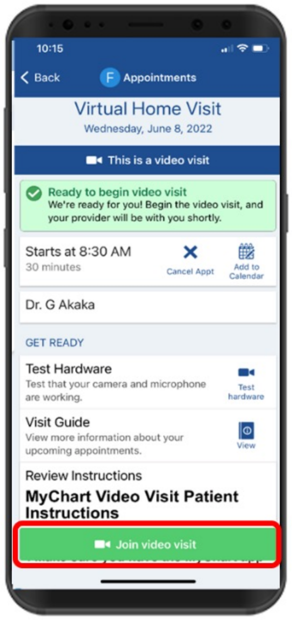
Symptom Checker

Determine the right level of care for your symptoms with limited intervention from a doctor or nurse. By answering questions in **Symptom Checker**, you can avoid or reduce in-person visits to your health care provider.



1. From the menu, select **Symptom Checker.**
2. Select the symptom you have and answer questions that appear.
3. Depending on your answers, you might see medical advice or an option to schedule an appointment.
4. To review previous symptom checker recommendations, click the **Symptom Checker History** link on the right side of the page.

Have a Video Visit with Your Doctor



A video visit is a scheduled appointment, connecting you with your Queen's health care provider from a laptop, computer or smartphone. The easiest way join a video visit is through your Queen's MyChart account. Most video visits are scheduled in advance directly with a Queen's clinic. For more information on how to join a video visit, preparing for video visit, or frequently asked questions, click here.

For information on Virtual Care at Queen's, visit our webpage here.

Receive Treatment Using Virtual Urgent Care

Virtual urgent care is available 7 days a week, 7AM to 7PM. See a doctor without leaving your home. For more information, click here.

Register for an Upcoming Delivery

If you are pregnant, you can go to **Menu** > **Find Care** > **Register for My Delivery** to preregister for your upcoming labor and delivery.

- Enter your expected due date and select the location at which you plan to give birth.
- After verifying demographics and insurance information, you may be asked to complete a questionnaire to provide additional information, such as your birth plan.

FAMILY ACCESS

If you have access to your family members' medical records, you can view most of 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.

This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

Request Access to a Family Member's Record

"Proxy Access" allows a MyChart participant to log into their personal account then connect to another person's MyChart. In order to have proxy access both the proxy and the account holder must have a MyChart account. There are four types of proxy access offered:

1. **Child:** A parent or legal guardian can request online access to medical records for his/her children who are less than 14 years old.
2. **Adolescent/Teen**: Teen MyChart has limited proxy chart access for parents or legal guardians of teenagers who are 14 to 17 years old. This limited proxy access is important to comply with Hawai'i state laws about health information and privacy for teenagers. A teenager does not need to have an activated Teen MyChart account for a parent or a legal guardian to request this limited proxy access.
3. **Adult**: An adult MyChart user can authorize another adult user proxy access to his/her account. For example: An elderly parent can authorize an adult daughter to link into their MyChart account through her MyChart account so that she can access their health information and help manage their appointments. This privilege must be authorized in writing by the individual whose MyChart will be accessed and can be revoked by that individual at any time. Proxy access to an adult's MyChart must be renewed annually.
4. **Personal Representative**: Proxy access can also be granted to individuals who have legal authority to make health care decisions for another individual (e.g., Power of Attorney (POA), Surrogate, Guardian). For example: an individual who has been granted POA for health care can request proxy access to the MyChart account of the individual for whom they exercise the power of attorney. Legal documentation must be provided in support of this type of proxy request.

Proxy Access Forms: Information and forms for proxy access can be obtained from your clinic or physician's office, the QMC Medical Records Department or by clicking one of the following links: Adult Proxy Request Form (PDF) or Child/Teen Proxy Request Form (PDF).

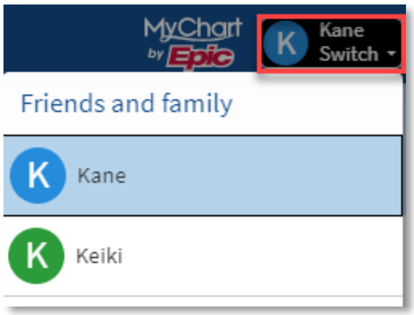
Completed forms, with required documentation can be turned into your clinic or physician or mailed to:

The Queen's Health Systems
Medical Records
Attn: MyChart Proxy
1301 Punchbowl Street
Honolulu, HI 96813

All requests and documentation for proxy access must be reviewed for compliance with state and federal privacy rules. Please allow up to 10 business days for a response to your request.

Access a Family Member's Record

Once receiving permission, new or timely information for your family member appears alongside your information in your health feed on the MyChart 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.

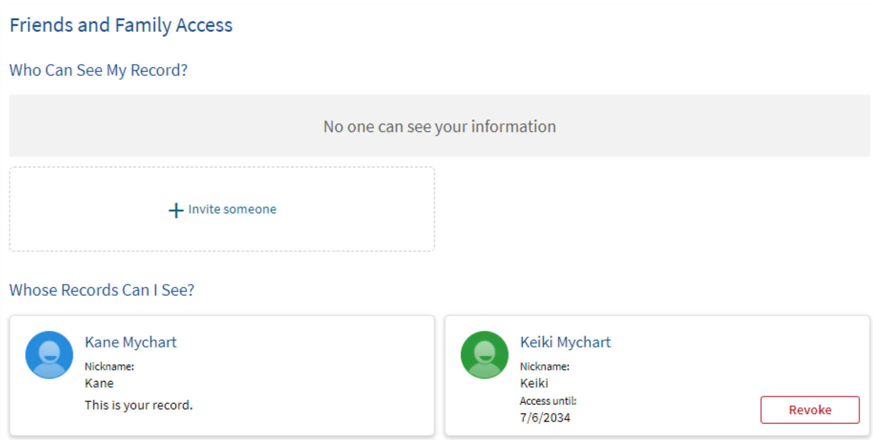


You can customize how the names and photos appear for each family member. For more information, refer to **Personalize MyChart** on page 28.

Invite Someone Else to Access Your Record

1. Go to **Menu** > **Sharing** > **Sharing Hub** and select **Manage friend and family access.**
2. On the Friends and Family Access page, click **Invite Someone** under the *Who Can See My Record?* section.
3. Enter that person's name and email address, confirm 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 will receive 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 notification message to inform you, and the Pending label will be removed next to that person's name on the Friends and Family Access page.
5. Return to this page at any time to edit or revoke friend and family access.



View and Print Your Child's Immunization Record

When in your child's MyChart record, go to **Menu** > **My Record** > **Health Summary** and select the **Immunizations** tab to view immunizations your child has received and the dates on which they were received. Click the immunization name to learn more.

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

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 data 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 measurement type. For example, you can switch the view from Weight for Age to BMI 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

MEDICAL RECORD ACCESS AND SHARING

There are several different features through the MyChart patient portal to allow you to access your health records and share them with other people. For more information about accessing family members' records, refer to **Family Access** on page 20.

View, Download, or Send Visit Records

To view, download, or share your record for a specific visit or set of visits, go to **Menu** > **Sharing** > **Sharing Hub**

1. Select **Download health and visit summary.**
2. Select a visit on the **Single Visit** tab or use the **Date Range** tab or **All Visits** tab to select multiple visits.

Then:

- Click **View** to view a copy of the visit summary.
- Click **Download** to save a copy of the visit summary for your records.
- Click **Send** to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.

If you need to provide health care information to another organization, like your insurance or workplace, you can download a formal copy of your health record that will have your organization's letterhead on it.
Go to **Menu** > **Sharing** > **Sharing Hub** and select **Request formal copy of health record.**

Download Medical Records You've Requested

If you've requested a copy of your medical record from your health care organization, you can download and view it from MyChart, rather than having to wait for a paper copy to arrive in the mail.

1. Go to **Menu** > **My Record** > **Document Center** and click **Requested Records**.
2. Locate the record you want to view and click **Download**.
3. If the record is password protected, you will see a message to warn you. Click **Continue Download.**
4. Click **Save** to save the file to your computer and then open it, or click **Open** to open it without saving it.
5. If the record is password protected, click **Show Password** on the Requested Records page to view the password you need to access the document and enter it to view the document.

Share Your Medical Information with Someone Else

Share Everywhere allows you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This may 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 a 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 keep your care team informed.

1. Go to **Menu** > **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 www.shareeverywhere.com, and enter the code along with your date of birth.

Authorize Sharing Medical Information between Organizations

Some health care organizations might require authorization from you to request your medical information from previous visits at other clinics. Instead of providing authorization at check-in, you can do it before your visit so your provider has access to your complete medical information:

1. Go to **Menu** > **Sharing** > **Link My Accounts**.
2. Go to the **Linked Accounts** tab and click **Authorize sharing**, next to the organization where you'll have your next visit.

See Your Medical Information from Other Health Care Organizations

If you've been seen at another health care organization, you may be able to view information from that medical record right in MyChart. This feature is referred to as **Happy Together**. Some information you may see from other organizations includes:

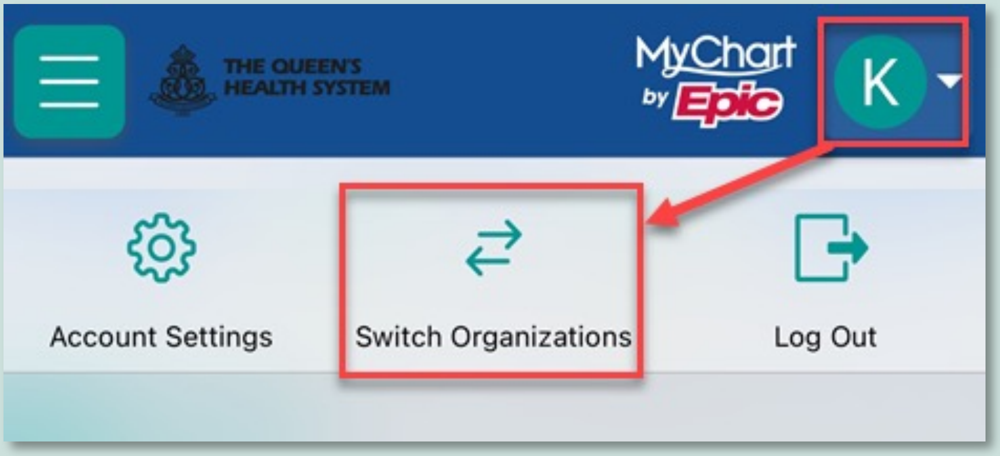
- Allergies
- Care team
- COVID-19 vaccine doses
- Health issues
- Medications
- Messages
- Test results
- Visits

To view this information, you must link your account by:

1. Clicking **Menu** > **Sharing** > **Link My Accounts**.
2. Select your account from the list or search for it and click **Link Account**.
3. If you have accounts with more than two organizations and want to link them all together, click **Link all accounts**.

After you've linked your accounts, information from the other organization appears in MyChart with a e icon.

You can easily add or switch between your MyChart accounts at different health care organizations using the **Switch Organizations** button on the login screen or the **Switch Organizations** menu option after you've logged in.



BILLING AND INSURANCE

View Your Outstanding Balance

To see any account outstanding account balances, go to **Menu** > **Billing** > **Billing Summary**. To view additional information about an account, including past statements, click **View balance details** link.

Make a Payment for an Outstanding Account Balance

1. Go to **Billing** > **Billing Summary**.
   - Under **Your Billing Accounts**, you can see billing information for yourself.
   - Under **Other Billing Accounts**, you can see billing information for anyone for whom you are an authorized billing user.
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**.

If you can't pay your entire balance all at once, you can set up a payment plan to pay a smaller amount each month.

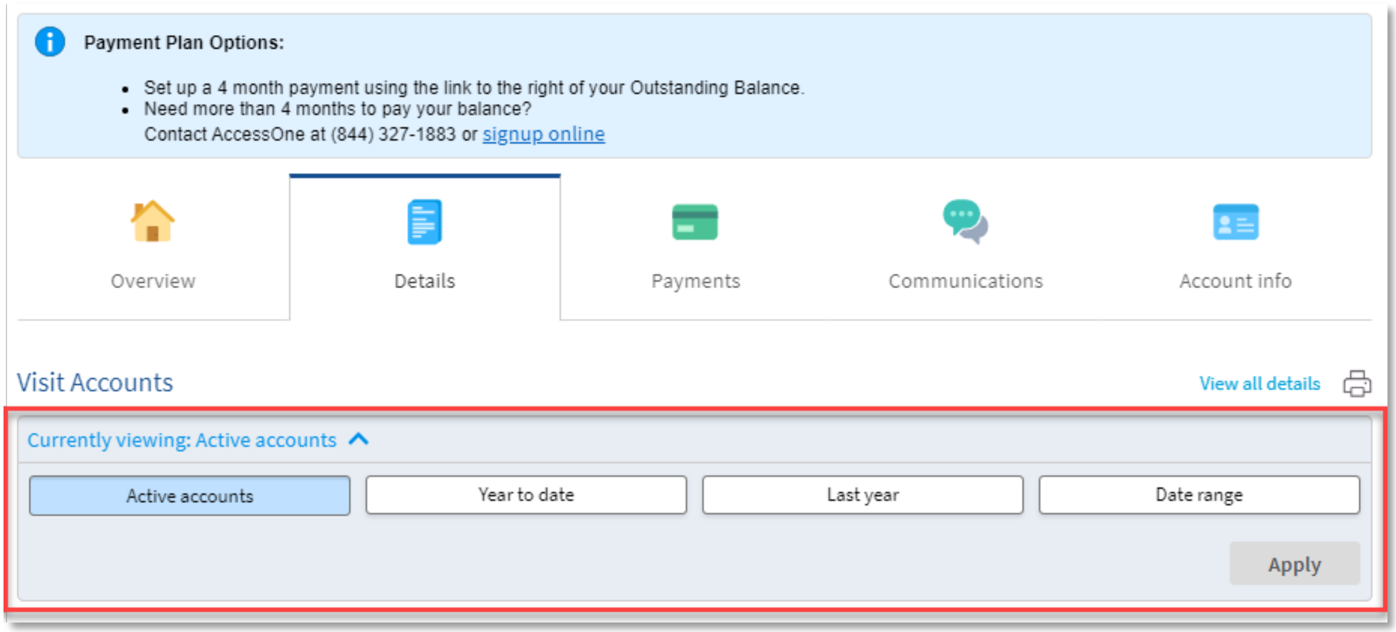
Review Visit Accounts

To see billing information for past visit accounts, such as the amount insurance covered and your remaining balance:

1. Go to **Billing Summary**. Select **View balance** details link.
2. Go to the **Details** tab.

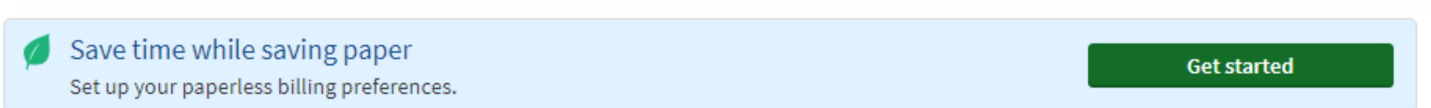
If the account you're looking for is not currently active because it doesn't have an outstanding balance, you might need to remove the **Active accounts** filters to see the visit account you need:

3. Click **Filters**.
4. Select the filter that includes the date of the visit you're looking for and click **Apply**.



Sign Up for Paperless Billing

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 and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up.**

Get a Price Estimate for Medical Care

To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyChart. The estimate is based on your insurance and what other patients have been charged in the past.

1. Go to **Menu** > **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.

Request Assistance with Your Medical Bills

If you need help paying your medical bills, submit a financial assistance application to see if any resources are available to you. Go to **Menu** > **Billing** > **Financial Assistance** to get started.
For information on the Financial Assistance Program, visit https://www.queens.org/financial-resources/
Use this link to apply for Financial Assistance.

PREFERENCES AND ADMINISTRATIVE FEATURES

Personalize MyChart

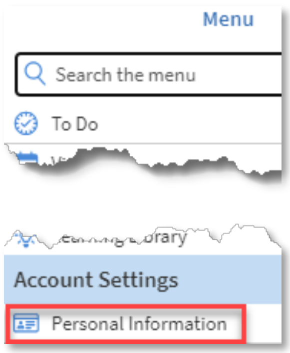
Three ways to personalize how MyChart appears for you and each of your family members:

- 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 MyChart are visible to medical staff, so you should only use a photo that shows each person's face.

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

> You can also add your photo from the **Switch** menu by selecting **Add Your Photo.**

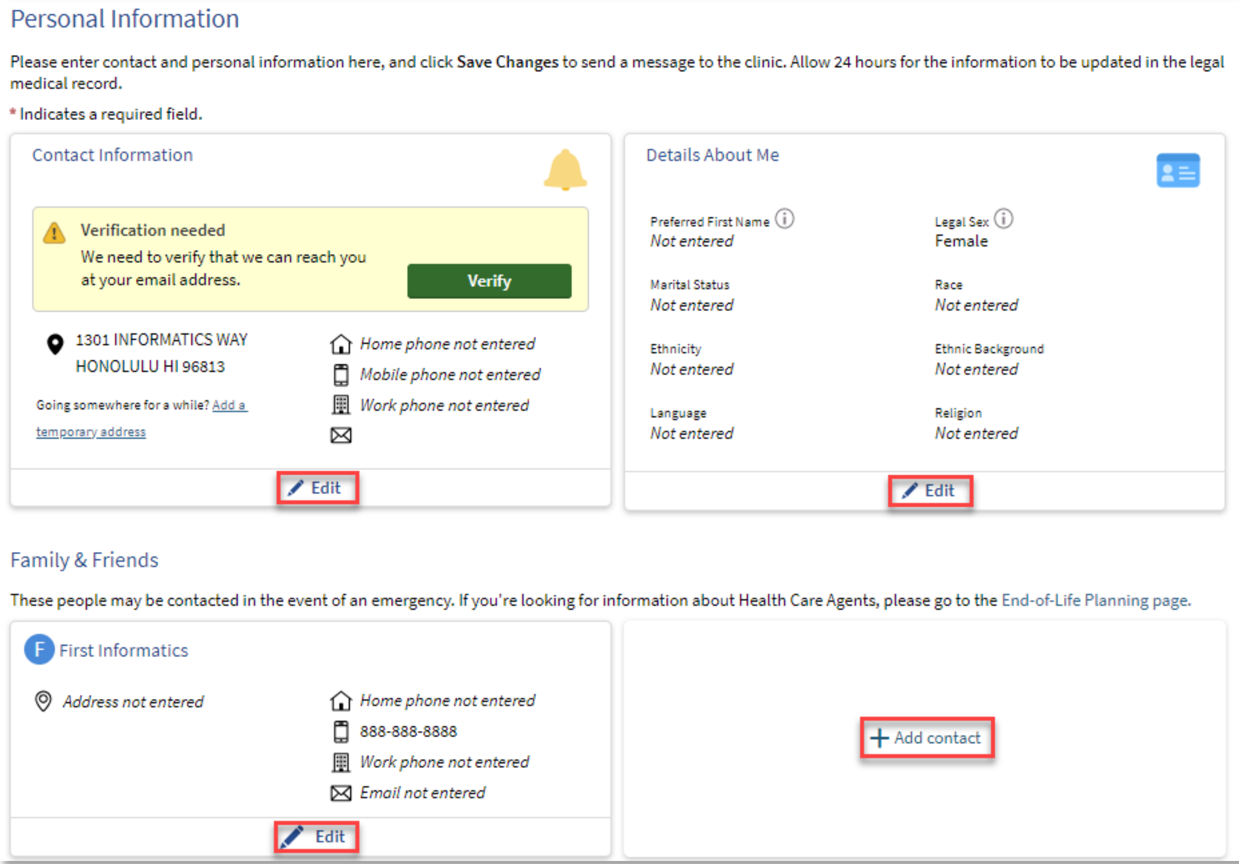
Personal Information



Go to **Menu** > **Account Settings** > **Personal Information**, to update demographic information in MyChart so your health care provider can provide you with the best care. *(e.g. if you're most comfortable speaking Spanish, this informs them to have an interpreter available)*

Click Edit to update **Contact Information** and **Details About Me**, including race, ethnicity, language, and religion.

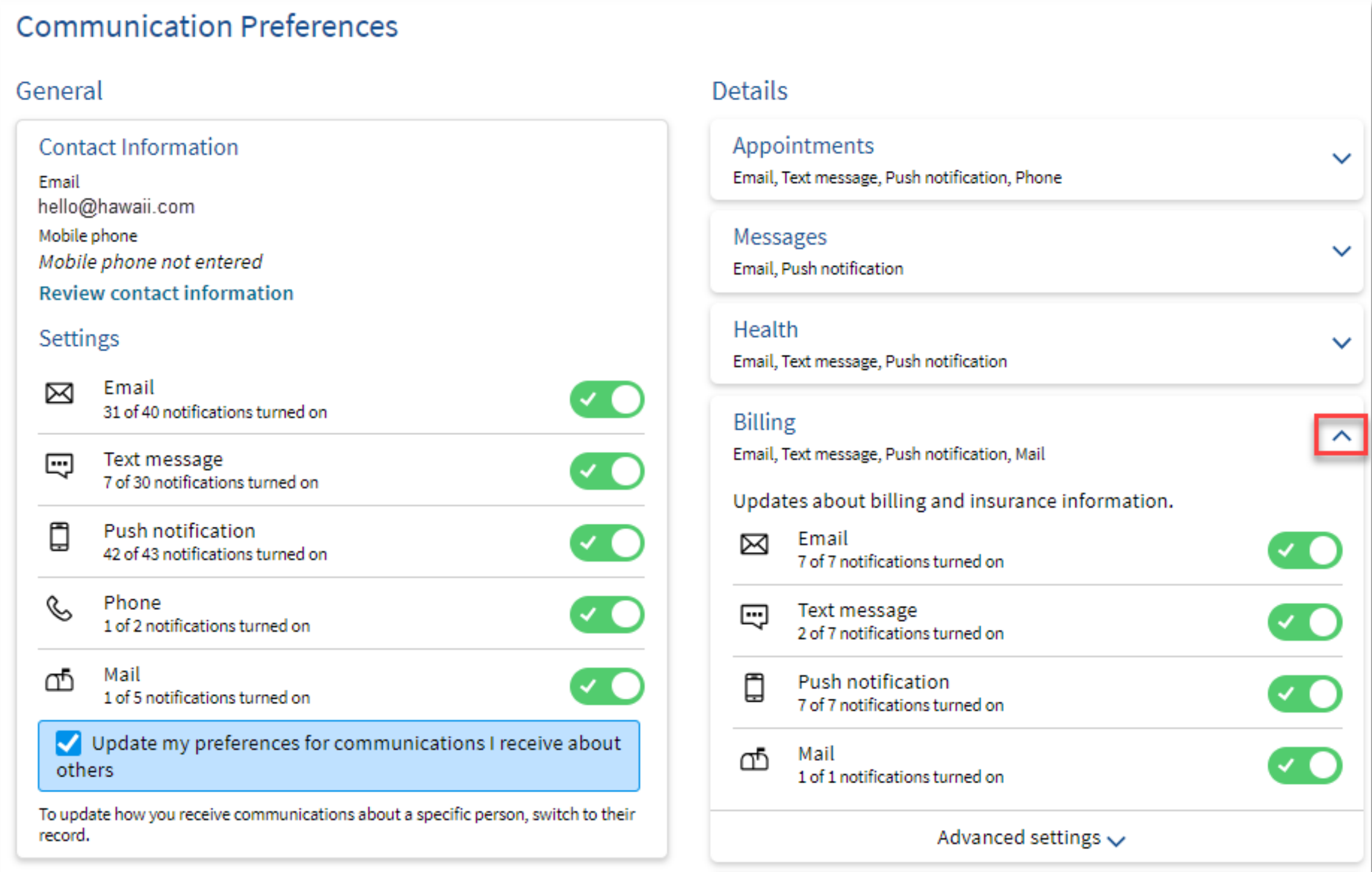
1. In **Family & Friends**, click Edit or + Add contact to update emergency contacts.



Customize Your Notification Preferences

MyChart can send notifications by email or text message when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements, letters, prescriptions, appointment updates, and more.

1. Go to **Menu** > **Account Settings** > **Communication Preferences.**
2. Update your email address and mobile phone number if needed.
3. 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**.



Change Your MyChart Password or Update Your Security Question and Answer

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Menu** > **Account Settings** > **Security Settings**.

Deactivate Your Account

If you deactivate your MyChart account, you are automatically logged out and will not be able to log back in. No medical information and associated data is deleted, and if any proxies have access to your chart, they will continue to have access. If you change your mind, you can contact MyChart Support via email MyChartSupport@queens.org or call 808-691-5000 to reactivate your account.

- On the website, go to **Menu** > **Account Settings** > **Security Settings** and click the link under Deactivate Your Account. Then, click **Deactivate** on the Deactivate Your Account page.
- On the mobile app, go to the **Account Settings** and click **Deactivate Your Account**. Then, click **Deactivate** on the Deactivate Your Account page.