



FREQUENTLY ASKED QUESTIONS – Washington Patient Portal

MyChart Questions

What is MyChart?

MyChart is an online resource for patients in Washington Hospital Healthcare System. If your physician is a participating provider or you have been a patient at Washington Hospital (after July 1, 2013), you can create a personal account that is protected by a password, giving you secure access to important health information and resources.

What can patients do with MyChart?

Accessible from your mobile or desktop device, you can view your test results, prescriptions, allergies, immunizations, and other limited portions of your health record. You can also send a message to your participating provider's office, schedule an appointment, or request a referral to another participating provider.

Who can sign up for MyChart?

Any patient at a participating physician office practice, or a WHHS patient can create a MyChart account.

How do I sign up for MyChart?

Call your participating physician office practice to sign up or ask at your next visit. You will receive an activation letter with your personal code that you will use to set up your account.

Is there a charge for MyChart?

No. MyChart is provided free of charge.

Where is MyChart offered?

MyChart is offered at any ambulatory physician office practice that uses WeCare and at WHHS. The physician practices include any in the Washington Township Medical Foundation (WTMF), plus Ohlone Student Health Center, Washington on Wheels, Washington Outpatient Rehabilitation Center, Washington Radiation Oncology Center, Washington Urgent Care and We Connect practices.

Can I print information from MyChart?

Yes. Click on the printer icon to view a printer friendly layout.

Can I use MyChart to view health information for my child or another adult for whom I am responsible?

Your child's or another adult's MyChart account can be made available to you via proxy access. Please view the proxy access Frequently Asked Questions section.

Who else can access my MyChart information?

Only you have access to your password protected MyChart account. Your physician and his or her clinic staff have access to your health records.

How can I find out more about MyChart?

Call your participating physician office practice to learn more.

MyChart Account Activation

What do I need to activate my MyChart account?

You need the MyChart activation code that your physician office practice or the hospital provides to you, your date of birth, and the last four digits of your Social Security number. The activation code is either provided to you during your clinic or hospital visit, or via a letter that the physician office practice mails to you.

What if I am having trouble with the MyChart activation process?

You may contact customer support via MyChartadmin@whhs.com.

Messaging

Can I contact my physician office practice through MyChart?

Yes. Just like the interface on your personal email, an inbox and sent folder display messages between you and a physician's office. **If you are experiencing a medical emergency, dial 911.** If you have health related questions, you may send a message to your physician via MyChart.

When I send a message, where does it go?

Just like when you call your physician office practice, messages are sent to the physician's support staff.

When can I expect a reply to the messages that I send to my clinic?

Messages will be answered as quickly as possible, generally within 1 to 2 business days. Please call your participating physician office practice if you do not receive a response within 2 business days.

Test Results

When will I see my test results in MyChart?

Test results will be released after they have been reviewed by the ordering provider. If you are unable to see expected test results, please contact the provider who ordered the test by sending a MyChart message or calling your physician office practice.

Why can't I see certain test results in MyChart?

Due to California state laws, we are unable to release certain test results via the Internet (see below), despite the wishes of the patient:

- HIV antibody test
- Presence of antigens indicating a hepatitis infection
- Abusing the use of drugs
- Test results related to routinely processed tissues, including skin biopsies, Pap smear tests, products of conception, and bone marrow aspirations for morphological evaluation, if they reveal a malignancy

Technical reasons limit the release of some tests such as:

- Colonoscopy
- Cardiac tests
- Pathology tests
- Genetic tests which require interpretation and counseling are not released via MyChart.

Your provider will share results with you that cannot be released electronically through an alternate means.

What if I have questions about my test results in MyChart?

If you have questions about your test results, please contact the provider who ordered the test by calling your physician office practice.

Technical Questions

Is MyChart a secure internet site?

Yes. MyChart uses the latest encryption technology that is the industry-standard. In addition, there are a number of ways that you can make sure your information is safe such as selecting a unique password that is easy for you to remember, but hard for others to guess.

How do I get MyChart on my mobile device?

Many features on the MyChart desktop version are also available on a mobile device, such as an iPhone, iPod touch, iPad, and Android. You need to sign up for an account using web-based MyChart before you can access MyChart on your mobile device. Download the MyChart app, find Washington Hospital Healthcare System / Washington MyChart in the list of selections, and then log in.

I try to log in, but I receive a message saying my account was deactivated. What should I do?

MyChart accounts are automatically deactivated if a MyChart ID or password is incorrectly input five times during the login process. If you receive this message, you may contact us at MyChartadmin@whhs.com. .

Proxy Access

What is proxy access?

Proxy access enables parents, legal guardians, and conservators to access online medical health information for their child or another adult via MyChart.

How can I gain proxy access for my child's another adult's MyChart account?

To start, you will need to complete a MyChart Proxy Access Request form which can be obtained at your participating physician's office or from Medical Records at the hospital. The physician's office can submit the form on your behalf, otherwise you will need to submit the request to Medical Records.

Do I have to be enrolled in MyChart to participate as a proxy?

Yes, before you can activate proxy access, you yourself must be registered in MyChart.

What documentation will I need prior to filling out the Proxy Access Request Form?

You will need your child's or the other adult's date of birth and their Medical Record Number (MRN). Locate their MRN on the After Visit Summary report given to you during check-out or on the billing statement.

What can a proxy do in MyChart with this access?

Proxies of children up to 12 years of age can:

- View test results and upcoming appointment schedules
- View health history, including immunizations, allergies, medications and more

- Send messages to the participating physician's office practice
- View billing statements

Proxies of children age 12-17 can:

- View immunization records
- Send messages to the participating physician's office practice
- View billing statements

Proxies of another adult can:

- View test results and upcoming appointment schedules
- View health history, including immunizations, allergies, medications and more
- Send messages to the participating physician's office practice
- View billing statements

Why is there limited access for proxies of children 12-17 years of age?

Under California State and Federal law, there are certain types of medical information that the parent or guardian of a minor patient age 12 or older may not view without consent of the minor patient. Due to these requirements, we offer limited information to proxies of minor patients in this age category.

What happens when my child turns 18?

Once a child reaches age 18, proxies will no longer have access to the patient's MyChart. Your adult child can gain access to his/her MyChart account by registering for their own account.