

PATIENT USER GUIDE



MyChart

by Hawai'i Pacific Health

**HAWAI'I
PACIFIC
HEALTH**

KAPI'OLANI
PALI MOMI
STRAUB
WILCOX

CREATING A HEALTHIER HAWAI'I

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What is MyChart

MyChart is an online patient portal that provides you with access to your health care information and allows you to connect with your health care provider in a way that is convenient for you.

With MyChart, you have 24/7 access to:

- Schedule appointments.
- Email your provider's office with questions.
- View summaries of your visits.
- Request prescription refills and update your medications.
- View test results.
- Request and download your medical records online.
- Update allergy information.
- Track appointments and immunizations.
- Pay bills online.
- Fill out forms in advance and save time during registration.



Important Resources and Information

Visit MyChart at MyChart.HawaiiPacificHealth.org.

For questions or issues, please call our MyChart Customer Support line:

- Toll Free: 1-877-228-1894
- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663

Sign up for a MyChart Account

To sign up for MyChart, you must be at least 18 years of age or 14-17 years old with parental consent. To get the process started, you will first need a MyChart activation code. Below are a few ways to get this code:

1. For patients 18 years and older, either a text or email activation link will be automatically sent to you when an appointment is scheduled. The text or email activation link expires in 30 days.
2. Call our MyChart Customer Support line at 1-877-228-1894 and request an activation code.
3. Sign up online at MyChart.HawaiiPacificHealth.org/SignUp

Please note, an activation code received online or from our MyChart customer support link will expire 30 days after it's generated.

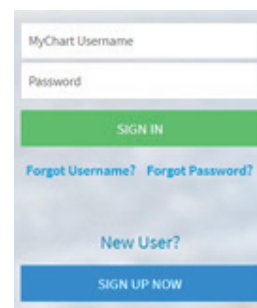
Once you receive an activation code, you can activate your account via the internet or the mobile MyChart app.

To activate your account via the internet:

1. Go to the MyChart site at MyChart.HawaiiPacificHealth.org.
2. Click the "Sign Up Now" button on the right-hand side of the screen.
3. Fill out the requested information and click "Submit".
4. You will be prompted to create a username and password.

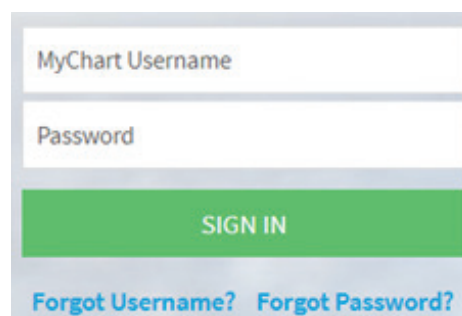
To activate your account via the MyChart mobile app:

1. Refer to the next page of this guide for instructions on installing the MyChart mobile app onto your device.
2. Once the app is installed, click the "Sign Up Now" button to start the activation process.

A screenshot of the MyChart mobile app's sign-up screen. It features a light blue background with a white login form. The form has two input fields: "MyChart Username" and "Password". Below these fields is a green "SIGN IN" button. Underneath the button are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the screen, there is a blue button labeled "SIGN UP NOW" and a link "New User?" above it.

Log into MyChart

1. In your web browser, enter MyChart.HawaiiPacificHealth.org to access the login page.
2. Enter your MyChart username and password.
3. Click "Sign In".

A screenshot of the MyChart web login page. It features a light blue background with a white login form. The form has two input fields: "MyChart Username" and "Password". Below these fields is a green "SIGN IN" button. Underneath the button are two links: "Forgot Username?" and "Forgot Password?".

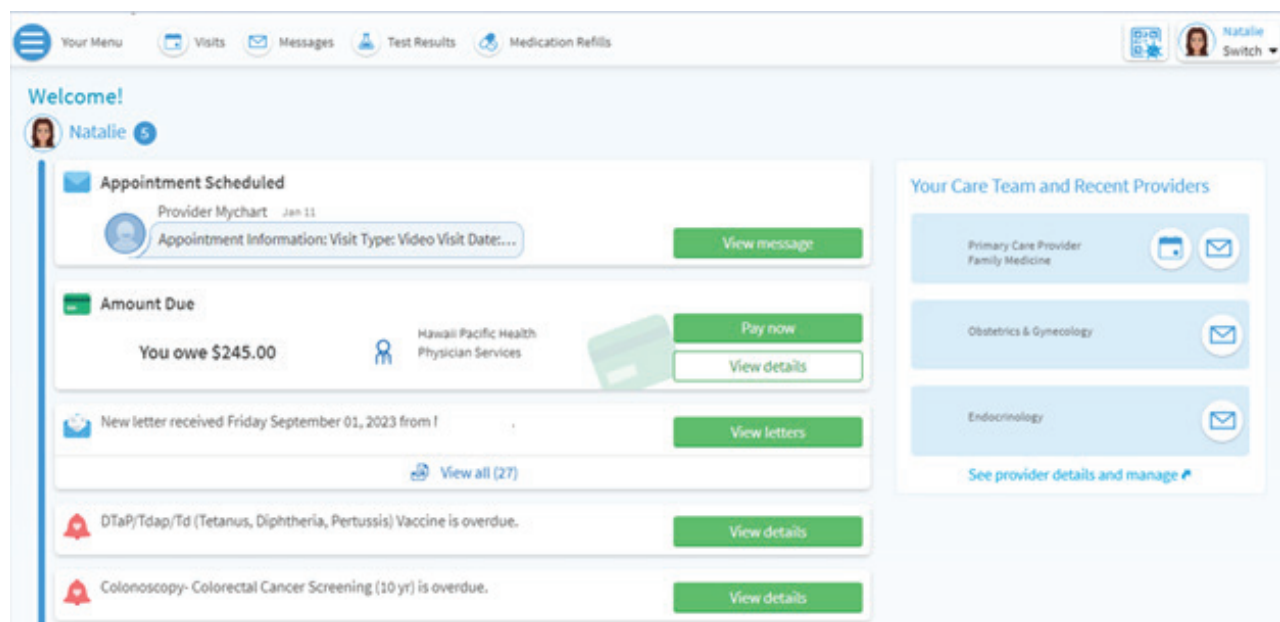
Forget your MyChart Username or Password

1. In your web browser, enter MyChart.HawaiiPacificHealth.org to access the login page.
2. Click either the "Forgot USER ID" or "Forgot PASSWORD" links next to the Sign In button.
3. When prompted, please answer the security questions to verify your identity.
4. Once complete, your username and password information will be sent to the email address on file.

If you are still having trouble logging in, please feel free to call our MyChart Customer Support line at 1-877-228-1894.

MyChart Homepage

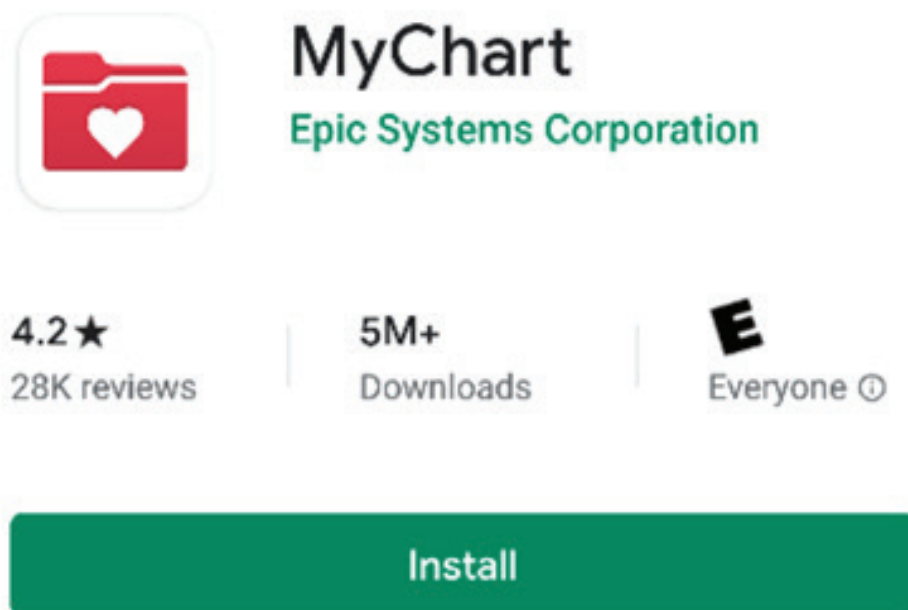
After logging into MyChart, you will be taken to your personalized Welcome! homepage. It has actions or reminders listed just for you and gives you access to a variety of MyChart services and features.



Download the MyChart App

You're able to access MyChart wherever you go by downloading the MyChart mobile app. The app is compatible with both Android and iPhone platforms. To download and install the app:

1. Search for "MyChart from Epic" in the App Store for Apple iOS devices or in the Play Store for Android OS devices.
2. Click "Install".
3. Open the app on your mobile device.
4. When asked to "Select Health care Provider," choose Hawai'i.
5. Scroll down the list and click the Hawai'i Pacific Health logo.
6. From there, you'll be able to begin using MyChart on your device.



Request a MyChart Account for Others

MyChart allows approved individuals to have access to the medical records of family members. This includes parents of minors, legal guardians or adult children who have health decision-making authority for their parents.

To obtain authorized access, you must have your own MyChart account activated and complete the appropriate Proxy Access Form below.

Proxy Access for Children

For patients under the age of 18, proxy access can be granted to parents or legal guardians as follows:

- If you already have your own MyChart account, log in and select "Request Access to a Minor's Record" under the Sharing section in the Menu. Complete and submit the electronic form.
- You may also request access, by completing the [Child Proxy Access Form](#) and returning it to your child's provider's office.

Please note:

- When the child is 13 years of age or younger, a parent or legal guardian with proxy access has complete access to the child's medical record.
- When the child is 14 through 17 years of age, proxy access will be limited to certain information and MyChart functions.
- When the child is 18 years of age or older, existing proxy access will be terminated. This may be evaluated depending on the situation and capacity of the child to manage their own health care.

Proxy Access for Adults

Adult patients 18 years of age and older generally monitor and manage their own MyChart accounts. However, if a patient is 18 years of age or older and wants or needs to have another adult to serve as their proxy representative, the patient can complete the [Adult Proxy Access Form](#) and return it to their doctor's office. The most common example of proxy access for adult patients is when older parents want their health care to be managed by their adult children.

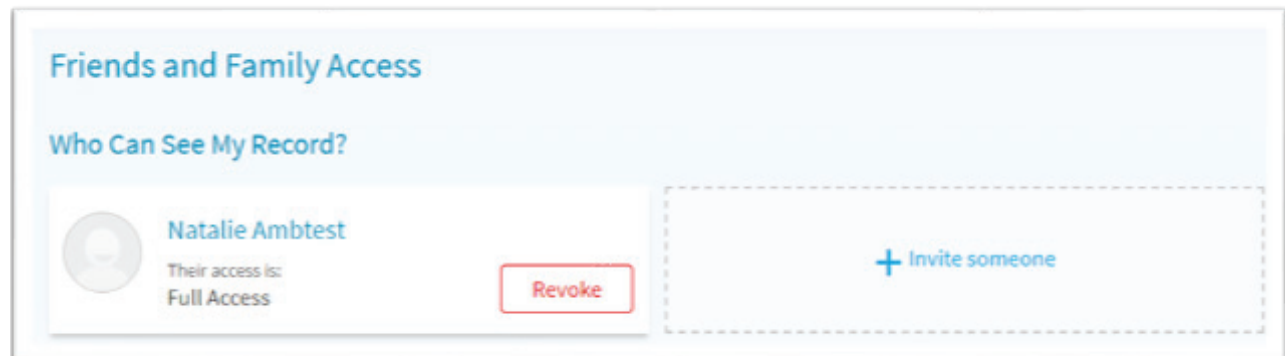
Access a Family Member's Medical Record

You will receive an email once your proxy request form has been processed and approved. From there, you will be able to log into your personal MyChart account and view the account of the child or adult for whom you have proxy authorization.

Adult patients can log into their MyChart account and invite someone to be a proxy which will allow this person to have full access to the patient's MyChart. This person will have access to clinical information, along with messaging and scheduling features.

To invite someone to have full access to your MyChart record:

1. Login to MyChart.
2. Click on "Your Menu".
3. Click on "Sharing Hub".
4. Click on "Manage friend and family" access.
5. Click on "+Invite someone".
6. Complete the invitation fields and send invite.
7. Recipient will receive an invitation link in their email.
8. The link will send recipient to MyChart where they will need to confirm the patient's date of birth and accept invitation.



If you have given a family member or friend proxy access to your MyChart account, you may revoke their access at any time:

1. Login to MyChart.
2. Click on "Your Menu".
3. Click on "Sharing Hub".
4. Click on "Manage friends and family access".
5. Under "Who Can See My Record?" click the "Revoke" button for the person you want to remove as proxy.

View Messages from your Provider

You can read messages sent by your provider or other clinic staff:

1. Click the "Messages" tab at the top of your screen or from Your Menu.
2. Here, you'll be able to see an inbox with all messages from your provider and/or their staff as well as messages you have sent to them.

Ask your Provider for Medical Advice

1. Click the "Ask a Question" link from Your Menu.
2. Click the option that best suits your needs.
 - a. The options "Refill a Medication", "Schedule an Appointment", "Start E-Visit", and "Ask a Medical Question" will be sent to your provider's clinic.
 - b. The option "Ask a Billing Question" is only for questions pertaining to billing, insurance, and non-medical concerns. This message will be sent to customer service.

Click "Ask a Medical Question" for simple medical questions that do not require an immediate response. You will be asked to select a recipient from a drop-down list of providers you have seen. Messages will be received by your provider and/or their clinical staff. You also have the option of uploading or attaching an image. You can attach up to 3 images. The allowed file types are BMP, JPEG, JPG, and PNG. The maximum file size 4.0 MB for images.

You may also request a refill for a medication you are currently taking which has been prescribed by your provider.

E-Visits are another quick way to receive medical advice regarding non-urgent conditions from your provider. You will be asked to select from a list of specific conditions and answer a few questions. Your responses will be sent to your provider's clinic, and you can expect a response in 2-3 business days, maybe sooner.

New message

What would you like to do?

- Refill a medication**
Request a refill for a prescription from your Medications list. →
- Schedule an appointment**
Request or schedule an appointment with a member of your care team from the Scheduling activity. →
- Start E-Visit**
Receive medical care for a common problem by answering a few questions. →
- Ask a Medical question**
Ask a simple medical question. For refills, click on the "Refill a medication" button. →
- Ask a Billing Question**
Ask a question related to a bill, your insurance, or payment plan. Note: These questions will be sent to HPH Billing Department. →

Letters

You can also review letters your provider's office has sent to you including health reminders, results from different tests as well as general letters.

1. Click on "Letters" in "Your Menu".
2. Select the letter to view it. You can also print a copy of your letter from your desktop for your records.

View past or upcoming appointments

You can view past or future appointments by clicking the Visits tab at the top of your screen or from Your Menu.

Click an upcoming or future appointment and click "Details" to see information about the appointment. This will allow you to see information about the visit including:

- Date, time and location of the visit.
- Any pre-visit instructions or questionnaires to fill out from your provider.
- Directions to the clinic.

You may also eCheck-in to your appointment 3-days prior to save time. Doing this ahead of time lets the clinic know you will be keeping your appointment, confirms your contact and insurance information and updates your medication list and allergies all before you start your appointment.

1. Click the "eCheck-In" button.
2. Follow the instructions on the different screens to complete the process.

You can also click the "Reschedule" or "Cancel Appointment" buttons if needed.

JAN
16
 Tue

Office Visit Dr. Mary Smith
 ⌚ **Arrive by 1:50 PM HST**
 Starts at 2:00 PM HST (20 minutes)



Family Medicine - Straub Clinic FIC
 1100 Ward Ave Suite 700
 Honolulu HI 96814-1600
 808-544-2600



[eCheck-In](#)

[Details](#)

 [Reschedule appointment](#)

 [Cancel appointment](#)

Request or Schedule an Appointment

To request or schedule an appointment with your provider:

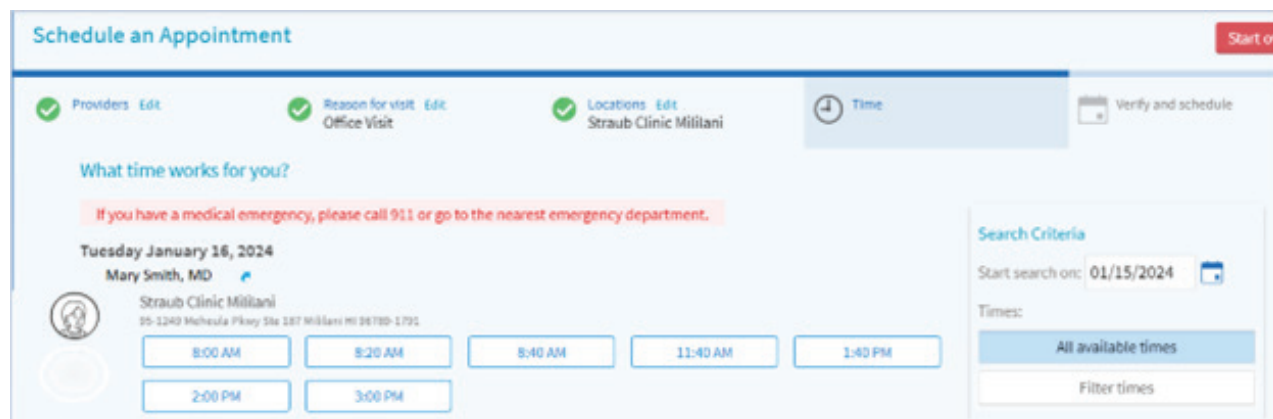
1. Click on "Schedule an Appointment" under "Find Care" in "Your Menu".
2. You will be able to select a specific provider (whom you have had a visit with in the past) and choose the type of appointment you would like to schedule such as an office visit or a video visit.

Find Care

 [Schedule an Appointment](#)

Depending on the type of appointment you choose, you may be directed to request or schedule an appointment.

- For appointment requests, you will be asked to enter the provider you want to see, the reason for the visit, as well as preferred dates and times for your visit. After submitting your request, someone from the clinic will contact you to verify an appointment date and time that works best.
- When you schedule an appointment, you do not need to wait to hear back from your provider's office. Instead, you will be able to select a specific date and time you would like to be seen and schedule your appointment right away.



Schedule an Appointment Start over

Providers Edit Reason for visit Edit Locations Edit Time Verify and schedule

Office Visit Straub Clinic Mililani

What time works for you?

If you have a medical emergency, please call 911 or go to the nearest emergency department.

Tuesday January 16, 2024
Mary Smith, MD

Straub Clinic Mililani
25-1240 Mahaloa Pkwy Ste 107 Mililani HI 96709-1791

8:00 AM 8:20 AM 8:40 AM 11:40 AM 1:40 PM
2:00 PM 3:00 PM

Search Criteria
Start search on: 01/15/2024

Times:
All available times
Filter times

View your Test Results

If you had a lab or imaging test done, you'll be able to view the results in MyChart as soon as they become available.

1. Click "Test Results" under "My Record" in "Your Menu".
2. Click a particular test to see more information. You'll be able to see the standard range for the result and any additional information the provider notated.

Manage your Medications

1. Click "Medication Refills" under "My Record" in the Menu.
2. You'll see a list of all current medications in your health record.
3. Click the "Request Refills" button to request a refill.
 - a. Click the medication(s) you'd like to request a refill for.
 - b. Specify the pharmacy you would prefer your medications to be sent to.
4. Click the "Learn more" button to see more information about a particular medication.
5. Click the Go to "Manage My Pharmacies" link to update the pharmacy you'd like your medications to be sent to.

The screenshot displays the 'Medications' section of a MyChart account. At the top, there's a 'Current Medications' header with a printer icon. Below it, a message asks the user to review their medications and verify the list is up to date, with a red warning to call 911 in an emergency. A link to 'Manage My Pharmacies' is provided. A green 'Request refills' button is visible. The main medication listed is 'Ozempic (0.25 or 0.5 MG/DOSE) 2 MG/3ML Sopn'. Below the name, it shows the generic name 'Semaglutide(0.25 or 0.5MG/DOS)' and a 'Learn more' link. The instructions state 'Inject 1 mL into the skin one time per day.' A table below provides details: Prescription Details (Prescribed November 6, 2023, Approved by), Refill Details (Quantity 1 mL), and Pharmacy Details (LONGS DRUG STORE (MILILANI MAUKA), 95-1077 Ainamakua Dr, Mililani HI 96789, 808-626-2380). A 'Map' icon is next to the pharmacy address. At the bottom, there are 'Request refill' and 'Remove' buttons.

Medications

Current Medications

Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

Need to update your list of pharmacies? [Go to Manage My Pharmacies.](#)

Request refills

Ozempic (0.25 or 0.5 MG/DOSE) 2 MG/3ML Sopn
Generic name: Semaglutide(0.25 or 0.5MG/DOS)
[Learn more](#)

Inject 1 mL into the skin one time per day.

Prescription Details	Refill Details	Pharmacy Details
Prescribed November 6, 2023	Quantity 1 mL	LONGS DRUG STORE (MILILANI MAUKA)
Approved by		95-1077 Ainamakua Dr, Mililani HI 96789
		808-626-2380

[Request refill](#)

[Remove](#)

[Map](#)

View a Summary of your Health

Click "Health Summary" under "My Record" in "Your Menu". This will provide you with a summary of the following:

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

Respond to Questionnaires from your Clinic

Your provider's office may ask you to fill out questionnaires in MyChart so you will not have to do so in clinic. You can respond to these questionnaires in a few different ways:

1. For general questionnaires, click "Questionnaires" under "My Record" in "Your Menu".
2. For questionnaires for an upcoming appointment.
 - a. Click on "Visits".
 - b. Select an upcoming appointment and click "Details".
 - c. Open the questionnaire by clicking it in the "Questionnaires" section of the appointment details.
3. Your provider may also send you a questionnaire in a MyChart message.
 - a. Click the "Messages" tab to view the message.

Track My Health Readings

Your provider may ask you to record specific health readings such as glucose or blood pressure at home and send your results to them in MyChart on a regular basis. In such cases, you may be asked to use MyChart's Track My Health feature. This allows your provider to automatically receive your readings so they can monitor your progress.

1. Click the "Messages" tab to view a message your provider sent you with information about Track My Health and a flowsheet to record your readings.
 - a. Click the link in the message to activate "Track My Health".
2. To record your readings, click "Track My Health" under My Record in the Menu.
3. Click the flowsheet's name and click "Add New Data".
4. Enter your readings, date and time then click "Continue".
5. Click submit when complete.

You can also view past results by clicking "Track My Health" under "My Record" in "Your Menu". Click the specific flowsheet to view trended information of results.



Link My Accounts

You can use MyChart to view your health information from other organizations where you or your family have records. When you link your accounts from participating organizations, you may be able to see the following types of information right here in your MyChart account: health issues, medications, test results and more.

1. Click on "Link My Accounts" under the "Sharing" section of "Your Menu".
2. Search for a participating organization under "Discover accounts" to link.
3. Select an organization and click on "Link account" button.
4. Login to your MyChart account for that organization and follow the prompts.

Lucy and MyChart Central

Lucy and MyChart Central are features in MyChart that allow you to collect and store all your medical information. Lucy specifically allows you to add or upload external documents from other places you have received care. MyChart Central, on the other hand, links your HPH MyChart account with any other MyChart accounts you may have with other organizations.

Create a MyChart Central Account

1. Log into MyChart.
2. Click on "Lucy" under the "Sharing" section of "Your Menu".
3. To access Lucy, click the "Yes, I allow you to send my health information to Lucy when I request a copy of my chart" option.
4. Click the "Link me Up with Lucy and MyChart Central" button.
5. Follow the instructions on the different screens to set-up your account.
6. After completing the required fields, you'll receive an email to activate your MyChart Central account.
7. Click the link in the email to complete your MyChart Central account.

Sharing



Share My Record



Share Everywhere



Link My Accounts



Lucy

Lucy and MyChartCentral



Lucy and MyChartCentral can help you collect and permanently store your health information from places where you are seen for care, including the information you see here in MyChart. No need to log into multiple web sites, just Lucy and MyChartCentral. They're free, ad-free, and will never sell your data.

☐ Yes, I allow you to send my health information to Lucy when I request a copy of my chart.

We send your information securely and only when you request it. You must agree in order to make your own Lucy account.

☒ Please securely copy my name, gender, date of birth, address, and email address to MyChartCentral so I don't have to type them again.

If you decide not to create an account after all, MyChartCentral will not store any of your personal information. It will be deleted. If you don't check this box, you can still create your own MyChartCentral account, but you will need to type this information yourself when you sign up.

You should [review the privacy policy of Lucy and MyChartCentral](#) to learn how your data will be protected.



Your MyChart Central Account

Once you've activated your MyChart Central account, you'll be able to link to MyChart accounts you may have at other health care organizations.

1. Click on "Lucy" under the "Sharing" section of "Your Menu".
2. Click on "Link Me Up to Lucy and MyChart Central".
3. Click the "Add a New Health Care Organization" button.
4. Click the down arrow next to "Organization" to view accounts you have with other health care organizations. Click the name of the organization account you'd like to link to.
5. Enter your MyChart user name and password for that organization and click "Link This Chart".

Accessing Lucy

Lucy is accessible via your MyChart account and can be used to upload documents and records.

1. Click on "Lucy" under the "Sharing" section of "Your Menu".
2. Click on "Link Me Up to Lucy and MyChart Central".
3. From there, you'll be able to update information in your Personal Health Record such as allergies and medications.
4. You will also be able to add or upload documents from your personal computer. To do this, click the "Add a Document from My Computer" button.

You can also control what your health care providers can and cannot see:

1. Within the Personal Health Record or Document section of Lucy, click the "What can my health care providers see" link.
2. Click "Share" or "Don't Share".



My Personal Health Record

Options ▶

Lucy will help you to keep a personal health record that contains your allergies, medications, medical conditions, and other important information about your health. Data that you enter in your personal health record can be shared with clinicians who take care of you. [What can my healthcare providers see?](#)

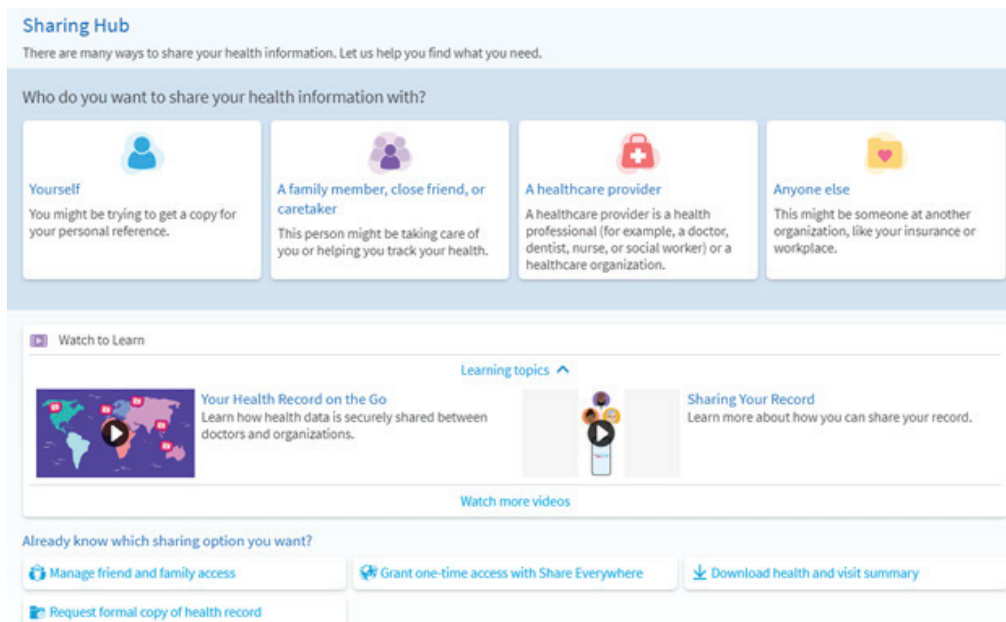
Start Editing My Health Record

Sharing and Linking Your HPH MyChart Account with Other Organizations

Share your Record

To share your health records:

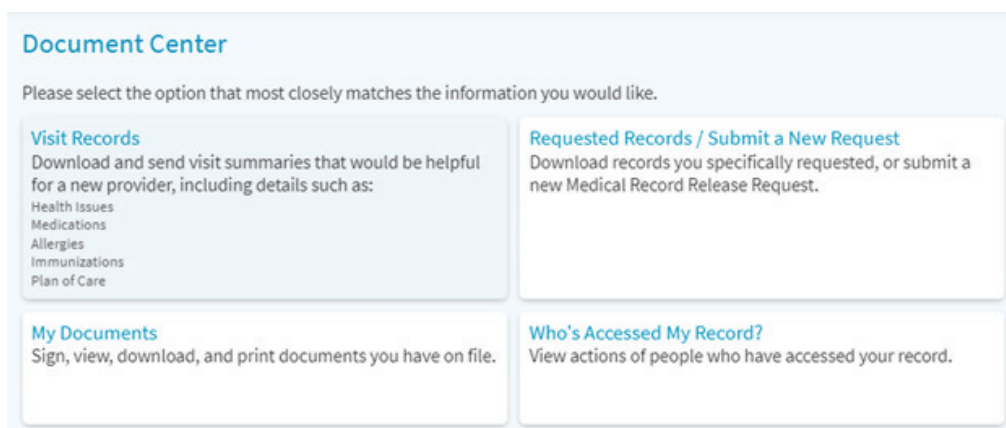
1. Log into your MyChart account.
2. Click on the "Sharing Hub" link in "Your Menu".
3. Choose one of the options and follow the directions on the screen.



View, Download and Send Visit Records

To view or download your health records:

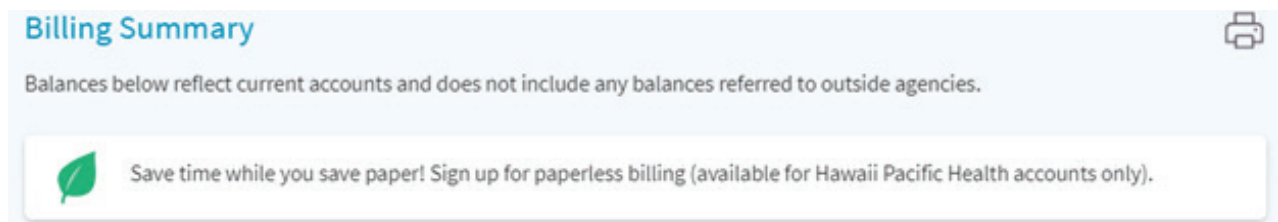
1. Click on the "Document Center" link under "My Record" in "Your Menu".
2. Click the "Visit Records" link. From there, you'll be able to filter visit records for single visits, by date range or all visits.
 - a. Click the "View" button to see the information or click the "Download" button to save the information on your computer.
 - b. When downloading your records, you will be asked to protect the file with a password.



Paperless Billing

Paperless billing has automatically been turned on in MyChart, allowing you to pay your bills online. If you have turned off paperless billing and want to reenable it so that you do not receive paper statements in the mail:

1. Click on "Billing Summary" under "Billing" in "Your Menu".
2. Click the "Save time while you save paper! Sign up for paperless billing" icon at the top.
3. Follow the directions on the screen and click "Sign Me Up".



Making Payments with Online Bill Pay

1. Click on "Billing Summary" under "Billing" in "Your Menu".
2. The Billing Summary page will display all your current bills at Hawai'i Pacific Health.
3. Click the "Pay Now" button to make a payment.
4. Follow the instructions on the screens to select a payment amount and method then submit.

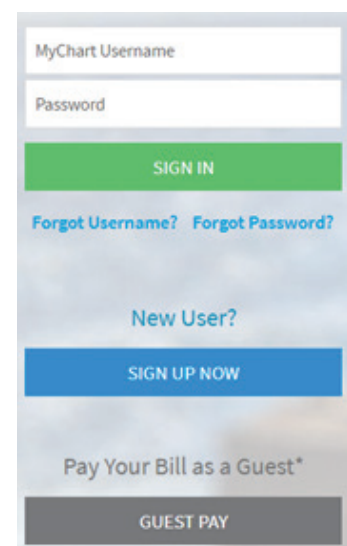
Pay as a Guest

You can also pay your bills without logging into MyChart or if you don't have a MyChart account. To do this, you will need a guarantor account number to access your information. A guarantor is a person that is responsible for paying the bill.

1. Go to the MyChart log in page [MyChart.HawaiiPacificHealth.org](https://mychart.hawaii-pacific-health.org).
2. Click the "Guest Pay" button on the right-hand side of the screen.
3. Follow the instructions on the screen to access your account and pay your bill.

Review and Update your Insurance Information

1. Click on "Insurance Summary" under "Insurance" in "Your Menu".
2. Here you'll be able to update, remove and add new insurance coverages.
3. You'll also have the option of uploading images of your insurance card.

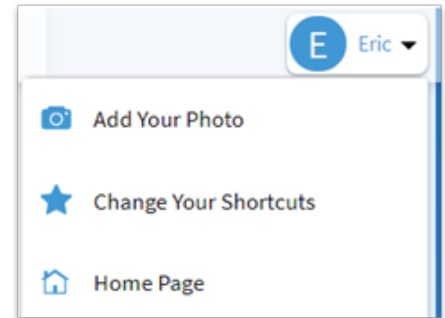


Personalize MyChart

1. Log into MyChart and click on your name in the top right corner.
2. Click "Add Your Photo" to add your photo to your account.
3. Click "Change your Shortcuts" to customize the four tabs in the menu bar at the top of each page.
4. Click "Personalize" under "Account Settings" in "Your Menu" to edit your account or your proxy accounts:
 - a. Add a nickname.
 - b. Add or change a photo.
 - c. Change a color scheme.

Criteria for acceptable photos:

- Show only the patient's face (like a Driver's License photo or Passport).
- Patient photo should be of the complete face, taken from the front, from the top of the head down to the shoulders (no sunglasses or hats).
- Photo should be clear without the use of filters (i.e. Snapchat).



Account Settings

- Personal Information
- Security Settings
- Personalize

Update your Personal Information

1. Click on "Personal Information" under "Account Settings" in "Your Menu".
2. Click "Edit" to update your contact information, emergency contacts and other details about you including preferred first name, gender identity, sexual orientation, ethnicity, language, race, and religion.

A screenshot of the 'Personal Information' form in MyChart. The form is divided into two main sections: 'Contact Information' and 'Details About Me'. The 'Contact Information' section includes fields for address (123 Happy Place, Honolulu HI 96813), phone numbers (808-522-1234, 808-444-1234), and email (myemail@hotmail.com). The 'Details About Me' section includes fields for Preferred First Name (Nani), Legal Sex (Female), Gender Identity (Female), Sex Assigned at Birth (Female), Sexual Orientation (Straight), Race Category (ASIAN), Ethnicity (HISPANIC OR LATINO), Ethnic Background (HISPANIC ASIAN), Language (English), and Religion (No Religious Preference). Both sections have an 'Edit' button at the bottom.

Change your MyChart password

1. Click on "Security Settings" under Account Settings in "Your Menu".
2. Enter your current password and your new password.
3. Click "Save Password".

Security Settings

Change Password

Your password must be different than your previous password (must contain at least one lowercase and one uppercase).

Current Password:

New Password:

Confirm New:

Save password



A video visit is like an in-person visit and allows you to discuss your health with your provider from the comfort of your own home. Using your mobile device or desktop computer to join our video visits is easy and secure. A MyChart account is not required for this visit but is highly encouraged.

If you do not have a MyChart account, you can sign up using one of the ways described below.

1. Sign up online at MyChart.HawaiiPacificHealth.org/SignUp.
2. Call our MyChart Customer Support line at 1-877-228-1894 and request an activation code.

Video Visit Requirements

To complete a video visit with your provider, you'll need the following:

1. A computer or mobile device with audio and video capabilities.
2. One of the supported browsers on your computer or mobile device.
 - a. Microsoft Edge.
 - b. Google Chrome.
 - c. FireFox.
 - d. Safari.
3. A strong Internet or WiFi connection.
4. If you're using a mobile device, please ensure it has a battery life of at least 50% at the beginning of the video visit.

Video Visits Using MyChart

To start your video visit, you will be asked to complete our eCheck-In process. eCheck-In can be done up to 3-days prior to your appointment.

eCheck-In can be started from your:

EMAIL:

1. eCheck-In notifications are sent by email to patients and proxies if they have agreed to receive these types of notifications from Hawai'i Pacific Health.
2. Open the email and click on "Check In Online".

MYCHART:

1. Click on the "eCheck-In" button for your appointment on your MyChart Welcome page, or
2. Click on the "Visits" tab and then click on "eCheck-In" button for your appointment.

During eCheck-In you will be asked to:

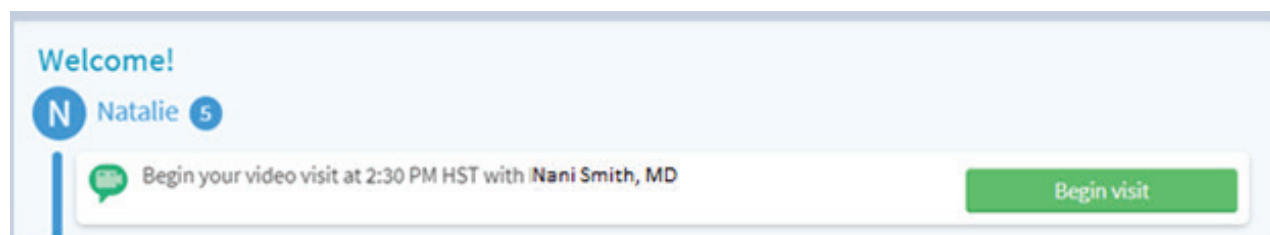
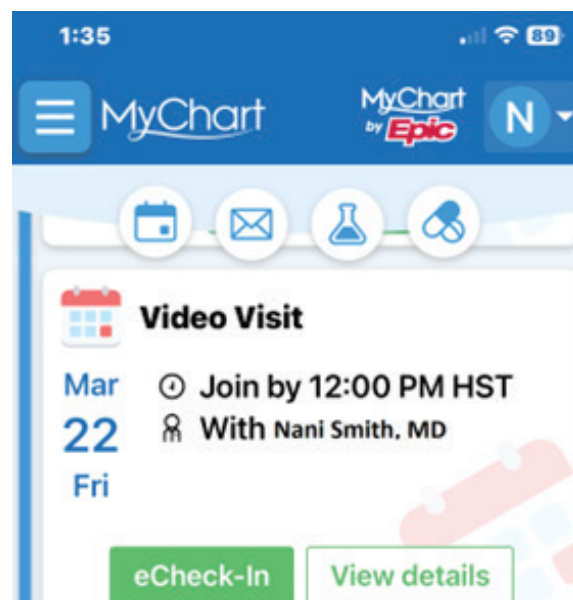
1. Update medications, allergies, and insurance information.
2. Check your camera and sound on your computer or mobile device.
 - a. You will see a Hardware Test screen to check your device's camera, microphone, and speaker.
 - b. You may get a message asking for access to your microphone, camera, or speaker, click Allow to give access.
 - c. If you have multiple audio or camera options, click the down arrow next to Default to choose which one you want to use.
3. You may also be asked to complete other health questions.

On the day of your appointment, your provider's office may call to verify your medical history and to check that you are able to connect to the video visit.

You may join your video visit up to 30 minutes before your appointment.

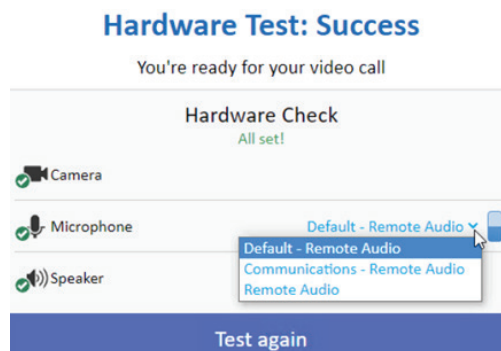
To join your video visit:

1. Log into "MyChart".
2. Click on "Begin" visit from the Welcome homepage.
3. Complete eCheck-In if you have not done it already.
4. You will then be placed into a "virtual waiting room", or on hold, until your provider joins the visit.



Video Visits

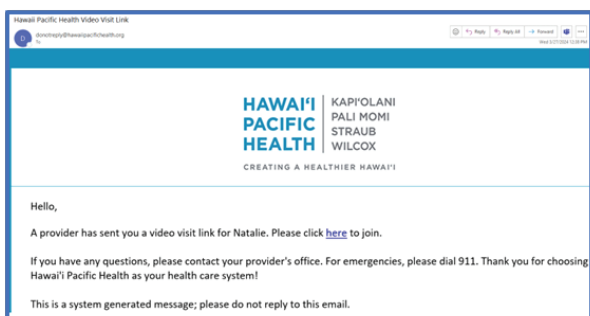
For any questions or concerns, you may contact your provider's office or reach out to our MyChart Customer Support line at 1-877-228-1894.



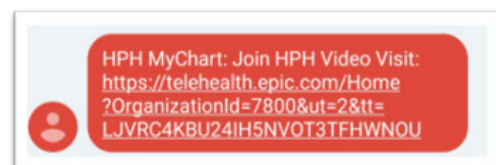
Video Visits Without Using MyChart

If you do not have a MyChart account or are not able to connect to your visit using MyChart as described above, do not worry. We will be able to send you a secure email or text message invite link so you can start your visit. The email and text message will look like the screenshots below. Once received, you will be able to open the link in either the email or text message to start your video visit.

Video Visit Link Sent Via Email



Video Visit Link Sent via Text Message



Troubleshooting Tips and Tricks

You may need to update the settings on the device you will be using for your video visit to make sure everything goes smoothly. See below for instructions on how to:

- Disable pop-up blockers – so you can launch your video visit.
- Enable your device's camera and microphone – so we can see and hear you.
- Make sure your WiFi connection is strong enough to accommodate the bandwidth needed for the video visit.

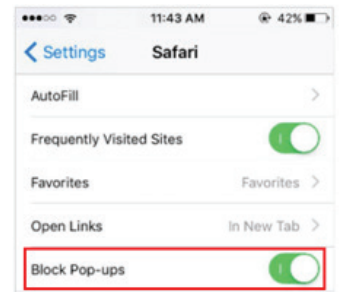
If you still have issues, please do not hesitate to call your provider's office or our MyChart Customer Support line at 1-877-228-1894.



Apple Mobile Devices (iPad / iPhone)

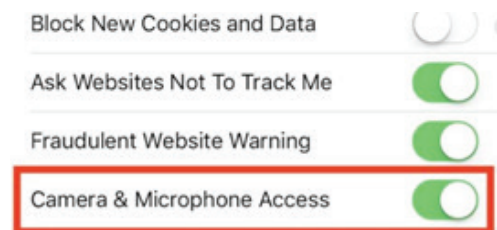
Disabling Pop-Up Blockers

1. Click the **Settings** icon. 
2. Scroll down and click **Safari**.
3. Scroll down and locate the **General** section.
4. Slide the **Block Pop-ups** dot to the left (white) to disable pop-up blocking.



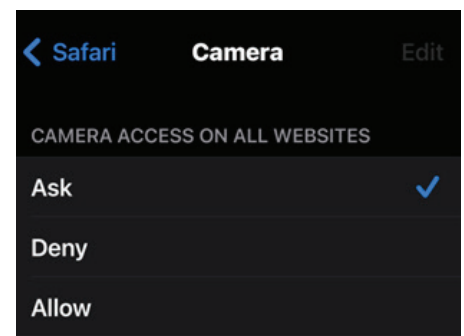
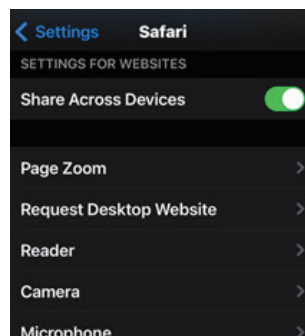
Enabling Your Device's Camera and Microphone (for older iOS versions)

1. Click the **Settings** icon. 
2. Scroll down and click **Safari**.
3. Scroll down and locate the **Privacy & Security** section.
4. Slide the **Camera & Microphone Access** dot to the right (green) to enable this setting.



Enabling Your Device's Camera and Microphone (for more recent iOS versions)

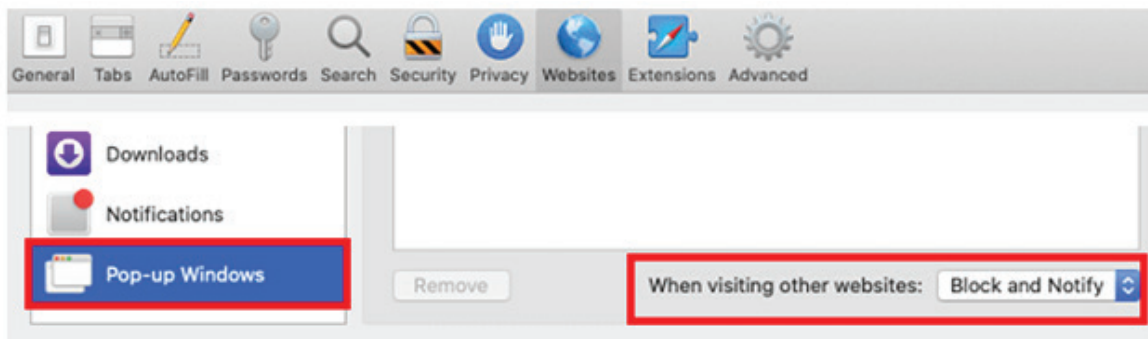
1. Click the **Settings** icon. 
2. Scroll down and click **Safari**.
3. Scroll down to the **Settings for Websites** section.
4. Select Ask or Allow for the **Camera and Microphone** sections.



Apple Computers

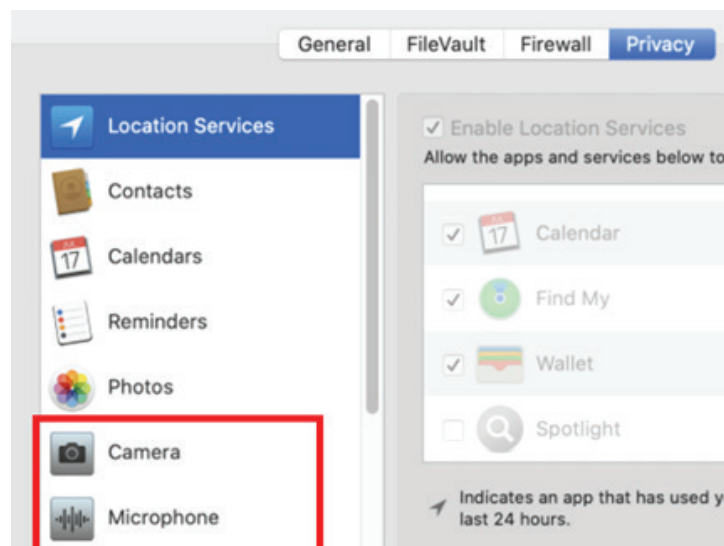
Disabling Pop-Up Blockers

1. Click on the the **Safari** icon to open the Internet browser.
2. Click the **Safari** menu > **Preferences** > **Websites**.
3. Click **Pop-up Windows**.
4. Click the **When visiting other websites** drop-down menu > **Allow**.



Enabling Your Device's Camera and Microphone

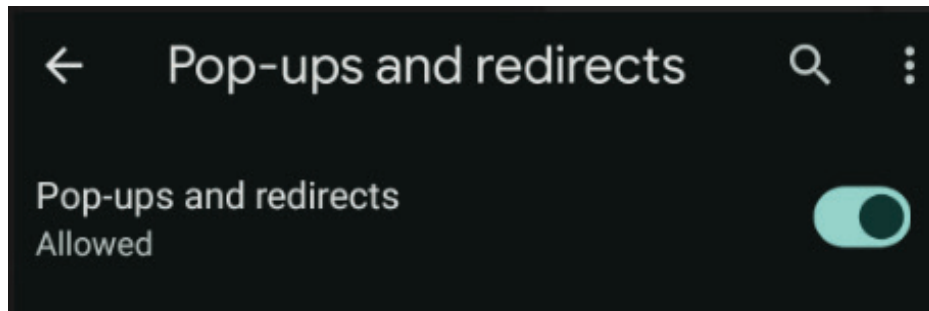
1. Click the **Apple** menu. 
2. Click **System Preferences** > **Security & Privacy**.
3. Click the **Privacy** tab.
4. Click the **lock icon** on the lower-left to allow yourself to make changes to your device's settings.
5. Click the **Camera** and **Microphone** icons on the left sidebar and click the checkbox next to the Internet browser that you'll be using for the video visit.



Android Mobile Devices

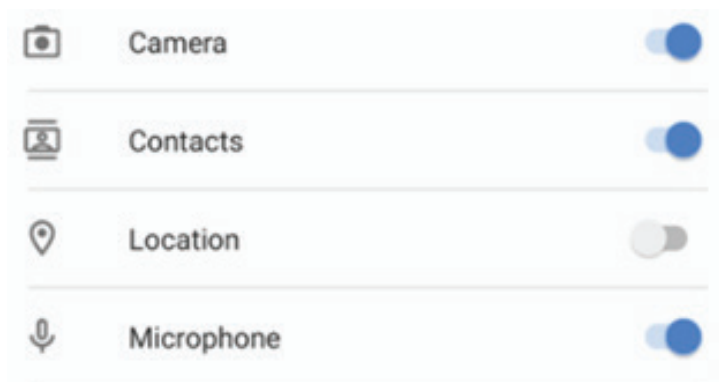
Disabling Pop-Up Blockers

1. Click the **Google Chrome** icon to open the Internet browser. 
2. Click **More** icon on the top right corner (icon with 3 vertical dots).
3. Click **Settings > Site settings > Pop-ups and redirects**.
4. Slide the **Pop-ups and redirects** dot to the right (green) to turn off pop-up blocking.



Enabling Your Device's Camera and Microphone

1. Click the **Settings** icon. 
2. Click **Apps & notifications > App info**.
3. Click the internet browser you'll be using for the video visit (i.e. Google Chrome).
4. Click **Permissions**.
5. Slide the dot next to Camera and Microphone to the right to ensure both features are enabled.

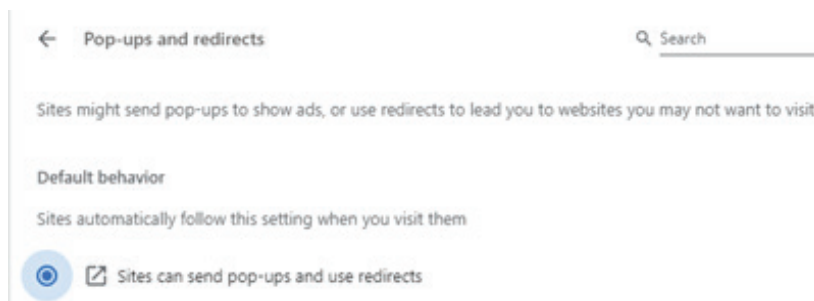


Windows Computers

Disabling Pop-Up Blockers

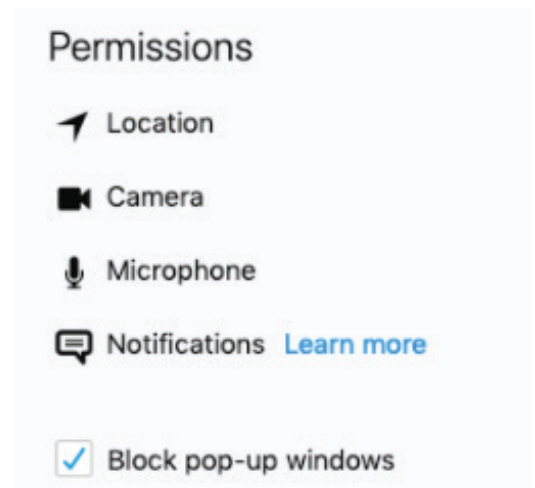
If you are using Google Chrome as your Internet browser:

1. Click the **Google Chrome** icon to open the Internet browser. 
2. Click **More** icon on the top right corner (icon with 3 vertical dots).
3. Click **Settings > Site settings > Pop-ups and redirects**.
4. Click to allow **Pop-ups and redirects**.



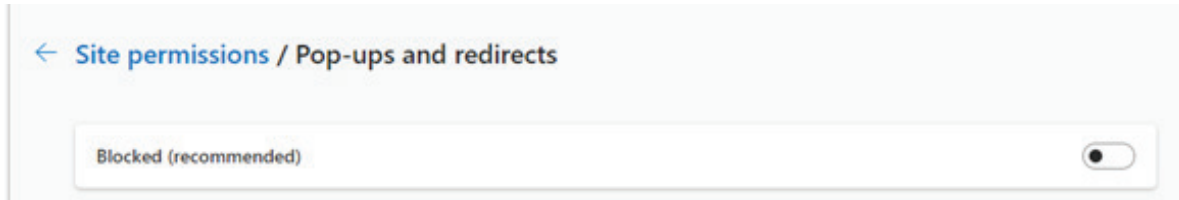
If you are using FireFox as your Internet browser:

1. Click the **FireFox** icon to open the Internet browser. 
2. Click the **Menu** icon on the top right corner (icon with 3 vertical bars).
3. Click **Options > Privacy and Security**.
4. Under **Permissions**, uncheck **Block pop-up** windows to disable the pop-up blocker.



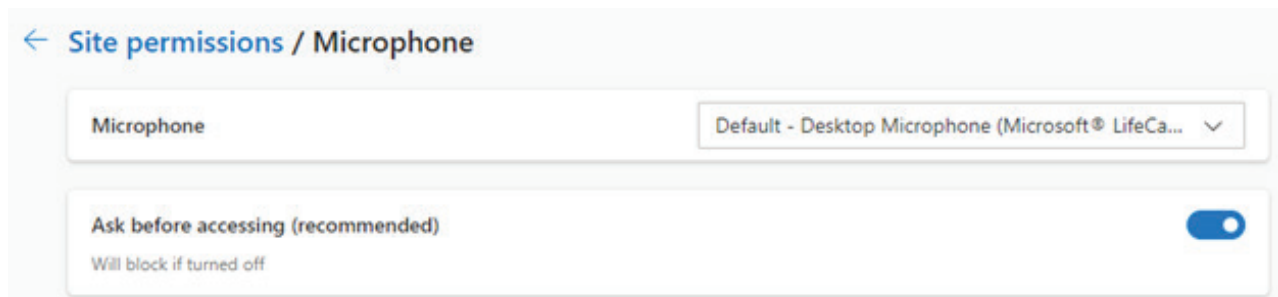
If you are using Microsoft Edge as your Internet browser:

1. Click the **Microsoft Edge** icon to open the Internet browser. 
2. Click **More** icon on the top right corner (icon with 3 horizontal dots).
3. Click **Settings > Cookies and site permissions > Pop-ups and redirects**.
4. Slide the **Pop-ups and redirects** dot to turn off pop-up blocking.



Enabling Your Device's Camera and Microphone

1. Click the **More** icon in the top right corner (icon with 3 horizontal dots).
2. Click the **Settings** icon. 
3. Click **Cookies and site permissions**.
4. Click **Camera** or **Microphone**.
5. Turn on option for **Ask before accessing**.



Learn More

MyChart

by Hawai'i Pacific Health

Frequently Asked Questions (FAQs)

Click the link below for a list of [Frequently Asked Questions](#).

MyChart Support

For questions or issues, please call our MyChart Customer Support line:

- O'ahu: 808-535-7725
- Kaua'i: 808-246-1663
- Toll Free: 1-877-228-1894

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