

# Activating MyChart



The simplest way to activate your MyChart account is by clicking on the link provided in a text from the health center. To receive this text, ask the Front Desk for the Digital Navigator or email [mychart@charlesriverhealth.org](mailto:mychart@charlesriverhealth.org)

1. You will receive a text like this. Click on the **link**.



Hi Digital Navigator. Please sign up for Epic's MyChart at Charles River Community Health using this link:  
<https://wlmsg.co/wYFs51>

2. Create a **username**.



3. Create a **password**.



Your password must be at least 8 characters, which must include at least:

- one capital letter (A, B, C, etc.)
- one lowercase letter (a, b, c, etc.)
- one numeral (1, 2, 3, etc.)
- one symbol (!, #, etc.)

**MyChart Signup**

MyChart username

Create password  
 Show

Must contain at least:

- One lowercase letter.
- One uppercase letter.
- One number.
- One special character.

Date of birth

/  /   
mm    dd    yyyy

4. Enter your **date of birth**.

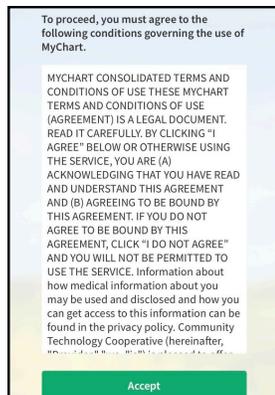


5. When you're finished, click **Submit**.



Note: You must be at least 13 years old to create a MyChart account. Parents of children younger than 13 can still gain proxy access to their child's medical information through MyChart.

6. Take a moment to review the Terms and Conditions. When you're ready, click **Accept**.



7. You will be prompted to watch a video tutorial on using MyChart. We recommend you take a few moments to do so.

8. Once finished, click **Next**. A slide will pop up with more information, read it and click **Next**. Finally, on the last slide, click **Done**.

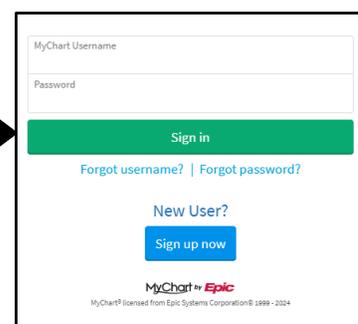
Congratulations, you have successfully enrolled in MyChart! You can begin viewing your medical information, communicate with your doctor, and much more right away.



You can access MyChart anytime by visiting the CRCH website at <https://www.charlesriverhealth.org/> and clicking on the **Patient Portal** in the top left corner.



Enter the username and password you created and click **Sign In**.



We also recommend downloading the free MyChart by Epic app onto your smartphone for your convenience.

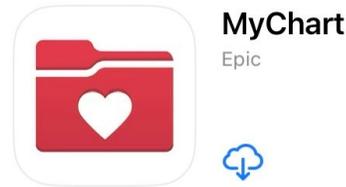
If you do not have a smartphone and/or wireless access, CRCH may be able to help. Ask the Front Desk for the Digital Navigator or email [mychart@charlesriverhealth.org](mailto:mychart@charlesriverhealth.org).

# Accessing MyChart

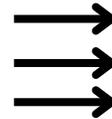


## Download the MyChart App

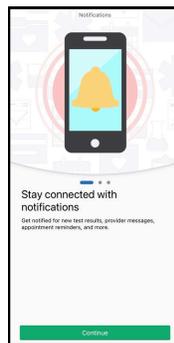
1. Go to your App Store (iPhone), Google Play (Android), or wherever you download new apps and search for and download the **MyChart by Epic** app.



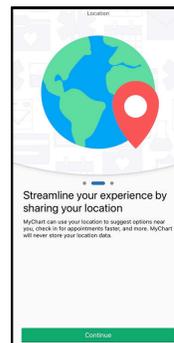
2. Click to read and accept MyChart's End User License Agreement and Privacy Policy. Then click **Access MyChart**.



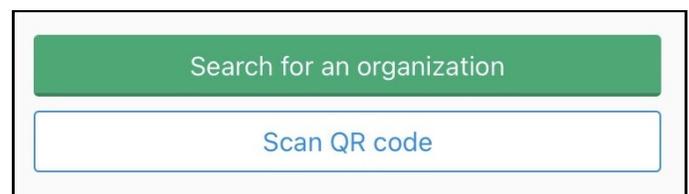
3. Click **Continue**. We strongly recommend turning on app notifications when prompted.



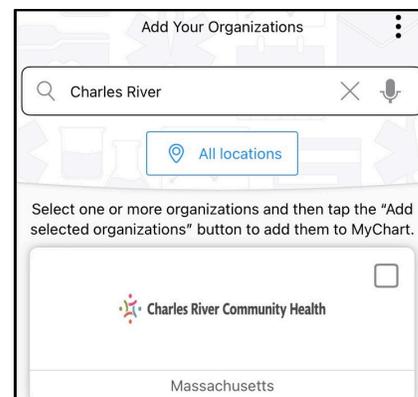
4. Click **Continue**. You can then decide whether you want to share your location with the app.



5. Click **Search for an organization**.



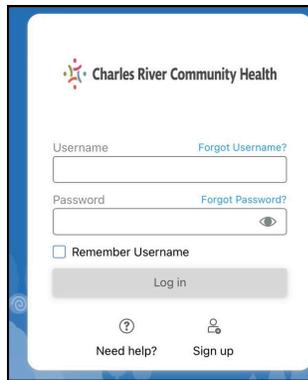
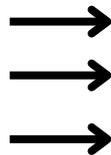
6. Type **Charles River** in the search box.



7. Select **Charles River Community Health** from the list of results. Then click **Add Selected Organizations (1)** at the bottom of the screen.



8. Enter your username and password. Click **Log in**.



9. You can choose to **Turn on Face ID** for the app or **Skip for now**.

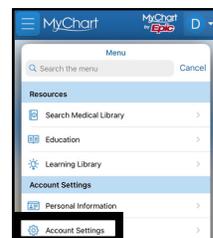
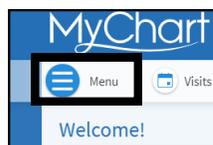


10. You will be prompted to watch a video tutorial, which we recommend. Once finished, click **Done**. You now have full app access to MyChart through your phone!

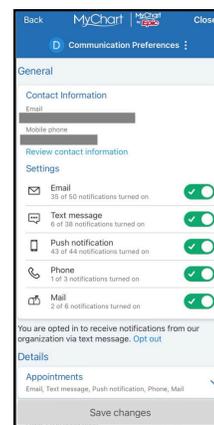
## Setting Notification Alerts

We recommend allowing MyChart to send you an email or text when there is new information available in your account so you can be up to date on your health information.

1. Click on **Menu** in the top left corner of the screen. In the dropdown menu that opens, click **Account Settings**.



2. Under **General**, verify that your email and phone number are correct.



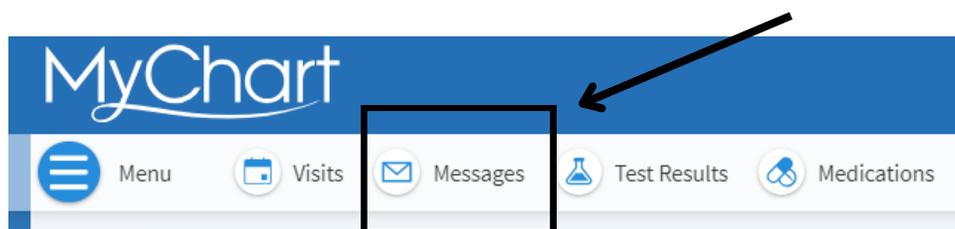
Make sure all the notification methods you prefer are selected (they will appear green with a checkmark).

3. Under **Details**, you can customize notification updates for individual types of alerts (e.g. Appointments, Messages, Telehealth). We recommend turning on notifications for all.

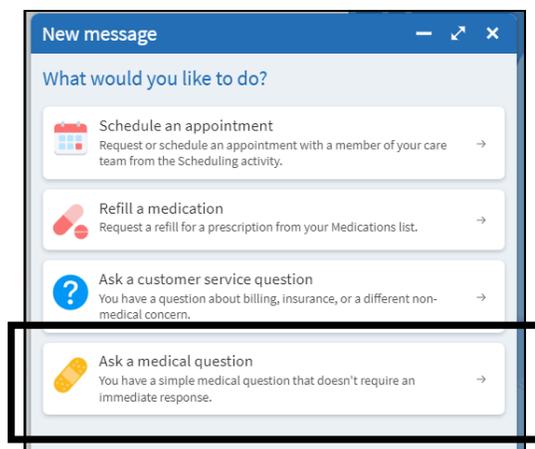
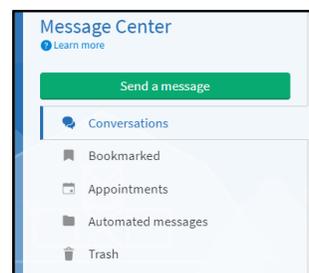
# Ask a Non-Urgent Medical Question



If you have a **non-urgent** medical question, you can send a message to your doctor and their staff. This message is secure and private.



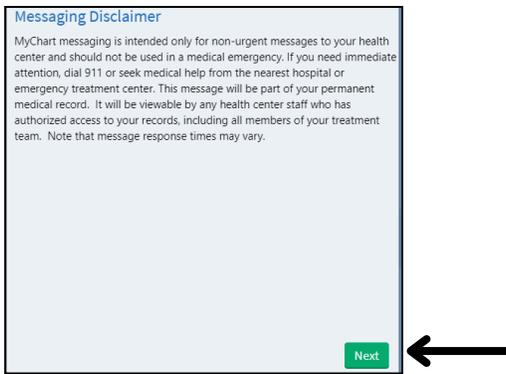
Click the green button to **Send a message**.



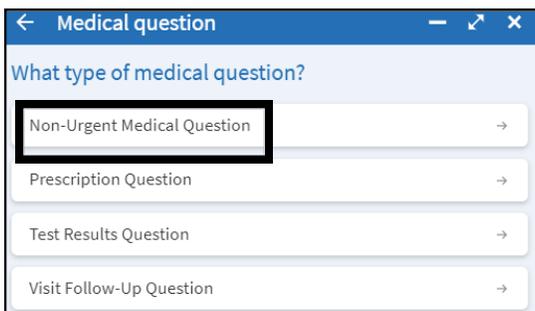
MyChart gives you the ability to communicate with your doctor without needing to make a separate appointment or phone call.

To do this, click **Ask a medical question**.

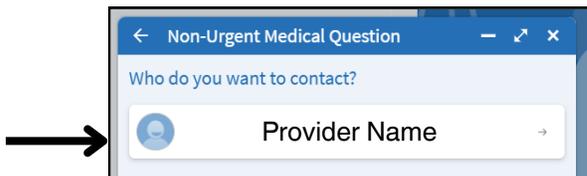
There are many reasons you might want to message your doctor. Perhaps you're not sure whether you need to be seen, have a question about a medication, forgot to bring up something at your last appointment, or need a referral.



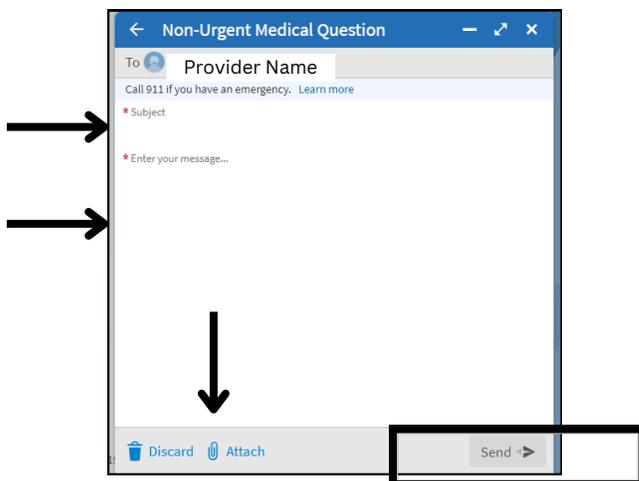
Read the disclaimer and click **Next**. Remember, MyChart messaging is for non-urgent medical questions only. In the event of a medical emergency, dial 911 or seek medical help from the nearest hospital or emergency treatment center.



Select **Non-Urgent Medical Question**. You may instead choose one of the other available options if your question specifically concerns a prescription, test result, or recent visit.



Click on your provider's name from the list.



In one or two words, write the topic of your message in the **Subject** line.

Then, write your message in the **Message** box. Make sure to include relevant dates, details, and any other information you want your doctor to know. You can include a picture or file with your message by clicking **Attach**. When you are finished, click **Send**.

Someone from the health center should respond within three business days. If you've opted to receive notifications for new messages in your MyChart, you'll receive an email and/or text when there is a reply.

# Family Proxy Access



You can access your family member's medical records and view their health information by obtaining their consent and/or requesting proxy access.

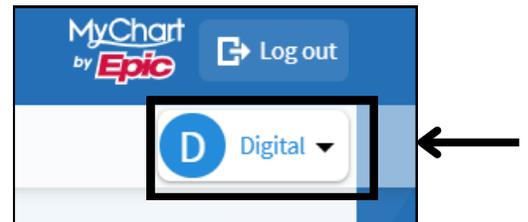
If you're a parent, you can have full access to your child's record until age 12, and limited access through age 18.

## Access a Family Member's Record

For proxy access, ask for the Digital Navigator at the Front Desk or email [mychart@charlesriverhealth.org](mailto:mychart@charlesriverhealth.org)

After you've received permission, you can switch to your family member's chart from your own chart.

Select the Switch menu by clicking on **your name** in the top right corner of the screen beneath the Log out button.



If you have been properly granted access, your family member's name will appear in the menu beneath your name in a different color. You can navigate to their record by clicking on their name.

You can always navigate back to your record, or look at a different family member's record to which you have access, by going back to the Switch menu and selecting the person's name.

# View and Print Immunization Record

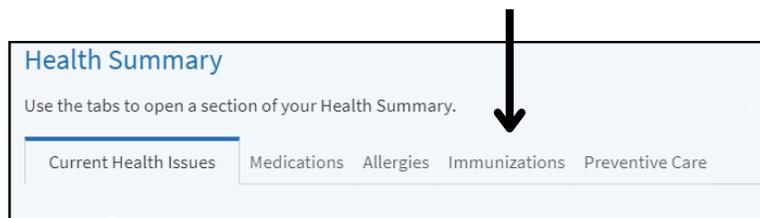
Sometimes, schools and employers request immunization records. You can view and print your and/or your child's immunization records at any time by accessing the Health Summary.

1. Make sure you are in the account of the person's immunization record you want to see.

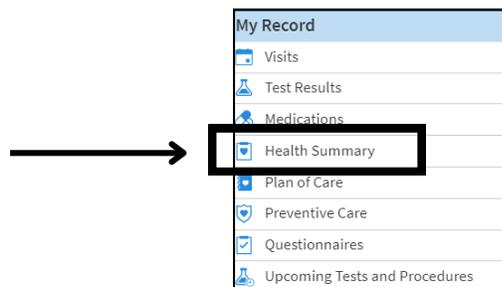
2. Click on **Menu** in the top left corner of the page.

3. In the dropdown menu that opens, click **Health Summary** under My Record.

4. Under Health Summary, click on the **Immunizations** tab. You will be able to see a list of all the immunizations the health center has on record for you.



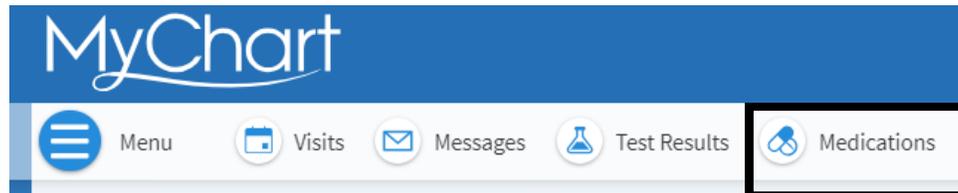
5. To print, click on the printer icon in the top right corner of your Health Summary and select your printing preferences.



# Manage Your Medications



View your current medications by clicking on **Medications** in the top toolbar.



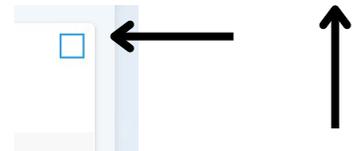
You can see details for each medication, including the prescribed dosage, instructions, and prescribing physician. You can also view additional information about a medication and its potential side effects by clicking **Learn More**.

## Request a refill

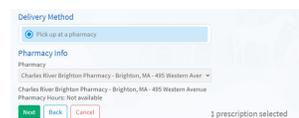
1. On the Medications page, click the green button to **Request Refills**.



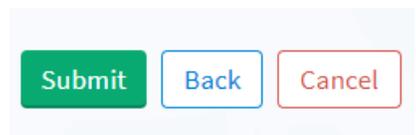
2. Select the check box next to the medication you want refilled.



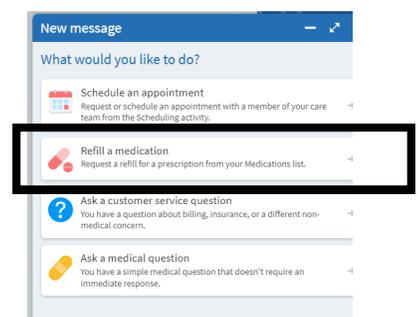
3. Select a delivery method, pharmacy, and pickup date and time, if applicable. Click **Next**.



4. Review your request and click **Submit**.

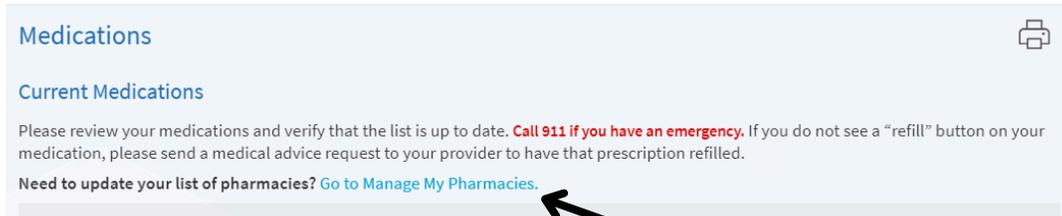


You will receive a message in your MyChart inbox when your refill request is processed. If you do not see a refill option on your medication, you can send a **Medical Advice Request** to your provider through the Messages page.

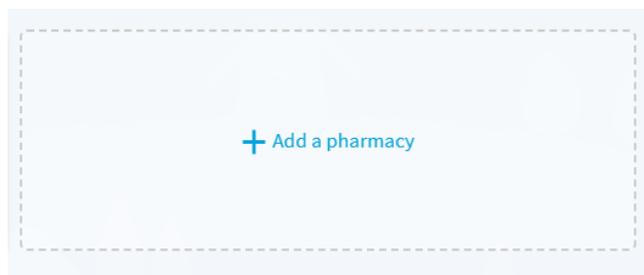


# Add or Change Your Pharmacy

On the Medications page, click the blue link **Go to Manage My Pharmacies**.



Click the box **Add a pharmacy**.



Search for your pharmacy by name and/or zip code and click on its box in the results.



You can remove a pharmacy you no longer use by clicking **Remove** on the bottom left of its box.

