



MyChart is a free, secure, and easy way to access your health information and providers online.

With MyChart you will be able to:

- View medical information
- See test results
- Update your information
- Pay bills
- Get price estimates for some services
- Share your health information with other medical providers and family

And, if you are a Montage Medical Group patient, you will also be able to:

- Communicate with your healthcare team
- Manage prescriptions
- Manage appointments

WHO IS ELIGIBLE TO SIGN UP?

Any patient of Community Hospital of the Monterey Peninsula and any patient of Montage Medical Group can sign up for MyChart.

HOW DO I SIGN UP?

At our facilities

When you receive care or services at Montage Health, including Community Hospital and Montage Medical Group, we'll invite you to sign up for MyChart. We'll provide the information you need during your visit.

Online

Visit montagehealth.org/mychart and click on "sign up" to access the MyChart registration form.

Mobile device

MyChart can be accessed through a mobile app on your Android™, Apple iPhone®, Apple Watch®, Apple iPad®, or other smart device or tablet. Visit montagehealth.org/mychart or visit the app store and type in MyChart.

IS IT FREE?

Yes. MyChart is a free service offered to our patients.

IS IT SECURE?

Yes. Your health information security is very important to us. Access is controlled through secure activation codes, personalized user IDs, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyChart uses the latest in encryption technology. Unlike conventional e-mail, all MyChart messaging is done only while you are securely logged on to our website or through the mobile app.

HOW DO I CHOOSE AN ID AND PASSWORD?

- The MyChart ID must be between 5 and 24 characters and contain only letters and numbers (no symbols).
- Your password must be at least 8 characters and contain one uppercase letter, one lowercase letter, and one number or symbol. Your password must be different than your ID.

WHAT DO I DO IF I FORGET MY PASSWORD?

You can get a new password by visiting the MyChart login page and clicking "Forgot Password." You will be prompted to enter your ID, Social Security Number, and date of birth. You will also be asked to answer a password reset question you created during your initial setup. Next, you will be asked to enter a new password.

WHAT IF I FORGET MY USER ID?

User IDs cannot be changed. Call (831) 622-8000 to get your user ID reset. You will be given a new access code to sign in.

WHAT TYPE OF APPOINTMENTS CAN I SCHEDULE WITH MYCHART?

At this time, patients of Montage Medical Group can make appointments for flu shots during flu season. Montage Medical Group patients can also make requests via MyChart for annual exam visits, new condition/symptom visits, and follow-up condition/symptom visits. In 2019, additional appointments will be added for other Montage Health facilities.

CAN I CANCEL AN APPOINTMENT IN MYCHART?

Montage Medical Group patients can cancel an appointment in MyChart. To do so, click "Visits," and choose "Appointments and Visits." If a "Cancel" button does not appear to the right of the appointment, you will not be able to cancel it via MyChart. In these cases, please call the office to cancel the appointment.

WHAT TYPES OF RESULTS CAN I SEE?

Results typically available within 24 hours of completion:

■ Non-sensitive labs, endoscopy, and cardiology procedures

Results typically available within 36 hours of finalization:

■ Imaging interpretations

For hospital visits, results are available after discharge.

Some sensitive results may be withheld from MyChart.

I HAVE CENTRAL COAST HEALTH CONNECT; WILL THAT BE GOING AWAY?

Central Coast Health Connect (CCHC) is not going away. CCHC, a patient portal that collects your health data from Community Hospital of the Monterey Peninsula, Natividad, and Salinas Valley Memorial Health System, will continue to exist. Montage Health's MyChart is specific to Montage Health facilities (including Community Hospital) and their patients as well as other local affiliated doctors who sign up to offer Montage Health MyChart. MyChart will offer additional information and features that CCHC does not currently provide.

WHAT IF I DON'T UNDERSTAND THE INFORMATION IN MYCHART?

If you do not understand the information in MyChart, contact your health provider for clarification and to ask questions.

WHAT IF MY ACTIVATION CODE DOESN'T WORK?

For your security, your activation code expires after 14 days and is not valid after your first use. If you have problems, please contact us at (831) 622-8000 or visit montagehealth.org/mychart to request a new activation code.

WHAT IF I NEED TO UPDATE MY INFORMATION?

If you need to update information, such as an address or insurance information, login to montagehealth.org/mychart.

For other updates, please contact MyChart services at (831) 622-8000.

CAN I VIEW A FAMILY MEMBER'S HEALTH INFORMATION?

Yes, this is called Proxy access and allows a parent (or guardian) to log in to their personal MyChart account and connect to information regarding a family member. To create a Proxy account, please follow the instructions on the MyChart Proxy Access page at montagehealth.org/mychart.

CAN I SEND MESSAGES TO MY DOCTOR'S OFFICE?

If you are a patient of Montage Medical Group, you can send non-urgent messages to your care provider between office visits. You will generally receive an answer within 1-3 business days. If your situation requires immediate attention, contact your doctor's office or dial 9-1-1, if it's an emergency.

HOW DO I MANAGE MY MEDICATIONS?

If you are a patient of Montage Medical Group, you can view and request refills of existing medications. New medications will need to be handled directly with your doctor's office.

WHO DO I CONTACT IF I HAVE ADDITIONAL QUESTIONS?

Contact Montage Health MyChart services at (831) 622-8000, 24 hours a day, 7 days a week or email mychartsupport@montagehealth.org.