

Navigating MyChart

MyChart provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyChart, you can:



View all of your health information in one place.

See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.



Quickly schedule appointments and find care.

Make appointments at your convenience, complete pre-visit tasks from home, and find the nearest urgent care or emergency room when you need it. Connect with a doctor no matter where you are. Send a message, get online diagnosis and treatment, or arrange to follow up in person, depending on the level of care you need.



Take care of your children and other family members.

Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.



Access quarterly newsletters.

TriHealth Pediatrics offers quarterly newsletters with key updates and reminders that will appear as Announcements in your MyChart account.

Printing Immunizations

1. To print Immunizations, use the [Menu](#) button to open the [Health Summary](#) page.
2. In the bottom right corner in the [Quick Links](#) section, click on [Download Immunization Summary](#).
3. Check the box indicating that you understand and acknowledge the information in the report below. Then click [Request Download](#).
4. Once the request has been submitted, you will click on [Go to Requested Records](#).
5. The downloaded file will appear. Click [Download](#). Then confirm you want to continue to download and print your record.



✓ When to use MyChart

- Non-urgent questions or concerns.
- Scheduling non-urgent sick visits, medication checks, and annual physicals.
- E-visit requests – please allow 1 business day for a reply.
- Medication refills – please allow 2 business days for refills. Controlled substance refill requests may take 3-5 business days or require a visit with your pediatrician.
- Forms – please allow 3-5 business days for all routine forms (excludes FMLA).

✗ When NOT to use MyChart (and call the office)

- Urgent questions or concerns.
- Same-day appointment requests.
- Complex topics (behavioral, developmental, etc.) or lengthy questions or concerns.
- Messages with photos. Office visits are best to address rashes or visible injuries.

Request a Daycare Form for Ohio

To obtain a Daycare form from your Pediatrician, you can make the request in person, call the office, or send a request through MyChart. Follow the steps below to request a form via MyChart.

1. From the Menu button, select [Messages](#).
2. Message Center will open, click on [Send a Message](#).
3. Select one of the medical questions from the list to send your message requesting a Daycare form to be completed.
4. Once the office completes the form, a notification will be sent. When you receive the notification, you will log into MyChart.
5. Switch to the proxy chart (the child) account. Once in the proxy chart, click the Menu button and search for [Document](#) and select [Document Center](#).
6. Click on [My Documents](#) to access the Daycare form. Open the [Ohio Daycare form](#) and click [Download](#). Once the file has been downloaded you will click [Open File](#) in the notification that appears in the top right corner of the window. Then print the form.

Schedule Appointment

To schedule or request an appointment, go to the Menu button and search for Appointment. Then, you'll be directed to the [Schedule an Appointment or Request an Appointment](#) page.

- When you schedule an appointment, you make the appointment yourself and don't need to wait to hear back from the clinic. After verifying your demographics and insurance information, you can choose a location and enter preferred dates and times. Pick an appointment from the list of available time slots to schedule it.
- When you send an appointment request, you're asked to enter the provider you want to see, the reason for the visit, preferred dates and times, and any comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time. Until the clinic verifies the appointment, the pending appointment request appears under [Requested Appointments](#) on the [Appointments and Visits](#) page.

Schedule E-visit

If your provider offers E-visits, you can answer a questionnaire about your symptoms and send photos or videos as needed for your provider to review. Your provider can offer medical advice for at-home care or let you know if you should schedule an appointment for treatment.

1. From the Menu, select [E-Visit](#).
2. Review the terms and conditions to continue.
3. Select the reason for requesting the E-visit. Then indicate who should receive the E-visit from the drop down list.
4. Proceed to complete the E-visit form.
5. You will be directed through the registration screens. If you need to sign consents, you will be prompted to review and sign.

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, it will ensure visits are scheduled when appropriate with your healthcare provider.

1. From the menu, select [Symptom Checker](#).
2. Select the symptom you have.
3. Answer the questions that appear.
4. Depending on your answers, you might see medical advice or an option to schedule an appointment.
 - To follow the recommendation, click [Get started](#).
 - If you decide to follow neither recommendation, click [Decline recommendations](#).
5. To review this advice later, select [Symptom Checker](#) from the menu and click the [Symptom Checker History](#) link on the right side of the page.

Turning on Notifications

1. To turn on notifications, access your [Account Settings](#).
2. From the Account Settings window, click on [Communication Preferences](#).
3. Review the options and click the button to turn the notifications on and off.
4. If you are using a mobile device, make sure to turn on notifications by going to the MyChart App.



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