

We are called to make a healthy difference in people's lives.

# MyChart Essentia Health

## Features & Functions Guide



**Essentia Health**

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# Schedule & Manage Appointments







1. Click **Schedule an Appointment**
2. Select a provider or visit reason
3. Pick a date and time, then confirm
4. To cancel or reschedule, go to **Visits**, select the appointment, and click **Cancel** or **Reschedule**







Need Care Now? ▼


Providers you have seen

Reason for your visit

-  **Women's Health**  
Care including family planning/birth control\*, pregnancy, menopause and more →
-  **Adult Preventative Visit (Ages 18+)**  
Annual care/physical, DOT physical and Flight physicals →
-  **Sports Physical (Ages 0-24)**  
Sports Physical (Ages 0-24) Sports physical and sports forms only. This is a cash service and cannot be billed to insurance. Click on the Child & Teen Check for full growth and development physicals and vaccinations. →
-  **Hospital Follow-Up**  
Care within 2 weeks after having a hospital stay →
-  **General Office Visit**  
Illness, injury, general or mental health concern, chronic conditions, gender affirming care, follow-ups and more (Does not include Pre-Ops. Call your clinic\*) →

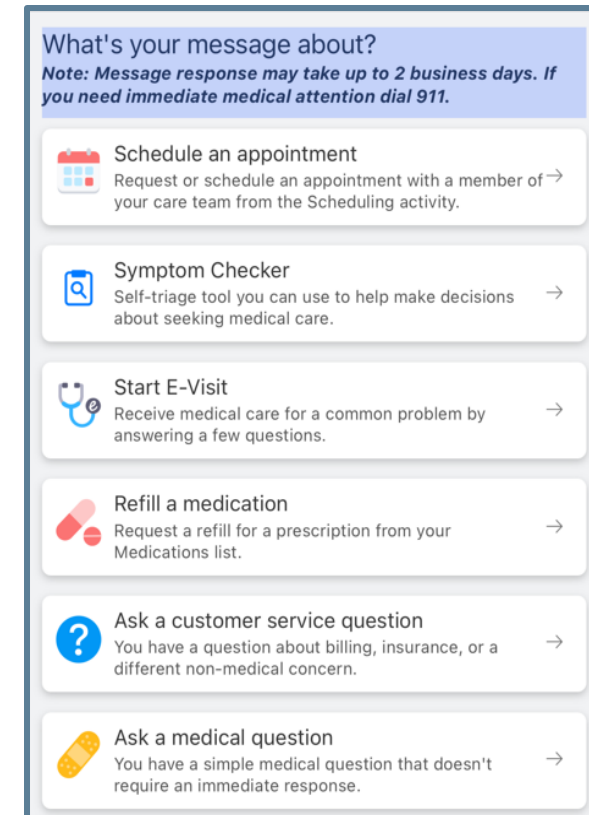
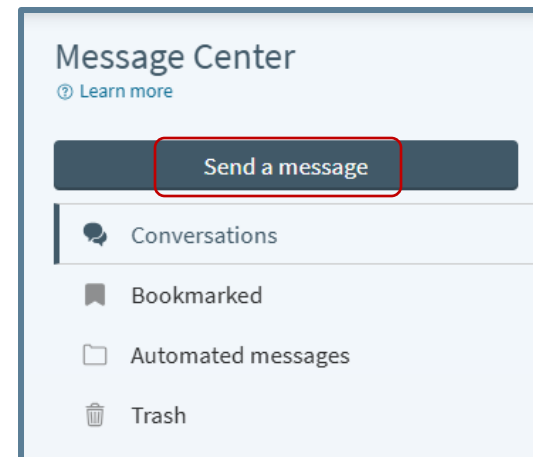
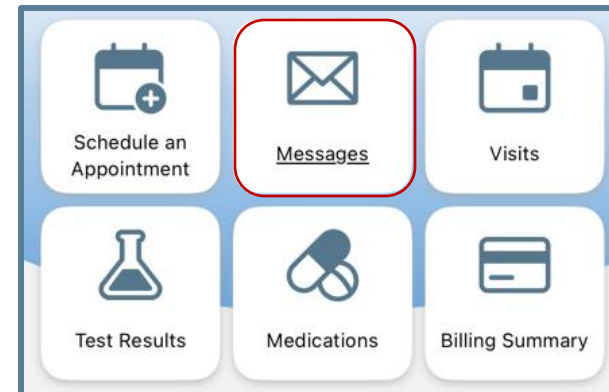
|   |  |  |
|---|--|--|
| <br><b>Schedule an Appointment</b> | <br>Messages    | <br>Visits          |
| <br>Test Results                   | <br>Medications | <br>Billing Summary |

-  **Vaccinations & Injections**  
COVID-19, flu, tetanus, and other vaccinations →
-  **Health Check (Typically a nurse visit)**  
Blood pressure checks, wound dressing change, removal of stitches or staples, or weight checks →
-  **Tobacco Cessation**  
Consult and follow-ups →
-  **24/7 Video Visit on Demand**  
Visit with a medical professional virtually for your urgent care needs anytime, anywhere →
-  **E-Visit**  
Get fast medical care online for over 30 common conditions anytime, anywhere →
-  **All options**  
List of specialties and services available →

 **Need help scheduling?** Call us at **1-844-663-1068** (Monday-Friday: 8am to 5pm)

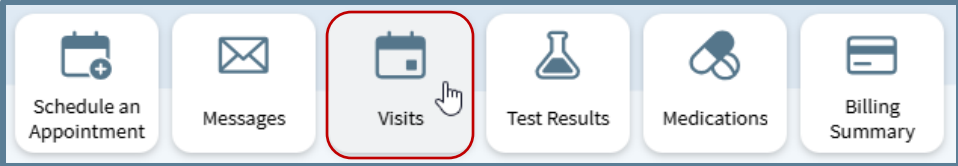
# Messaging Your Care Team

1. Click **Messages** > **Send a Message**
2. Make your selection from the provided options
3. Choose your care team provider
4. Type your message and click **Send**



# Manage Visits

1. Click **Visits** to see past and upcoming appointments
2. View appointment details, such as clinician name, appointment type, and location
3. Complete pre-visit check-in tasks online before your visit



The screenshot displays the patient portal interface. At the top, a navigation bar contains six icons: 'Schedule an Appointment', 'Messages', 'Visits' (highlighted with a red border and a hand cursor), 'Test Results', 'Medications', and 'Billing Summary'. Below the navigation bar, the main content area is titled 'Appointments and Visits' and includes a 'Schedule an appointment' button. A paragraph of text provides instructions on how to verify information and update details before an appointment. Below this, a section titled 'Upcoming visits' shows a list of upcoming visits, with the first item labeled 'Upcoming Visits'. A section titled 'Past Visits' is also visible, with a note about selecting a past visit to view details.

Appointments and Visits [Schedule an appointment](#)

Save time by verifying your information right from the Appointment Details page. Questionnaires will become available one week before your appointment. Beginning the day before your appointment, you can update your information and pay your co-pay during eCheck-in. Contact your [doctor's office](#) if you have any questions.

If you have questions or wish to change a surgery / endoscopy appointment, please contact your surgeon or doctor's office.

Click on an upcoming or past visit to see more details.

Show: All [More filter options](#)

Upcoming visits

- Upcoming Visits

Past Visits

Select a past visit from below to see a summary of your visit and associated notes from your care team.

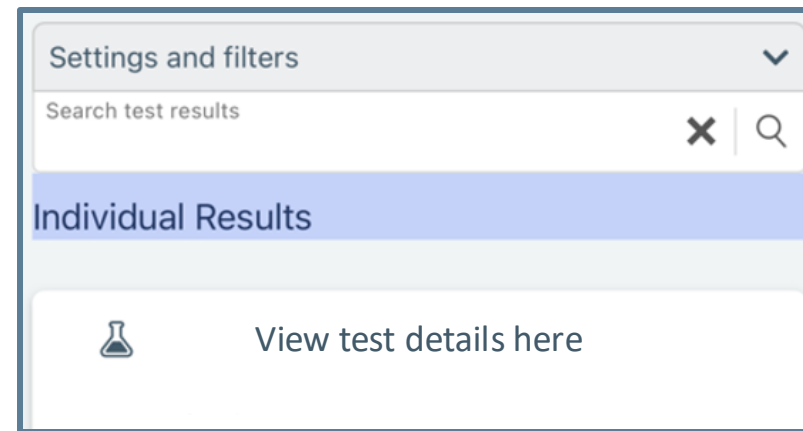
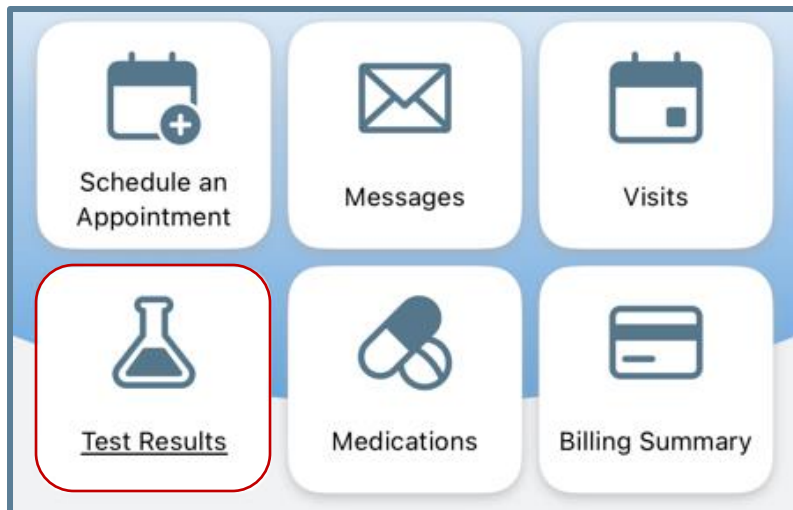




# View Test Results

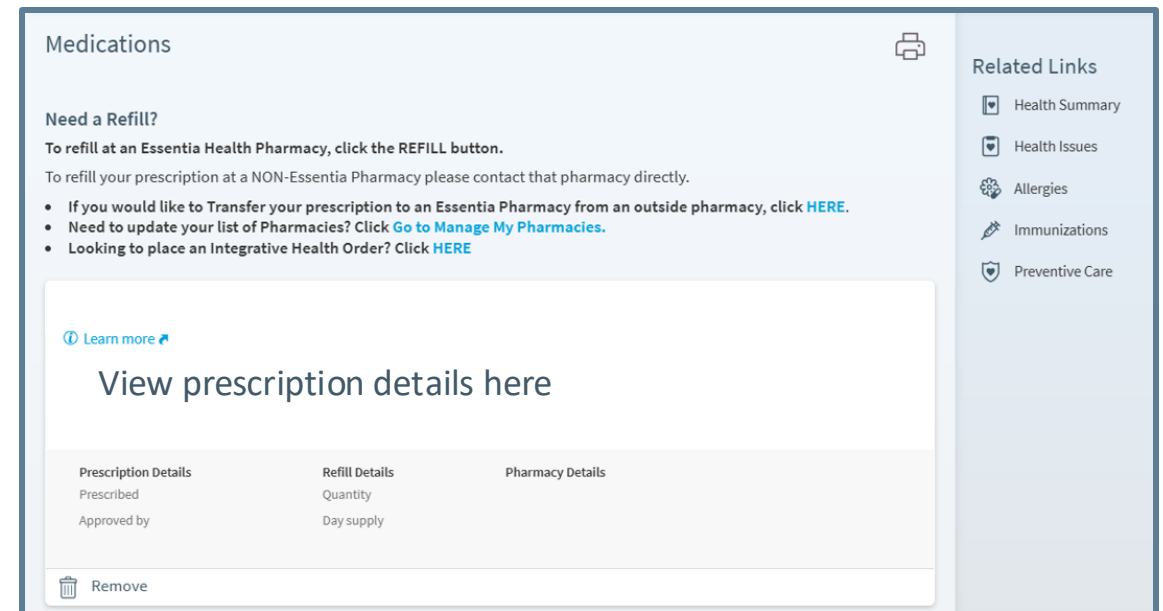
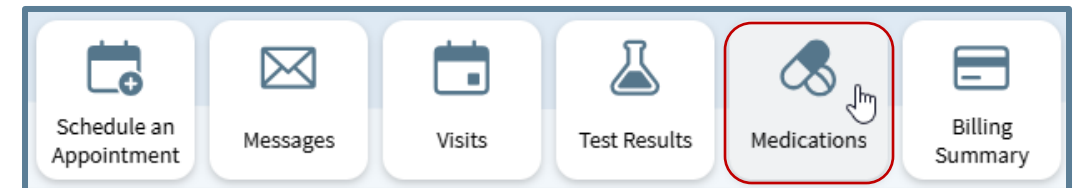
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1. Click **Test Results**
2. Select a test to see details and clinician notes



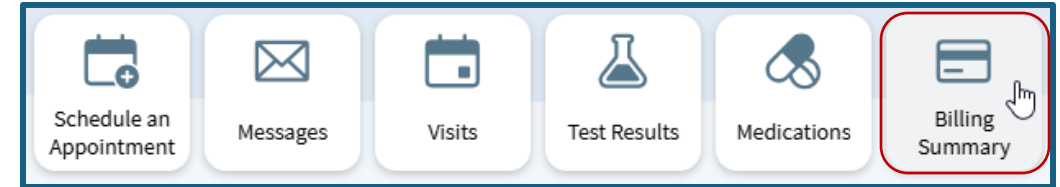
# Manage Medications

1. Click **Medications**
2. View prescription details and history
3. Click **Request Refill** for eligible medications



# Pay Bills

1. Click **Billing Summary**
2. Review balances
3. Click **Pay Now** and enter payment details




### Billing Summary

If you have questions about your account, please send us a [Customer Service request](#).

For billing questions pertaining to services received from one of our partner locations, please contact the site directly.

Online bill pay is available via separate websites for the following:  
[Tamarack Health](#)  
[Ely Bloomenson Community Hospital](#)  
[IMA Healthcare](#)  
[Linton Regional Medical Center](#)  
[Spooner Health](#)

Bois Forte patients, please contact the Billing office directly.

 Save time while saving paper  
Set up your paperless billing preferences.

Get started

Essentia Health


Guarantor #

Patients included: You

Amount Due

\$0.00

Last paid:



[View balance details](#)

[View last statement](#)


Essentia Health

Guarantor #

Patients included: You

Amount Due

\$0.00



[View balance details](#)

#### What is a guarantor?

The guarantor is the person or entity responsible for paying the balance of an account.

#### What if I can't pay all at once?

If you can't pay your whole bill at once, you may be able to set up a payment plan. This lets you automatically pay a small amount each month. [Click here](#) to learn more.

#### How else can I receive my billing information?

You can opt in to paperless billing to receive billing communications online when possible. You will still receive bills via mail from locations that do not have paperless billing.



# Giving Proxy Access to Others

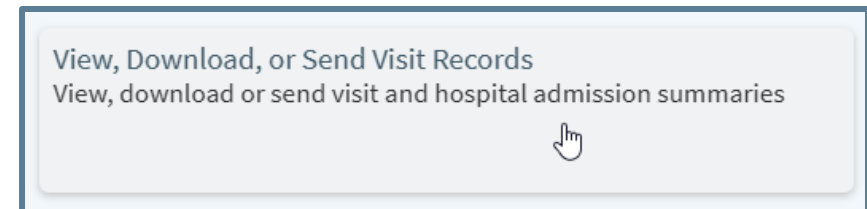
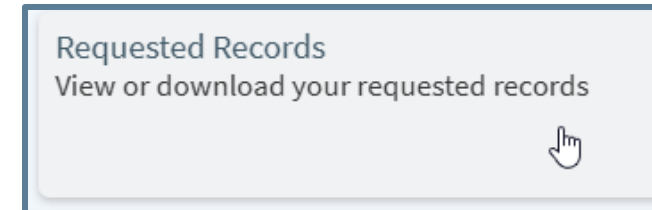
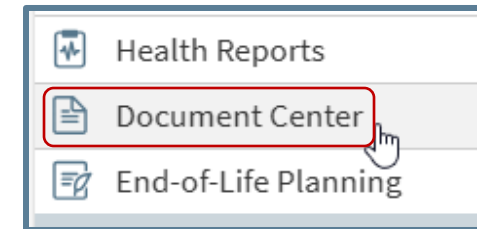
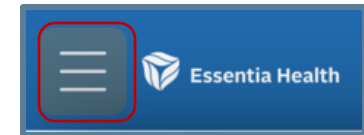
1. Click the Menu button (≡), navigate to **Sharing**, and select **Sharing Hub**
2. Navigate to **Manage Friends and Family Access** in the **Sharing Hub**
3. Click **Invite Friends or Family**
4. Enter the required information:
  1. **Invitee Name**
  2. **Invitee Email** (confirm email required)
  3. **Type of Access** (e.g., Adult-to-Adult Full Access)
5. Agree to the **Terms and Conditions** by checking the box
6. Click **Send Invite**
7. The invitee will receive an email with instructions to verify their identity and accept the invitation

The screenshot displays the Essentia Health user interface for sharing health information. At the top, the 'Essentia Health' logo is visible. Below it, a 'Sharing' menu is open, with 'Sharing Hub' selected. The 'Sharing Hub' page shows a heading 'Already know which sharing option you want?' followed by three options: 'Manage friends and family access' (highlighted with a red box), 'Grant one-time access with Share Everywhere', and 'Download health and visit summary'. Below this, a section titled 'Who can see my record?' shows a message 'No friends or family can see your health info.' and a button '+ Invite friends or family' (also highlighted with a red box).

# View or Request Records

## Document Center

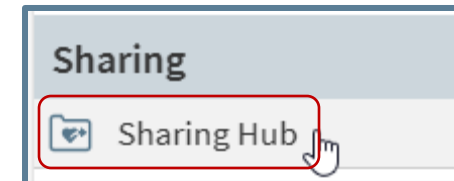
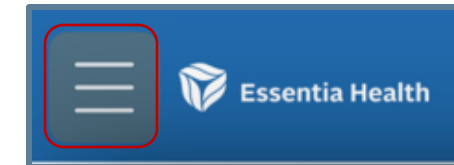
1. Click the Menu button (≡), navigate to **My Record**, and select **Document Center**
2. View or download your visit summaries and medical documents



# Sharing Your Information

## Sharing Hub

1. Click the Menu button (≡), navigate to **Sharing** and select **Sharing Hub**
2. Click **Request Formal Copy of Health Record**
3. Choose where to send the requested records

The image shows a form titled "Where would you like to send this request form?". Below the title is a dropdown menu labeled "\* Send to" with a downward arrow on the right. The dropdown is highlighted by a red rectangular box. Below the dropdown is a red error message that says "⚠ This is required".



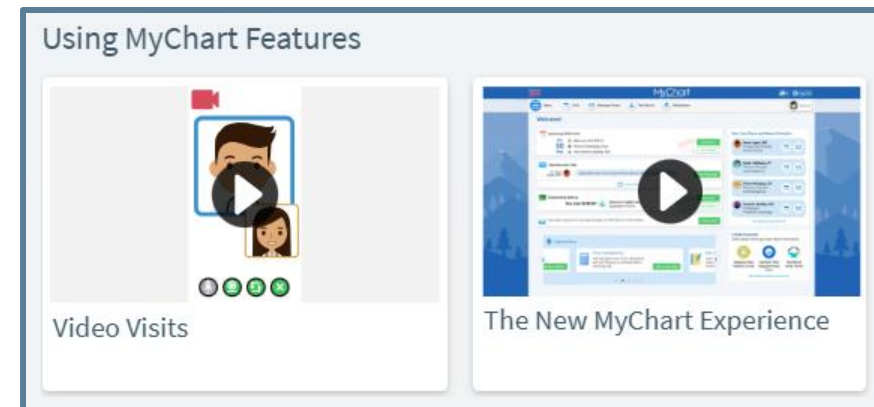
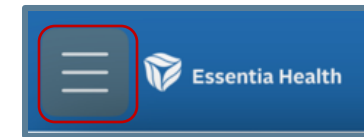
# Learning Library

The **Learning Library** provides video tutorials on how to use MyChart's features effectively. Access it by:

1. Click the Menu button (≡), navigate to **Resources**, and select **Learning Library**

Topics include:

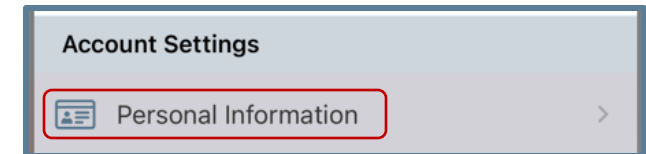
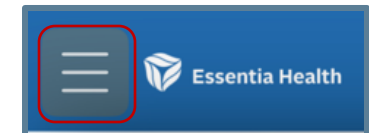
- Navigating MyChart
- Scheduling Appointments
- Messaging Your Doctor
- Sharing Your Health Record
- Using Video Visits



# Account Settings

## Update Your Personal Information

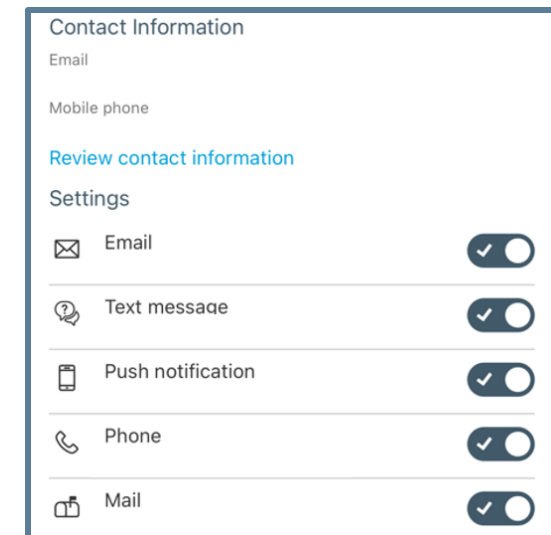
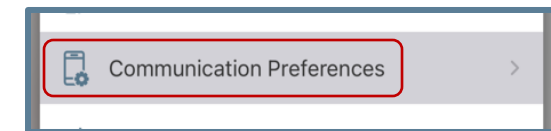
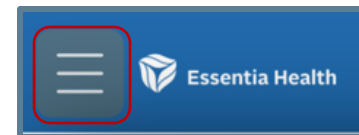
1. Click the Menu button (≡), navigate to **Account Settings**, and select **Personal Information**
2. Update your **Contact Information**
  - Address
  - Email
  - Phone number
3. Update your **Details About Me**
4. Update your **Emergency Contacts**

The image shows a 'Contact Information' form. The title 'Contact Information' is at the top. Below the title are two sections. The first section is labeled 'Address' and has a location pin icon to its left. The second section is labeled 'Contact methods' and has a phone icon to its left. Below 'Contact methods' are three labels: 'Email:', 'Mobile:', and 'Home:'. At the bottom right of the form is a blue button with the text 'Edit'.

# Communication Preferences

## Update Your Communication Preferences

1. Click the Menu button (≡), navigate to **Account Settings**, and select **Communication Preferences**
2. Customize notification settings for:
  - **Email** – Receive MyChart updates in your inbox
  - **Text Messages** – Get reminders and alerts via SMS (must subscribe)
  - **Push Notifications** – Receive alerts on your mobile device
  - **Phone Calls** – Get automated reminders for upcoming appointments
  - **Mail** – Opt for paper notifications if preferred





# Help Resources

## Help Resources

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### MyChart Questions?

Call our MyChart Patient Support Line

**1-888-868-9292**

Email (Access Including Proxy)

**[MyChartSignUp@EssentiaHealth.org](mailto:MyChartSignUp@EssentiaHealth.org)**

Email (General Questions)

**[ISCustomerServiceHelpDeskSchedule@EssentiaHealth.org](mailto:ISCustomerServiceHelpDeskSchedule@EssentiaHealth.org)**