MyChart Essentia Health

Features & Functions Guide

Essentia Health

Table of Contents

Table of Contents

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**

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**
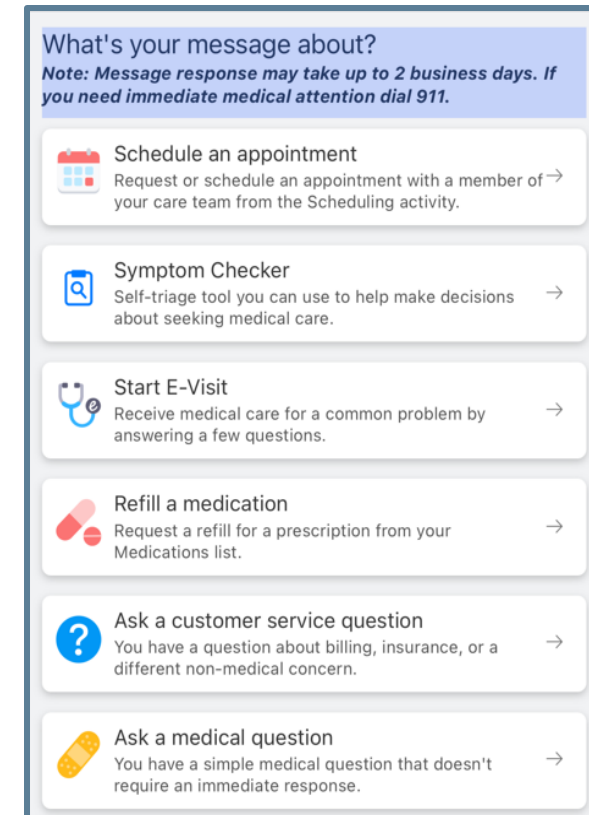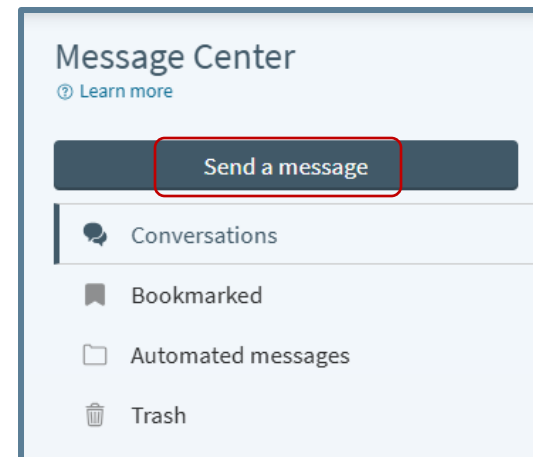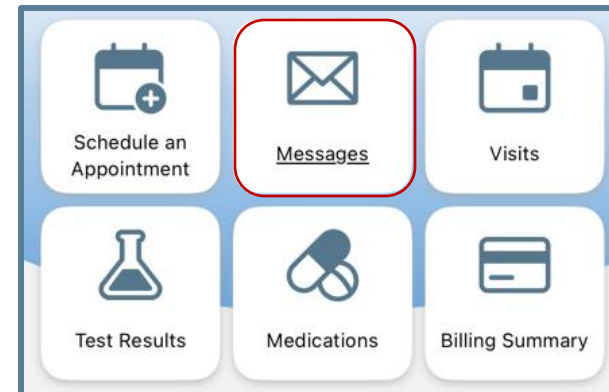
Manage Visits

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

View Test Results

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
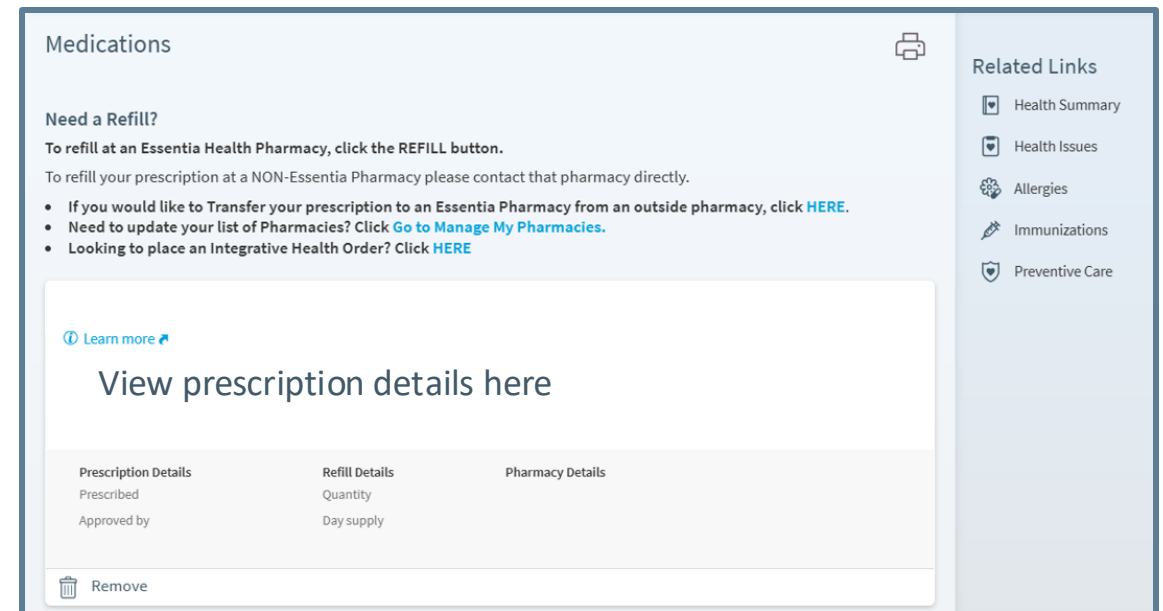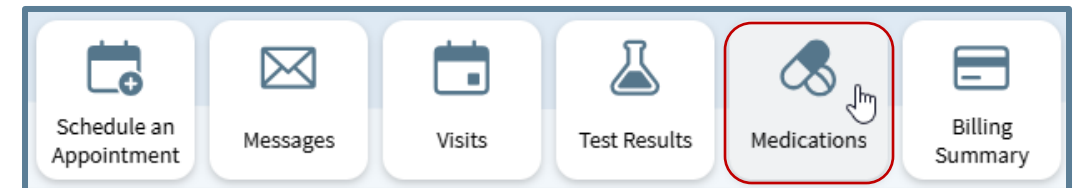
Pay Bills

1. Click **Billing Summary**

2. Review balances

3. Click **Pay Now** and enter payment details

Giving Proxy Access to Others

1. Click the Menu button (≡), navigate to **Sharing**, and select **Sharing Hub**
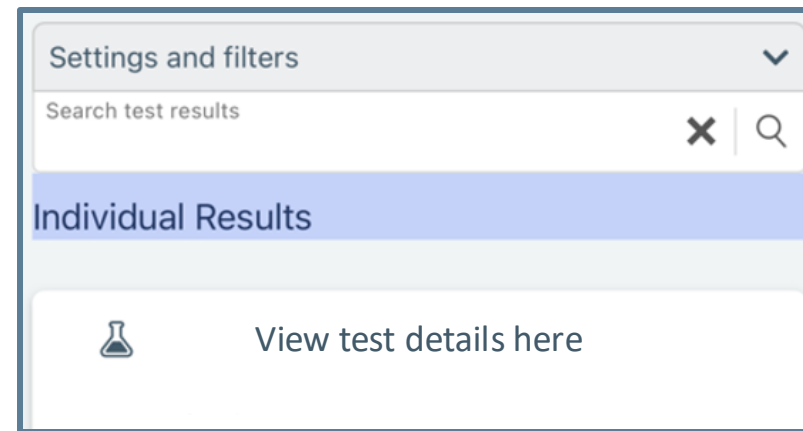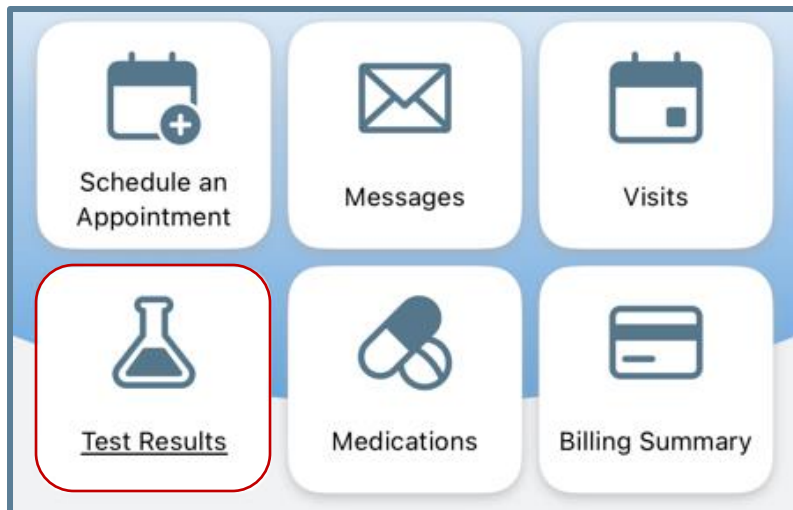
2. Navigate to **Manage Friends and Family Access** in the **Sharing Hub**

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

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
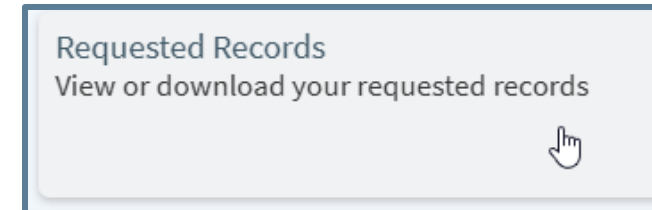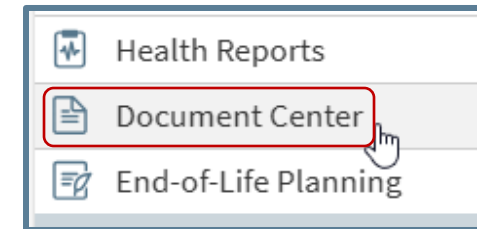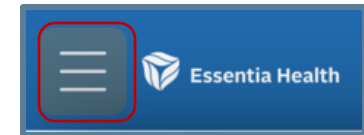
Sharing Your Information

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
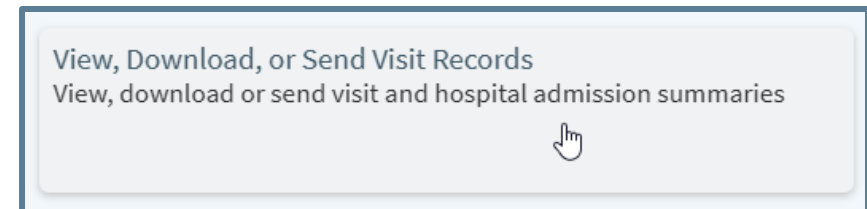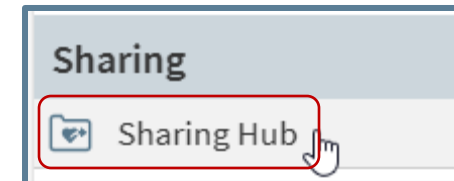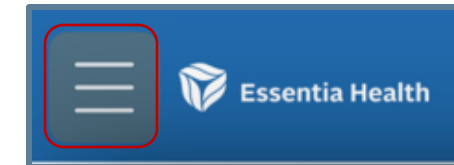
Learning Library

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
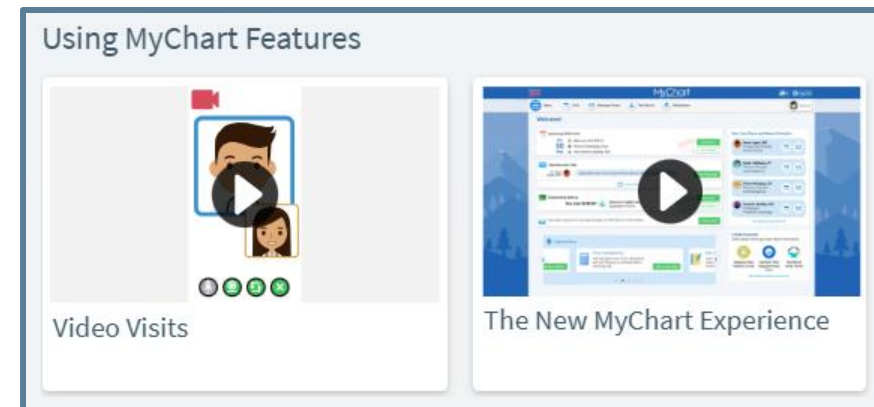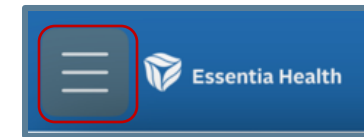
Account Settings

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**
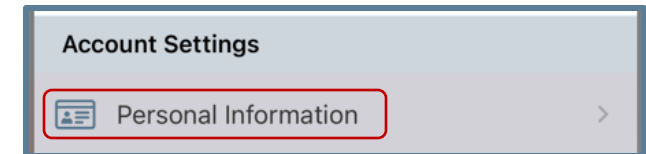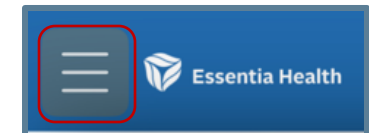
Communication Preferences

Update Your Communication Preferences

1. Click the Menu button (☰), navigate to **Account Settings**, and select **Communication Preferences**
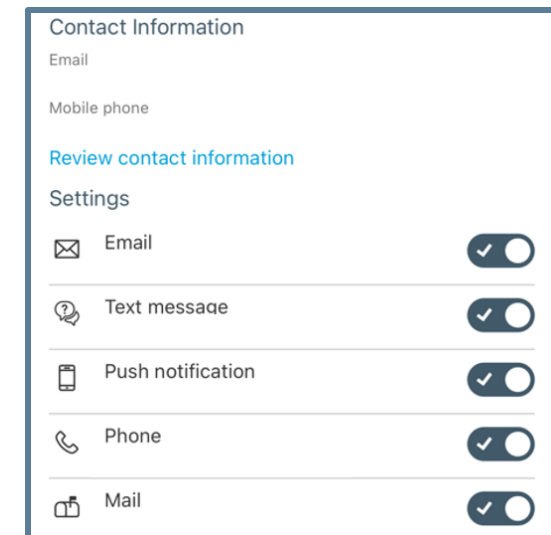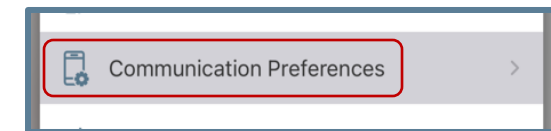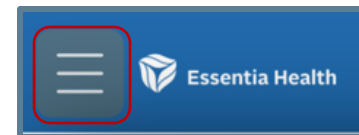

2. Customize notification settings for:

   - **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

MyChart Questions?

Call our MyChart Patient Support Line

1-888-868-9292

Email (Access Including Proxy)

MyChartSignUp@EssentiaHealth.org

Email (General Questions)

ISCustomerServiceHelpDeskSchedule@EssentiaHealth.org