**MyChart**

**VALLEY MEDICAL CENTER**

**What can you use MyChart for?**

**From your phone or computer:**
- Ask for or cancel an appointment
- Send & receive messages with your care team
- Review current medications, test results, health issues & health history
- Renew prescriptions
- View upcoming and past appointments
- Request a free medical record release
- View your billing statements
- Pay your co-pays and bills online

**What do patients like about MyChart?**

“I like that I can email my doctor with a question.”

“With two kids, time is a challenge. I love that I can request a refill for my daughter’s prescription from my phone and pick the order up on the way home from soccer practice.”

“MyChart makes it easy to request an appointment or find the date of my last check up no matter where I am.”

“I like that I can see test results online.”

“It’s easy to print immunization records for camp, school or sports.”

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**Basic Troubleshooting**

**Logging In:**
- User IDs and passwords are case sensitive.
- Forgot your username or password? From the Sign-in page, click on the link for Forgot MyChart Username? or Forgot Password? (Don’t request another activation code.)

**Expired/Lost Activation Codes:**
- Visit Valley Medical Center’s website at valleymed.org and click the MyChart link. On the drop-down box, click the button labeled 1. Request Activation Code. Or, contact technical support (see below). After we verify your information, a new code will be sent via U.S. Postal Mail or email.

**Deactivating Access**

VMC reserves the right to revoke access to MyChart.

**Still Need Help?**

**Technical Support**
- For issues with your username, password or activation code, call 1.833.615.3204.

**MyChart Customer Support**
- For appointments, click the Visits tab and choose from the drop-down list.
- For prescription refills, click the Messaging tab and select Refill Request from the drop-down list.
- To ask a question or discuss a care-related issue, click the Messaging tab and select Contact Provider’s Office from the drop-down list. Or call your provider’s office (select the Search tab and choose Search for Providers from the drop-down list.)

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**UW Medicine**

**VALLEY MEDICAL CENTER**

Remarkable things happen here.”
How can you access MyChart?

**Online**

Go to valleymed.org and click the MyChart link in the top right corner to sign in.

**MyChart App for smart phones & tablets**

(Not all MyChart functions are available on mobile)

In order to use the MyChart app, you will need to sign up first on a computer. To install the MyChart App:

1. Download the MyChart Epic Systems App from the Apple Store or the Android Market onto your device.
2. After it downloads, select “UW Medicine | Valley Medical Center” as your MyChart provider.
3. Log in. Your MyChart username and password are the same for the website and the App.

**Other things to know**

If the information below doesn’t answer your question(s), see our Frequently Asked Questions by clicking MyChart on valleymed.org, and then clicking FAQs in the lower right box.

- **MyChart messaging is for non-urgent messages only.** Please do not use MyChart to send any messages requiring urgent attention. In an emergency, call 911. For other medical urgent matters, call your clinic.

- **How quickly can I expect a response to non-urgent messages I send to my provider or clinic?** Within two business days.

- **MyChart Proxy Access for Parents and Legal Guardians:** Parents and legal guardians can connect to their children’s MyChart account if their child is between the ages of zero and twelve years old (up to the day before their 13th birthday). This is called “proxy access.” Proxy access is not allowed for patients 13 – 15 years old. (MyChart access is not available for this age group.) Proxy access can only be set up in the clinics and cannot be done over the phone or online, even in the case of a lost or expired activation code.

- **If you have a MyChart account with another healthcare organization, that account is separate.** You will not see information from Valley Medical Center in another organization’s MyChart account.

- **You cannot upload photos or documents to MyChart.**