



What is MyChart?

MyChart offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With MyChart, you can use the Internet to:

- Request medical appointments.
- View your health summary from the MyChart electronic health record.
- View test results.
- Request prescription renewals.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.

Is there a fee to use MyChart?

MyChart is a free service offered to patients of St. Elizabeth Physicians, Our Lady of the Lake Physician Group and Baton Rouge Clinic.

How do I sign up?

Patients who wish to participate will be issued a MyChart activation code during their clinic visit. This code will enable you to login and create your own user ID and password. If you were not issued an activation code or your activation code is no longer valid, you may wait until your next appointment or you may visit any one of our clinics to request one. Please bring a valid id with you.

Who do I contact if I have further questions?

You may e-mail us at mychart@steh.com, or you can call our MyChart Patient Support Line at (225) 743-2600.

When can I see my test results in MyChart?

Typically, test results are released to your MyChart account after your physician has reviewed them. This is generally within 1-12 business days.*

**Please note that only tests and lab work completed through St. Elizabeth will be available through MyChart.*

Why are certain test results not shared electronically via MyChart?

Tests of a very sensitive nature are not released to MyChart.*

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If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your doctor's office. Ask your doctor to correct any inaccurate information at your next clinic visit. Your health information is reviewed and updated in your electronic medical record each visit.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that MyChart should not be used for urgent situations. Please contact your medical center if the situation requires immediate attention or dial 911 if it is an emergency.

Can I view a family member's health record in MyChart?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal MyChart account, and then connect to information regarding their family member. Complete a Proxy Consent Form and return it to one of our medical facilities to request access to this convenient service. A patient can have any number of proxies and can be proxy for any number of other patients.

Can I ask questions regarding a family member from my MyChart account?

MyChart offers direct access to your personal health record and communicating about another individual's information would be placed in your health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish his or her own MyChart account.

I forgot my password. What should I do?

Please visit www.stepdocs.com and click on the MyChart logo. A drop down box will appear with a link that will allow you to reset your password. If you are unable to reset your password yourself, you may contact our MyChart Patient Support Line at (225) 743-2600. One of our skilled customer service team members will help you to resolve the issue.



Can you send me a new activation code as I have lost it, let it expire or did not receive it?

You may wait until your next appointment, or you may visit any one of our clinics to request an activation code. Please bring a valid id with you. Privacy issues prevent us from mailing or e-mailing a new activation code to you.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into MyChart and from the menu found on the left-hand side of the page, go to the Preferences section and select the appropriate option.

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal ID's, and passwords. Each person controls their password, and the account cannot be accessed without that password. MyChart also uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with MyChart. Unlike conventional e-mail, all MyChart messaging is done while you are securely logged on to our website.

What is your Privacy Policy?

To view our Privacy Policy, please go to <http://stepdocs.com/patients-and-visitors/new-patient-information/> and choose the document, Notice of Privacy Practices, to print or view.

I was logged out of MyChart, what happened?

We aim to protect your privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session anytime you step away from your computer.

What do I need to use MyChart?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer), or an Apple or Android mobile device to download the MyChart app.

My activation code does not work. What should I do?

For your security purposes, your activation code expires after 60 days and is no longer valid after the first time you use it. If neither is the cause, you can email us at mychart@steh.com, or call our MyChart Patient Support Line at (225) 743-



2600.

Is my activation code my user ID?

No, your activation code is not your MyChart ID or password. You will use this code only once to enroll in MyChart for the first time. (The code will expire after you have used it or after 60 days). When you log into MyChart the first time, you will then be asked to create your own unique MyChart ID and password.