



myBeaumontChart helps you to be an active, engaged participant in your health care. With *myBeaumontChart* you get secure online access to portions of your Beaumont Health medical record. *myBeaumontChart* is your personalized view into your medical record stored in Beaumont Health's Electronic Health Record (EHR) called oneChart. With *myBeaumontChart*, you can:

View your medical record online

- View your medical information online wherever you have internet access (e.g. your home computer, your Smart Phone, your tablet, etc.) ...all day...any time.
- Receive tests results online within days. Test results typically come available between 3-7 days following test completion.
- Review your medications, immunizations, allergies, and medical history when your doctor enters them into your electronic chart.

Stay in touch with your Physician

- Have a question for your Care Team? Send a secure message and forget about playing phone tag.

Manage your appointments and Beaumont Health bills

- Bypass waiting on the phone and schedule your next appointment online.
- Request an appointment for an outpatient test at a Beaumont Health facility.
- View details of past (up to 5 years' worth) and upcoming appointments.
- Use eCheck-in to complete pre-visit "paperwork" online before your appointment to minimize time spent in the waiting room.
- Pay your Beaumont Health bill online.

Stay connected while on the go

1. Download the MyChart app to keep track of your health using your Smart Phone and/or tablet. **Note:** Some features are not enabled when accessing your account via the app.
2. Conduct visits using Beaumont Health's state-of-the-art Telehealth solutions like E-Visits and Video Visits.
3. Download your Beaumont Health record to take with you when receiving care elsewhere.
4. Request refills of your medication online.

Secure Access

- Your information is safe from unauthorized access because *myBeaumontChart* is password-protected and delivered by an encrypted connection.

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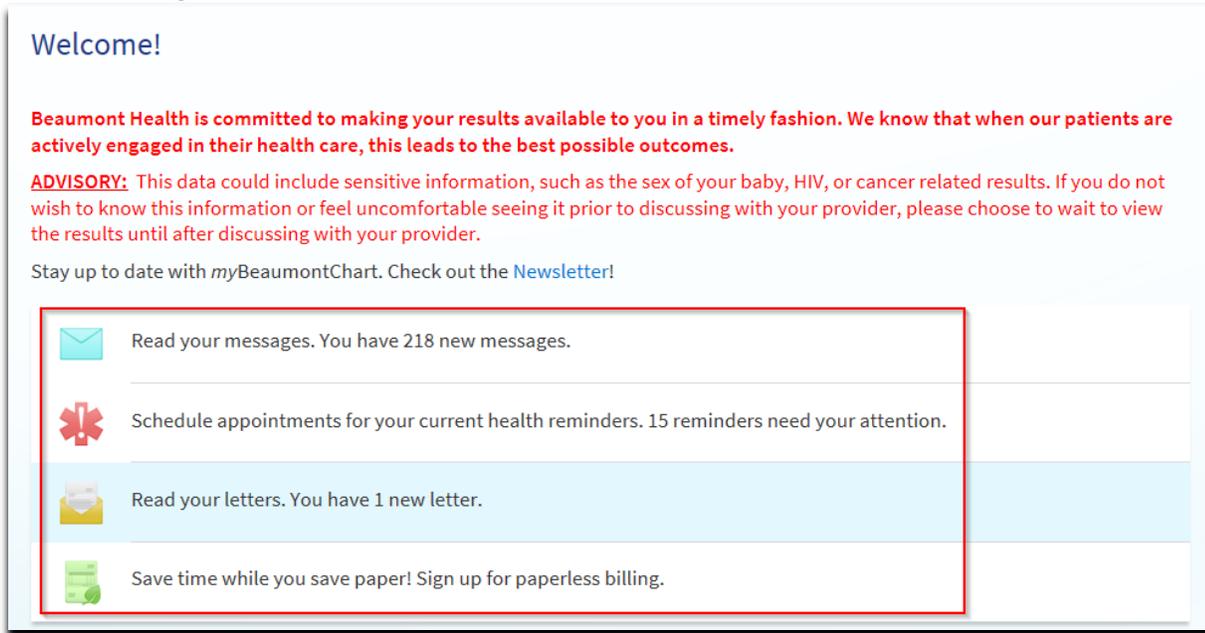
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Basics

After you log into your account, you will navigate to your personal landing page.

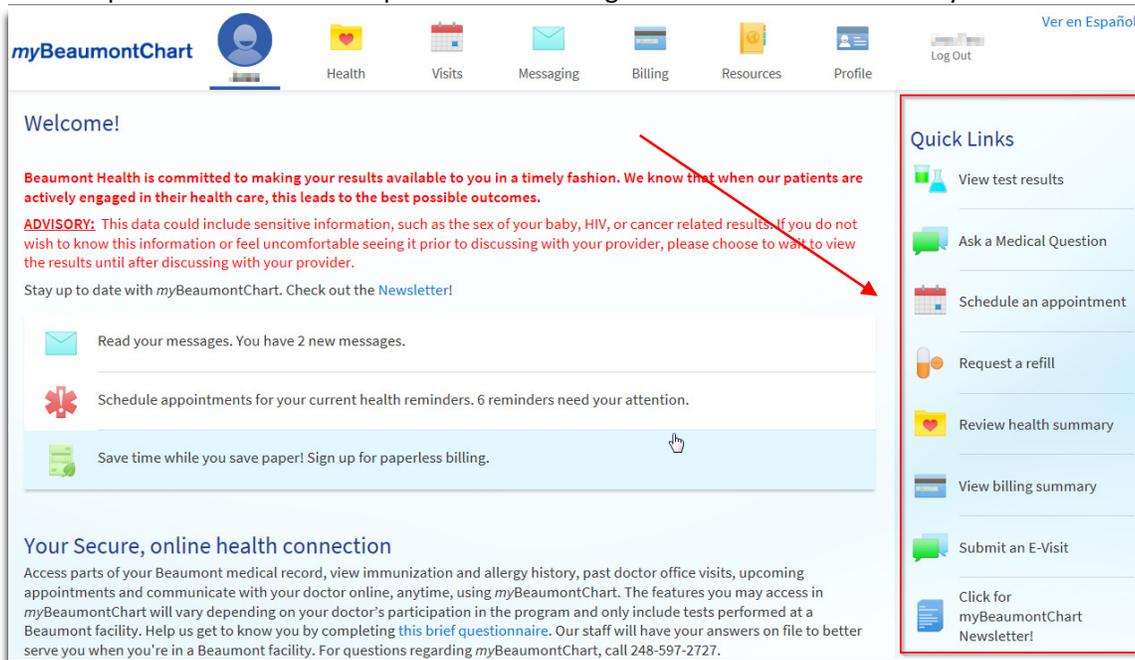
Notifications

In the welcome section of your landing page, you might see new notifications. Select the notification to view the new message.

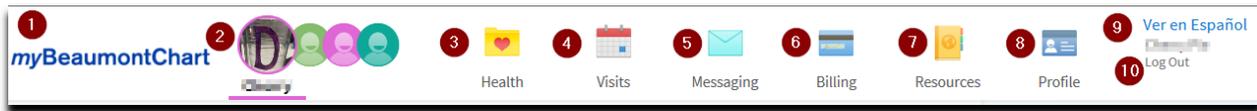


Quick Links

We have placed some common quick links on the right side of the screen for easy access.



Header



1. **myBeaumontChart** can be selected to quickly take you back to the home landing page.
2. If you have proxy access to someone’s records, the bubble in the header will indicate which patient record you are viewing.

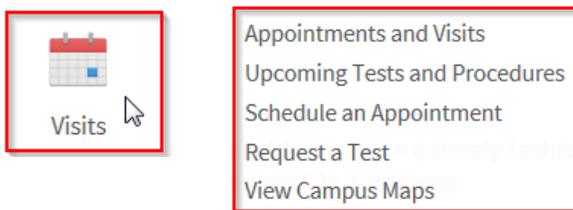
3. **Health Button**

When you select the Health Button, a drop down of selections are available to view information within your record and access medical tools.



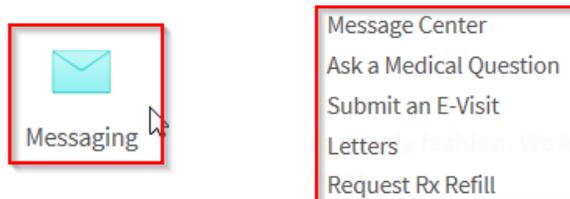
4. **Visits Button**

When you select the Visit Button, a drop down of selections are available regarding appointments or to request an appointment.



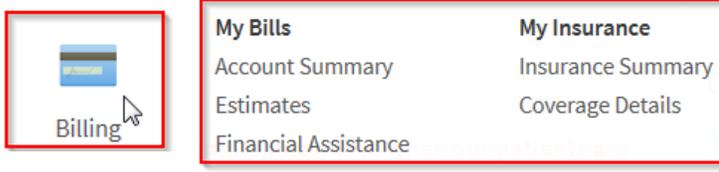
5. **Messaging Button**

When you select the Messaging Button, a drop down of selections are available to view messages, letters and options to communicate with your physician.



6. **Billing Button**

When you select the Billing Button, a drop down of selections are available to review Beaumont billing information and your insurance information on file with Beaumont.



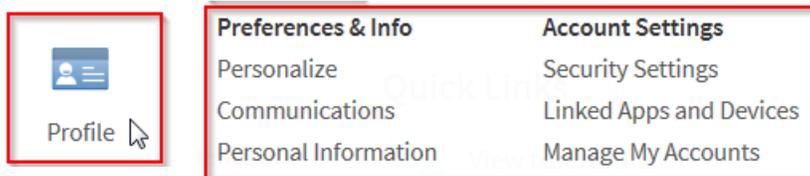
7. **Resources Button**

When you select the Resources Button, a drop down of selections are available to review...



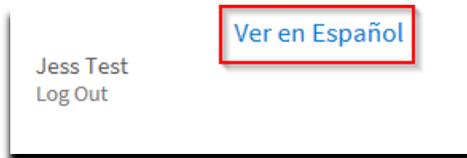
8. **Profile Button**

When you select the Profile Button, a drop down of selections are available to change your **Preferences & Info** and **Account Settings** {including but not limited to: change password, update security question, etc.}



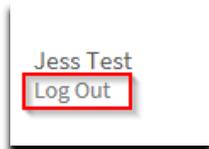
9. **Language**

Currently we offer myBeaumontChart in Spanish, select the language above your name in the top right corner of the screen.



10. **Log Out**

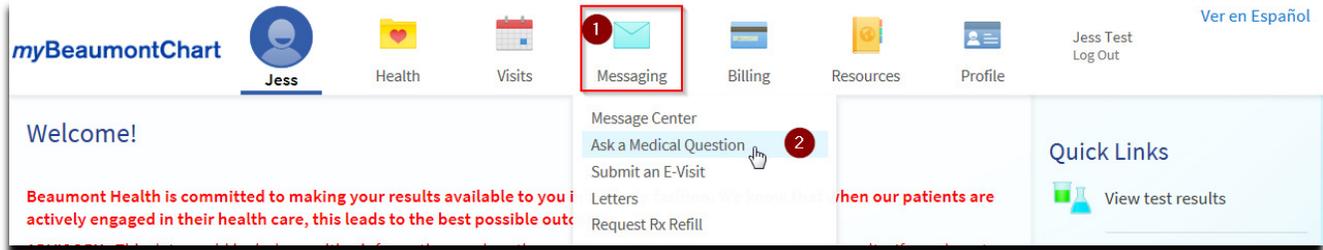
Select the Log Out button in the top right corner of your screen to end your myBeaumontChart session.



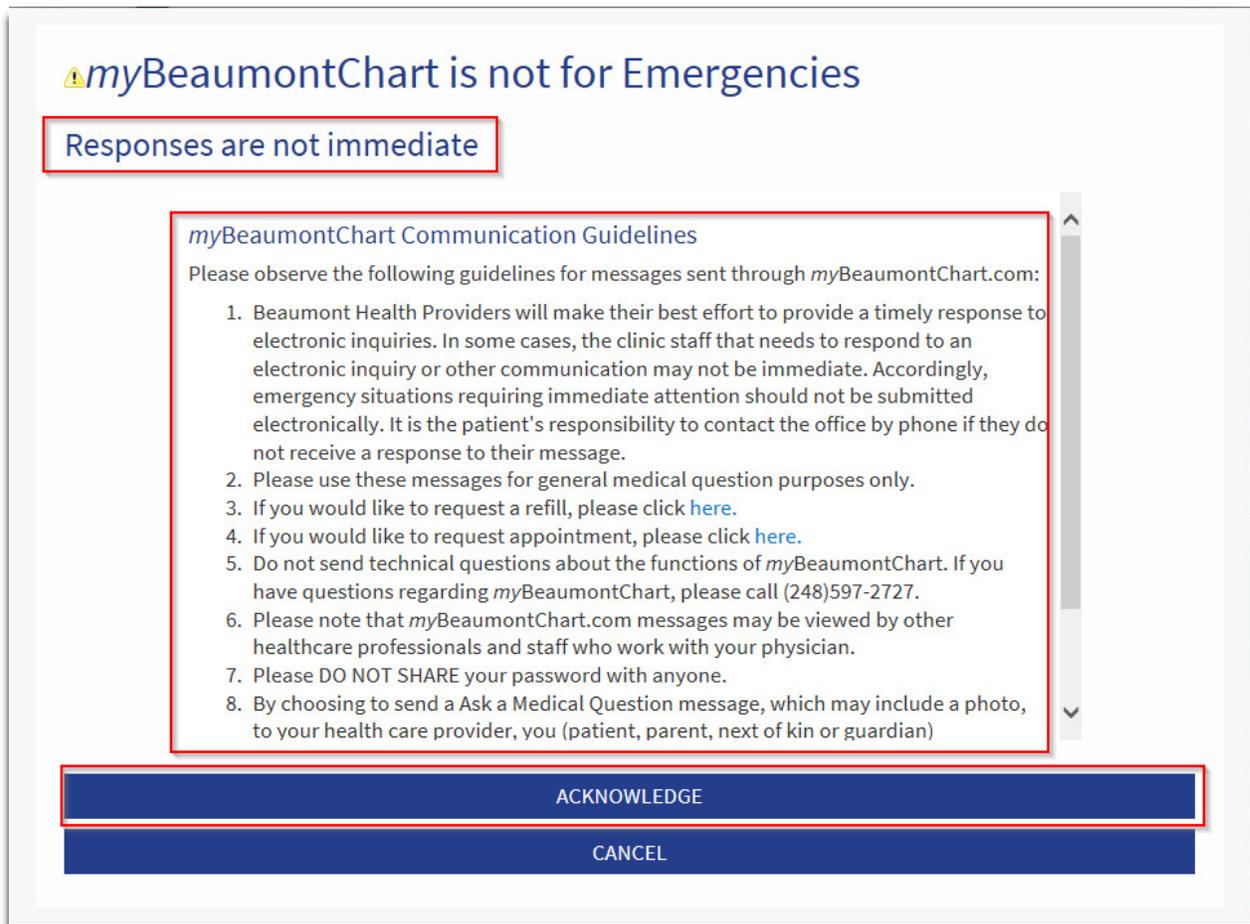
Connect with your Provider

Ask a Medical Question

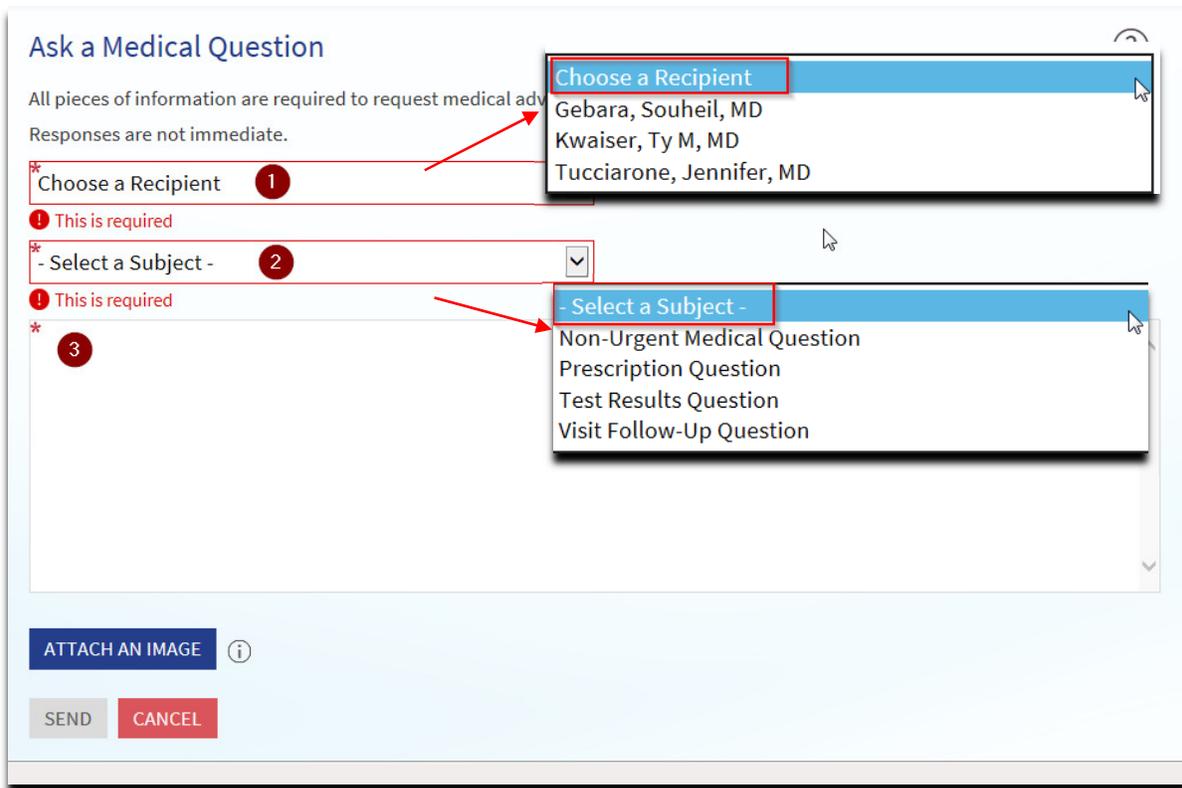
Send secure, non-urgent medical questions to your physician about prescriptions, test results and office follow-ups by selecting **Ask a Medical Question** under that **Messaging** button.



Read the information on the **Communication Guidelines** screen, then click **Acknowledge** if you still want to send a message. Click **Cancel** if you don't want to send the message.



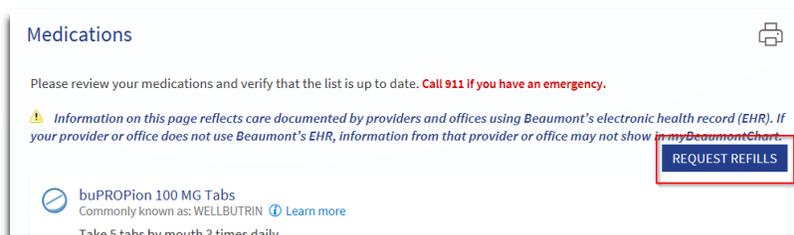
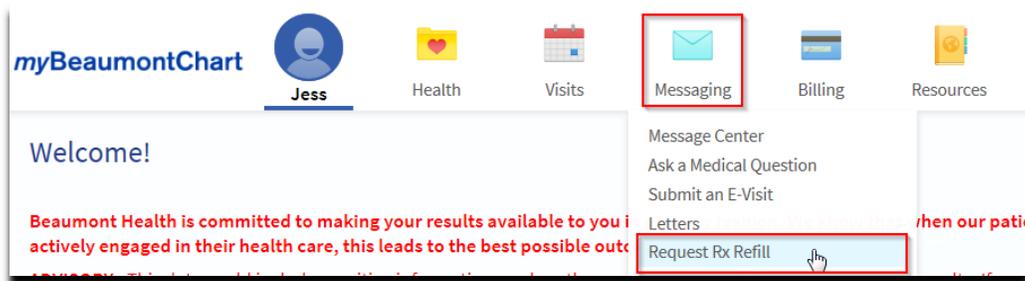
- 1. Choose a Recipient:** This might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
- 2. Select a Subject:** Choose from the items in the drop-down list.
- 3. Message:** Type your question and then click **SEND**



Medication Refill Request

Conveniently request medication refills with your physician office, within myBeaumontChart.

1. From the medication list, click **Request Refills**.



- 2. Select the check box next to the medication you need refilled and enter any comments. Click **Next**.

Refills

Choose prescriptions to refill.

- buPROPion 100 MG Tabs**
Commonly known as: WELLBUTRIN [Learn more](#)
Take 5 tabs by mouth 3 times daily.
Prescribed July 25, 2018 Quantity 30 Tabs
Approved by Jennifer Tucciarone, MD
- ciprofloxacin 750 MG Tabs**
Commonly known as: CIPRO [Learn more](#)
Take 1 tab by mouth every 12 hours.
Prescribed February 27, 2018 Quantity 30 Tabs
Approved by Jennifer Tucciarone, MD
- hydrocodone-acetaminophen 5-325 MG Tabs**
Commonly known as: NORCO [Learn more](#)
This medication isn't available for refill through myBeaumontChart at this time.

NEXT **CANCEL** 1 medication selected

- 3. Select a delivery method, pharmacy, and pickup date and time that's convenient for you, if applicable. Click **Next**.

Pharmacy

Please choose how you would like to receive your refills and enter any comments or concerns you have for your selected medications.

Selected Refills

- buPROPion 100 MG Tabs**
Commonly known as: WELLBUTRIN
Take 5 tabs by mouth 3 times daily.
[+ Add comments](#)

How would you like to receive your medication?

Pick up at a pharmacy

Select a pharmacy

CVS PHARMACY # 1150 - ROYAL OAK, MI - 30900 WOODWARD , 248-549-4688 , 248-549-4733

Pharmacy hours: The time when this pharmacy is open is not available

BACK **NEXT** **CANCEL**

- 4. Review the details of your refill request and click **Submit**. You will receive a message in your MyChart Inbox when your prescription refill is processed.

Review

Does everything look correct?

- buPROPion 100 MG Tabs**
Commonly known as: WELLBUTRIN
Take 5 tabs by mouth 3 times daily.
[+ Add comments](#)

Pharmacy

CVS PHARMACY # 1150 - ROYAL OAK, MI - 30900 WOODWARD , 248-549-4688 , 248-549-4733
30900 WOODWARD
ROYAL OAK MI 48073
Phone number: 248-549-4688

BACK **SUBMIT** **CANCEL**

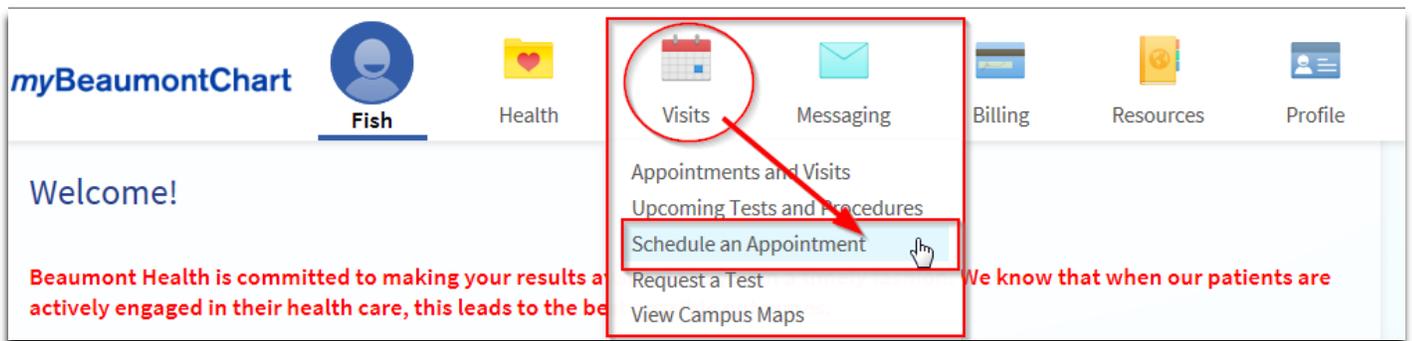
E-Visit

If you have a minor, non-urgent medical concern, you can connect with your Beaumont doctor through our interactive E-Visit. Use the **Submit an E-Visit** quick link on the right side of the screen (or from the Visits menu) to get started. You must accept the E-Visit disclaimer to begin the E-Visit. Select from a predefined list of reasons for your E-Visit and select the provider you want to send your E-Visit to.

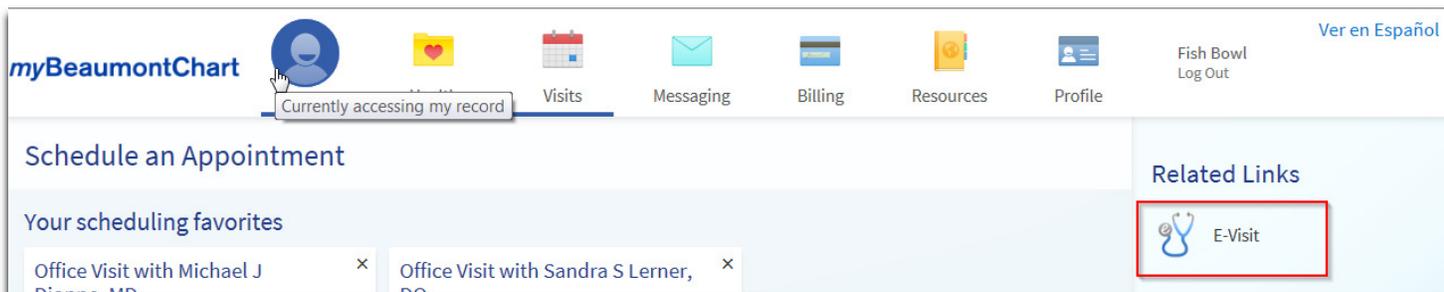
Note: Your recipient list will be determined by the providers who accept E-Visit messages and your relationship with these providers. Not all providers accept E-Visits currently; thus, you may or may not see your care team of providers listed.

Follow the rest of the screen prompts and you're on your way to receiving virtual care!

1. Select **Schedule an Appointment** from the Visits Menu



2. Click on **E-Visit** from the Related Links on the right side of the screen.



3. Click **ACCEPT**

E-Visit Terms and Conditions



Beaumont Health System Disclaimer

An "e-visit" is a non-urgent and non-emergent electronic message from you to your primary care provider through which you may request medical advice. Your primary care provider will determine if an office visit is needed to assess your health problem or whether a medical plan of treatment can be directed through the e-visit communication. E-visits are now available and WILL NOT be used for urgent or emergent medical questions or health problems.

You may initiate an e-visit through the electronic clinical record, myBeaumontChart patient portal, in which you answer questions based upon a list of general symptoms and/or conditions for assessment by your primary care provider. Any information (including photo or video) provided by you to your primary care provider and your primary care provider's response to you during an e-visit is retained in your myBeaumontChart clinical record.

By choosing to send an e-visit message, which may include a photo or video, to your health care provider, you (patient, parent, next of kin or guardian) acknowledge that any photos or videos sent by e-visit will be retained in the myBeaumontChart clinical record. The photo or video will only be used and retained for ongoing treatment purposes.

Depending on the provider/clinic, an e-Visit will likely be between \$50 - \$60. We will bill your insurance carrier for these services. You will be financially responsible for any charge related to the E-Visit that are not covered by your insurance carrier and any follow-up care ordered or directed as a result of the E-Visit, including, but not limited to, diagnostic test, prescribed drugs, laboratory test, referrals for subsequent care or an office visit.

You can expect a response within 1 business day following your e-visit message. Your primary care provider's response time might be delayed on/around holidays due to our office being closed. You

ACCEPT
DECLINE

4. Choose the Reason for the E-Visit, a recipient and a Pharmacy, then click NEXT.

E-Visit Terms and Conditions

 Reason
 Personal Info
 Health Issues
 Medications
 Allergies
 Questionnaires
 Confirm

* Indicates a required field

Please complete the following page and click Next. You may be asked to verify that we have accurate medical information on file for you. You will also be asked a series of questions about your health. **Depending on the provider/clinic, an E-Visit will likely be between \$50 - \$60. We will bill your insurance carrier for these services. You will be financially responsible for any charge related to the E-Visit that are not covered by your insurance carrier and any follow-up care ordered or directed as a result of the E-Visit, including, but not limited to, diagnostic test, prescribed drugs, laboratory test, referrals for subsequent care or an office visit.**

***What brings you in today?** 1

Please cancel this E-Visit and contact your clinic if none of these reasons match your symptoms.

Back Pain	Chest Cold	Cough
Diarrhea	Fatigue	Headache
Heartburn	Head Cold	Red Eye
Urinary Problems	Vaginal Discharge/Irritation	

Who would you like to send this E-Visit to? 2

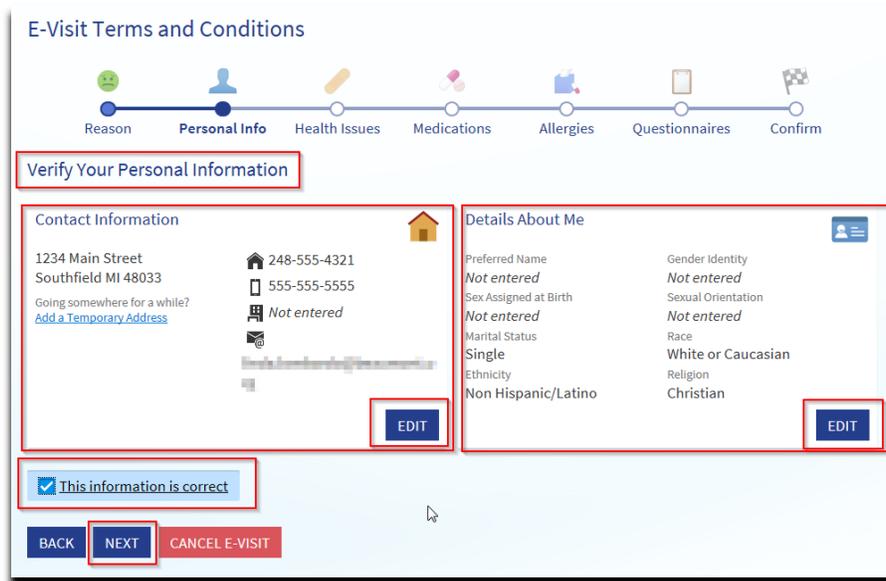
* Ripley, Trevor, MD -PCP- ▼

Where would you like any prescriptions to be sent? 3

* CVS 16089 IN TARGET - 16089 - 32001 JOHN R. ROAD MADISON HEIGHTS, MI 48071 - 248-585-4716 - 248-581-1511 ▼

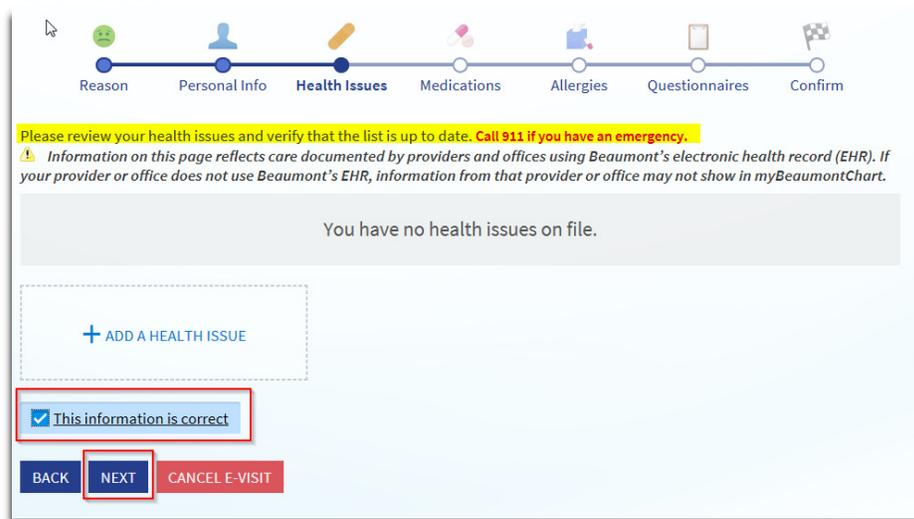
NEXT
CANCEL E-VISIT

- 5. Verify your Personal Information (Contact Information & Details About Me)
 - If any corrections/changes or additions need to be made, Click **EDIT**
 - **This information is correct** – check this box If everything is correct or once you have made changes and reviewed.
 - Then click **NEXT**



- 6. Verify the following sections the same way:

- **Health Issues**



- Medications

You have no medications on file.

+ ADD A MEDICATION

Medications You've Asked to be Added

TENORMIN (atenolol) 50 MG Tabs
Learn more
Started taking on January 2, 2015

PRAVACHOL (pravastatin) 20 MG Tabs
Learn more
Started taking on January 2, 2014

REMOVE

You can Remove a Medication if you are no longer taking it

This information is correct

BACK NEXT CANCEL E-VISIT

- Allergies

E-Visit Terms and Conditions

Reason Personal Info Health Issues Medications Allergies Questionnaires Confirm

Please review your health issues and verify that the list is up to date. Call 911 if you have an emergency.
Information on this page reflects care documented by providers and offices using Beaumont's electronic health record (EHR). If your provider or office does not use Beaumont's EHR, information from that provider or office may not show in myBeaumontChart.

You have no allergies on file.

+ ADD AN ALLERGY

This information is correct

BACK NEXT CANCEL E-VISIT

- **Questionnaires** (based on the reason you're requesting an E-Visit)
You'll be able to review all your answers at the end and make corrections if needed.

E-Visit Terms and Conditions

Reason Personal Info Health Issues Medications Allergies Questionnaires Confirm

* Indicates a required field.

How long have you been coughing?
Just today **For a few days** For a week For one to four weeks For more than a month

How would you describe the cough?
A cough from a scratchy throat **A cough that is part of a cold** A cough from congested lungs A deep cough Wheezing None of the above

How often are you coughing?
Constantly **In spasms that come and go** Infrequently but steadily None of the above

Does the cough prevent you from sleeping at night?
Yes No

What other symptoms have you experienced with the cough?
Select all that apply.
Runny nose Blocked sinuses Sore throat Swollen glands Chest pain Headache Leg swelling None of the above

* Do you have a fever?
Yes, I have a low fever (less than 101 degrees) Yes, I have a high fever (101 degrees or more) **No, I do not have a fever** I do not know

* Are you coughing up any mucus?
I am coughing up a lot of mucus **I am coughing up a little bit of mucus** No, it's a dry cough

BACK NEXT CANCEL E-VISIT

E-Visit Terms and Conditions

Reason Personal Info Health Issues Medications Allergies Questionnaires Confirm

Please review your responses. You may select any question to modify an answer.

Question	Answer	
How long have you been coughing?	For a few days	Click on the pencil icon to edit the answer
How would you describe the cough?	None of the above	Edit this answer
How often are you coughing?	In spasms that come and go	

- **Confirm the information – then Submit**

E-Visit Terms and Conditions

Reason Personal Info Health Issues Medications Allergies Questionnaires **Confirm**

You're Almost Done!
Please take a moment to confirm your information. Your E-visit will not be submitted until you click **Submit E-Visit**.



E-Visit with Ripley, Trevor, MD

Chest Cold
This is the reason selected for Fish Bowl's E-Visit.

CVS 16089 IN TARGET - 16089 - 32001 JOHN R. ROAD MADISON HEIGHTS, MI 48071 - 248-585-4716 - 248-581-1511
Prescriptions for this visit will be sent to your selected pharmacy.

Completed Steps

Reason [Edit](#)

Personal Info [Edit](#)

Health Issues [Edit](#)

Medications [Edit](#)

Allergies [Edit](#)

Questionnaires [Edit](#)

BACK **SUBMIT E-VISIT** CANCEL E-VISIT

E-Visit Terms and Conditions



✓ Thank you for submitting your E-Visit! You can expect a response within one business day. If you do not receive a response or your symptoms get worse, please call your clinic.

Please feel free to print this page for your records. A copy of your questionnaire responses can be found in the Sent Messages section of the Message Center.



E-Visit with Ropley, Trevor, MD



Chest Cold

This is the reason selected for Fish Bowl's E-Visit.



CVS 16089 IN TARGET - 16089 - 32001 JOHN R. ROAD MADISON HEIGHTS, MI 48071 - 248-585-4716 - 248-581-1511

Prescriptions for this visit will be sent to your selected pharmacy.

[BACK TO THE HOME PAGE](#)

Video Visit

Video visits offer you the ability to receive non-urgent care from your provider through a live audio/video stream using your smartphone, tablet, or computer with webcam. ***(Using a smartphone or tablet is recommended!)***

To schedule a video visit, simply log onto myBeaumontChart, click the **Schedule an appointment** quick link on the right side of the screen, and choose the "Video Visit" option. From there, you will be prompted to provide the information necessary to schedule the video visit. Currently, the following browsers are supported: Internet Explorer, Firefox, Google Chrome, and Safari. **Note: Not all providers accept Video Visit appointments currently.**

Make sure you have a stable internet connection on the device you are using for the video visit. If your hardware test is unsuccessful, please contact us at 248-597-2727 for assistance. For any scheduling questions or concerns, please contact your provider.

Note: Not all Beaumont doctors use the myBeaumontChart electronic medical record. The features you may access will vary depending on your doctor's participation.

Prepare for your video visit

To ensure a smooth connection, complete the following tasks well in advance of your video visit:

If you are using a computer:

- Make sure you have a webcam set up. This can be a webcam that's part of a laptop or a separate USB webcam.
- Make sure you've installed Adobe Flash Player with the most recent updates.

For the best experience, we recommend using a smartphone or tablet for the best experience.

After you've done these things, you can test that everything is working in MyChart. You should complete this test at least 30 minutes prior to your video visit start time.

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click **Details**.
3. Click **Test Hardware** to make sure that your camera and microphone are working. Note that this button no longer appears when the option to connect to the video visit becomes available, typically 15 minutes prior to the visit.

Connect to the video visit

You can connect to the video visit 15 minutes before your appointment start time.

1. Go to **Visits > Appointments and Visits**.
2. Locate the video visit and click **Details**.
3. Click **Begin Video Visit**.

After you connect to the video visit, you might need to wait for your doctor to connect.

Control the video visit

During the video visit, you can resize the window and move it around your screen if needed without worrying about disconnecting.

Manage Appointments

Appointment Information

You can view your past or future appointments by going to **Visits > Appointments and Visits**.

Select a past appointment to view the After Visit Summary. You can also view any of your doctor's visit notes that are shared with you by selecting the **Notes** tab.

Select a scheduled future appointment or click **Details** to see info such as:

- The date, time, and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic

Pre-registration Information

If an upcoming appointment is eligible for eCheck-in, you can use it to take care of tasks such as the following before you arrive at the clinic:

- Pay visit copays
- Pay pre-payments and balance payments
- Verify or update insurance and demographics information
- Verify or update medications, allergies, and current health issues
- Answer appointment-related questionnaires
- Verify guarantor information

Request an Appointment

To request or schedule an appointment, go to **Visits > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the *Request an Appointment* or *Schedule an Appointment* page.

- 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.
- When you schedule an appointment, you schedule 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.

Request to be on Wait List

You can request to be added to the wait list and be notified if an earlier appointment becomes available. You can do this when you are making your appointment online. Check the box if you want to Join the wait list, then click Schedule.

Schedule an Appointment START OVER

Providers [Edit](#)
Trevor Ripley,
MD

Reason for visit [Edit](#)
Office Visit

Locations [Edit](#)
Beaumont Family
Medicine Center,
Sterling Heights

Time [Edit](#)
Tuesday October
1, 2019 11:00 AM

 [Verify and schedule](#)

Is everything correct?



Office Visit with Trevor Ripley,
MD

 Tuesday October 1, 2019
11:00 AM

 Beaumont Family Medicine
Center, Sterling Heights
44250 Dequindre Rd
STERLING HEIGHTS MI 48314
248-964-0400

*What is the most important thing you want addressed during this visit?
pain in left shoulder

Before scheduling...

Join the wait list and be notified if earlier appointments
open up

Favorite this appointment to easily schedule again later

SCHEDULE

Schedule Appointments

To request or schedule an appointment, go to **Visits > Schedule an Appointment**. Depending on the reason for scheduling or type of appointment you choose, you'll be directed to the Request an Appointment or Schedule an Appointment page.

- 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.

- When you schedule an appointment, you schedule 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.

Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyChart. If it is too close to your appointment date or time, you'll need to call the clinic to cancel your appointment.

1. Go to **Visits > Appointments and Visits**, and select the appointment from the list or click **Details**.
2. Click **Cancel**, enter cancellation comments, and click **Confirm Cancellation**.

Medical Information

Access Records as Parent or Caregiver

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that might be particularly useful include:

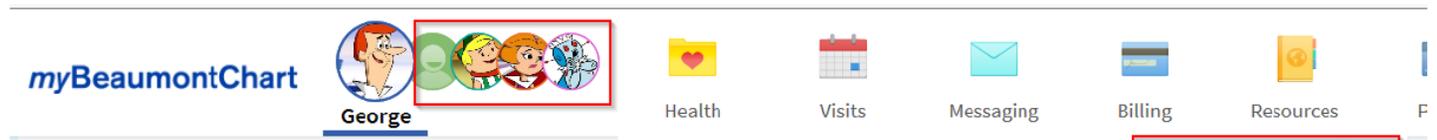
- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

If you're a parent, you can have full access to your child's record through age 11. For teens aged 12-18 years old, your access will be set to a limited view to support protection of adolescents under state law for protected services. Please contact your child's *primary care physician* if you have questions regarding patient care.

This section explains how to access a family member's record and how to access growth charts and immunizations in in a child's record.

Access a family member's record

After you've received permission, you can view a family member's records by clicking the photo or name for that family member in MyChart.



After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.

View and print your child's immunization record

When you are in your child's record in MyChart, go to **Health > Immunizations**. You can see the immunizations your child has received and the dates on which he/she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click  .

View your child's growth charts

To view your child's growth charts, open your child's record and go to **Health > Growth Charts**.

You can customize the view of the growth chart by:

- Choosing a different Chart Set. For example, you can switch between growth charts provided by the Center for Disease Control (CDC) and the World Health Organization (WHO).
- Changing the Chart Type. For example, you can switch the view from length-for-age to weight-for-age or Body Mass Index-for-age.

You can also view the growth chart with a different unit of measure (metric or standard) by selecting the option for that unit of measure.

If you want a copy of the growth chart for your records, click .

Medication Information

View your current medications

Go to **Health > Medications** to see all your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **Learn more** link.

 • Remove a medication you're no longer taking by clicking **Remove**.
• Add a new medication by clicking **Add a Medication**.

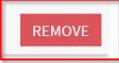
Medications 

 Do not take these medications. If you have questions, consult your treatment team. Prescriptions are not refillable while you're admitted to the hospital.

Please review your medications and verify that the list is up to date. **Call 911 if you have an emergency.**

 Information on this page reflects care documented by providers and offices using Beaumont's electronic health record (EHR). If your provider or office does not use Beaumont's EHR, information from that provider or office may not show in myBeaumontChart.

 **Ibuprofen 200 MG PO Cap**
[Learn more](#)
Take 200 mg by mouth every 4 hours as needed.
Documented by [Marsha Grubbs](#)

 **atenolol 50 MG Tabs**
Commonly known as: TENORMIN [Learn more](#)
Take 50 mg by mouth once daily.
Started taking September 13, 2014
Documented by [Jennifer Tucciarone, MD](#) 



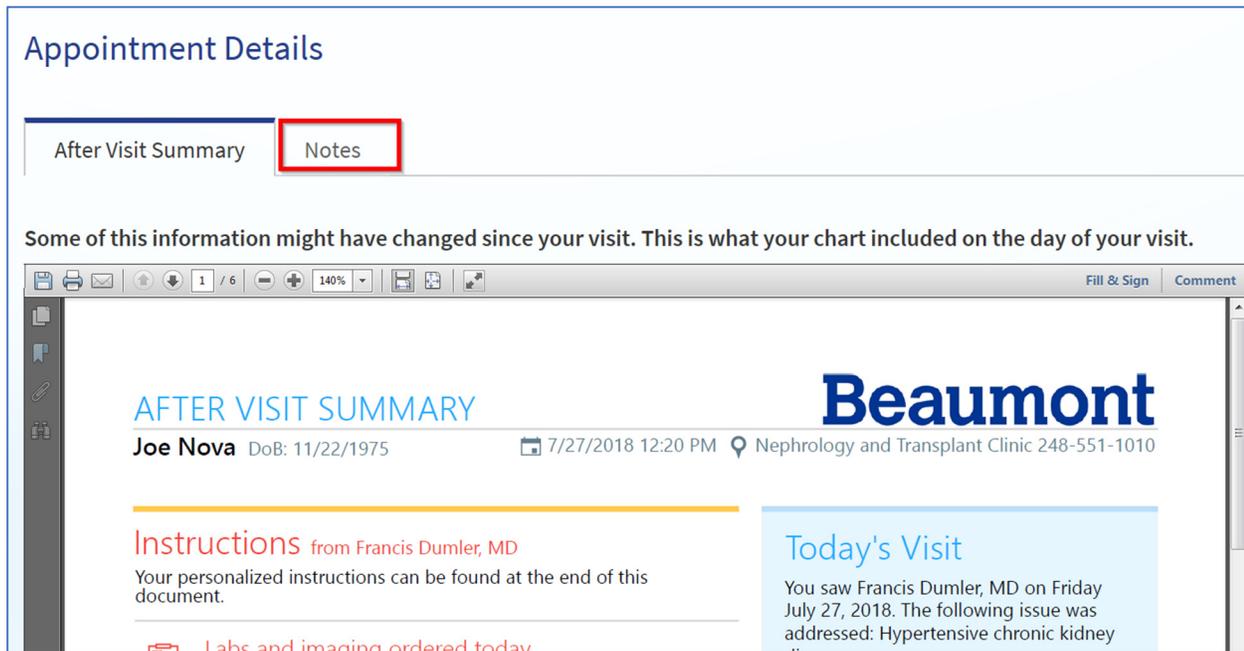
Office Visit Summaries

You can view your past or future appointments by going to **Visits > Appointments and Visits**. Select a past appointment to view the *After Visit Summary*.

Physician Notes

You can also view any of your doctor's visit notes that are shared with you by going to **Visits > Appointments and Visits**.

Select a past appointment and select the **Notes** tab to view them.



Test Results

View your test results

With MyChart, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **Health > Test Results**. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result.

Receive email or text messages when new results are available

1. Go to **Profile > Communications**.
2. Expand the Health section and select a notification option next to Test Result.
3. Update your email address and mobile phone number if needed at the bottom of the page.

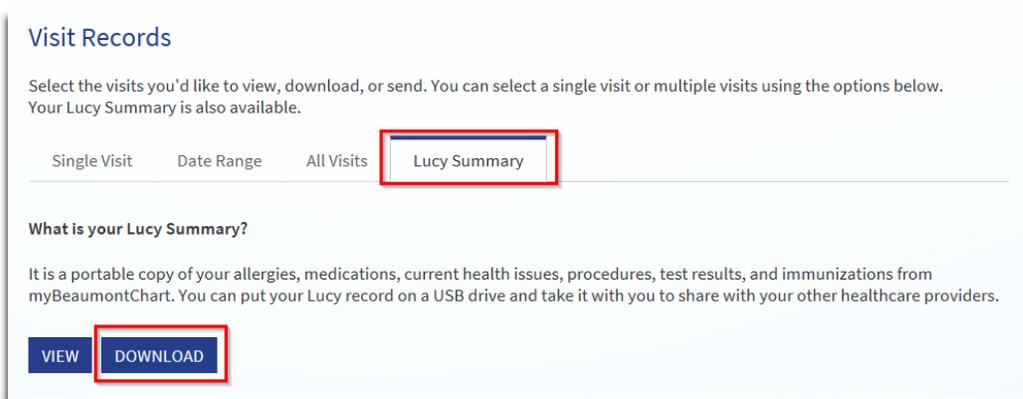
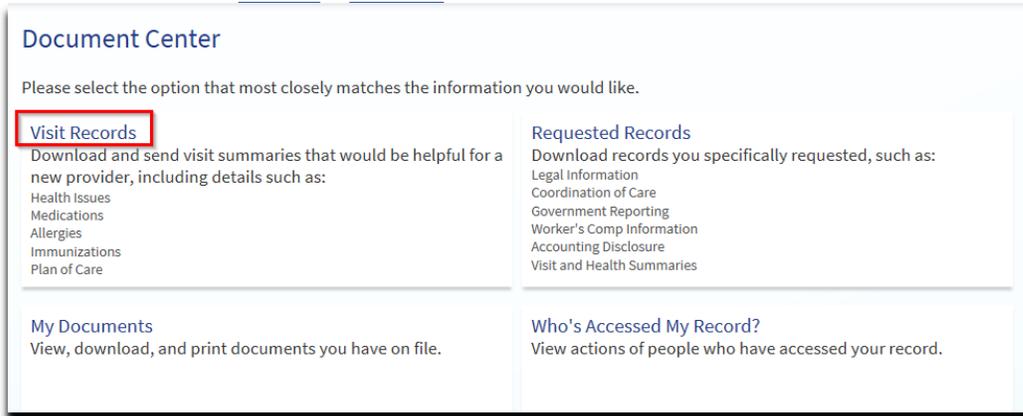
Medical Tools

Download Record

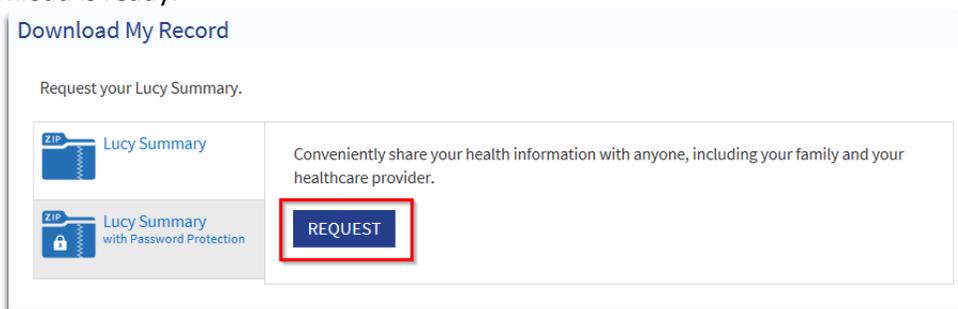
View or download your medical record

You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all the allergies, medications, current health issues, procedures, test results, and immunizations you can see in MyChart. If necessary, the information on your USB drive can be uploaded into a personal health record or another healthcare organization's electronic health record.

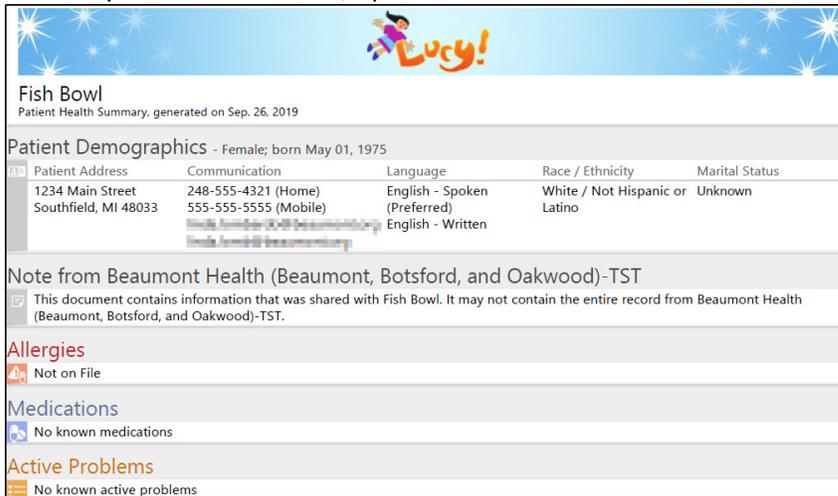
1. Go to **Health > Document Center**.
2. Click **Visit Records** and select the **Lucy Summary** tab.



3. Click **Download** and then click **Request** for the message that appears. You'll be notified when your download is ready.



4. When you are prompted to save or open the file, click **Save** and save it to an accessible location on your computer.
5. Open the folder and extract the .zip file.
6. To view your medical record, open the PDF file in the folder.



Lucy

Lucy and MyChartCentral

- Lucy and MyChartCentral can help you collect and permanently store your health information from places where you are seen for care, including the information you see here in myBeaumontChart.
- With MyChartCentral you can access all your MyChart accounts, including those from other participating healthcare organizations nationwide, from one place using a single username and password.
- MyChartCentral also provides you access to Lucy. Lucy is a personal health record that gives you a permanent home to organize all your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it among all organizations where you receive care.

Share My Record

Share your medical information with someone else

Share Everywhere is a way for you to share your medical information with the people who are taking care of you. Using your MyChart or MyChart mobile account, you can generate a share code and provide it to the person you want to share your health data with. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse, for example. The share code recipient enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your health system to help keep your care team informed of the care they provided.

1. Go to the Share My Record activity.
 - On the MyChart website, it's accessible under the **Health > Medical Tools** menu.
 - On the MyChart mobile app, it's accessible from the home screen after you've logged in. Note that you must update the MyChart mobile app to version 5.4 or higher to use Share Everywhere.
2. Enter the name of the person who will be viewing your record and request the share code.
3. Tell that person to go to www.shareeverywhere.com to enter the code along with your date of birth.

Message Center

[Messages Received and Sent](#)

[View messages from your clinic or doctor's office](#)

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Messaging > Message Center**).

[Receive email or text messages when new MyChart messages are available](#)

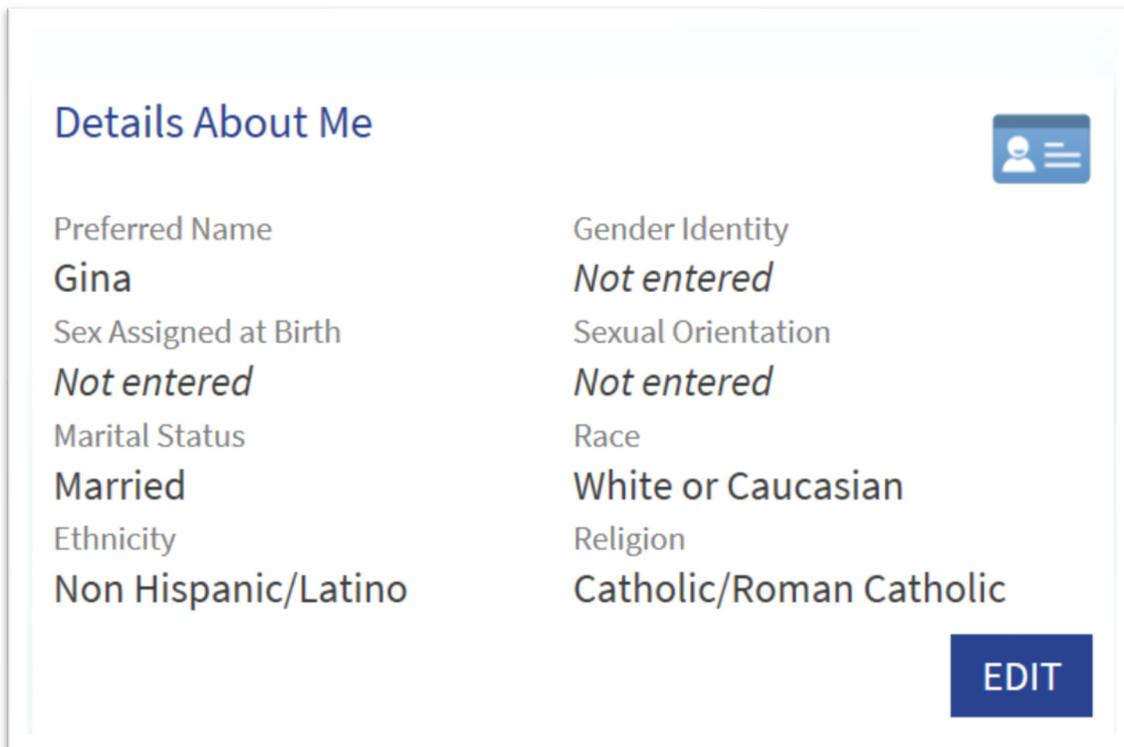
1. Go to **Profile > Communications**.
2. Expand the Messages section and select a notification option.
3. Update your email address and mobile phone number if needed at the bottom of the page.

Personalize Your Account

[Personal Information](#)

Patients can now update more personal information within myBeaumontChart such as, Preferred name, Gender Identity, Marital Status, etc.

1. Select **Profile > Personal Information** (under the *Preferences & Info* Panel).



[Password](#)

[Change your MyChart password](#)

To ensure that your medical information stays protected, consider changing your MyChart password periodically. To do so, go to **Profile > Security Settings** (under the *Account Settings* Panel).

Security Question

Change your MyChart security question and answer

To update your security question and answer go to **Profile > Security Settings** (under the *Account Settings* Panel). This is used when you forget your MyChart username or password.

Email Address

1. Go to **Profile > Personal Information**
2. Update your email address and mobile phone number if needed at the bottom of the page.
3. You can also update your email address from the **Profile > Communications** page – it will be at the bottom of the page.

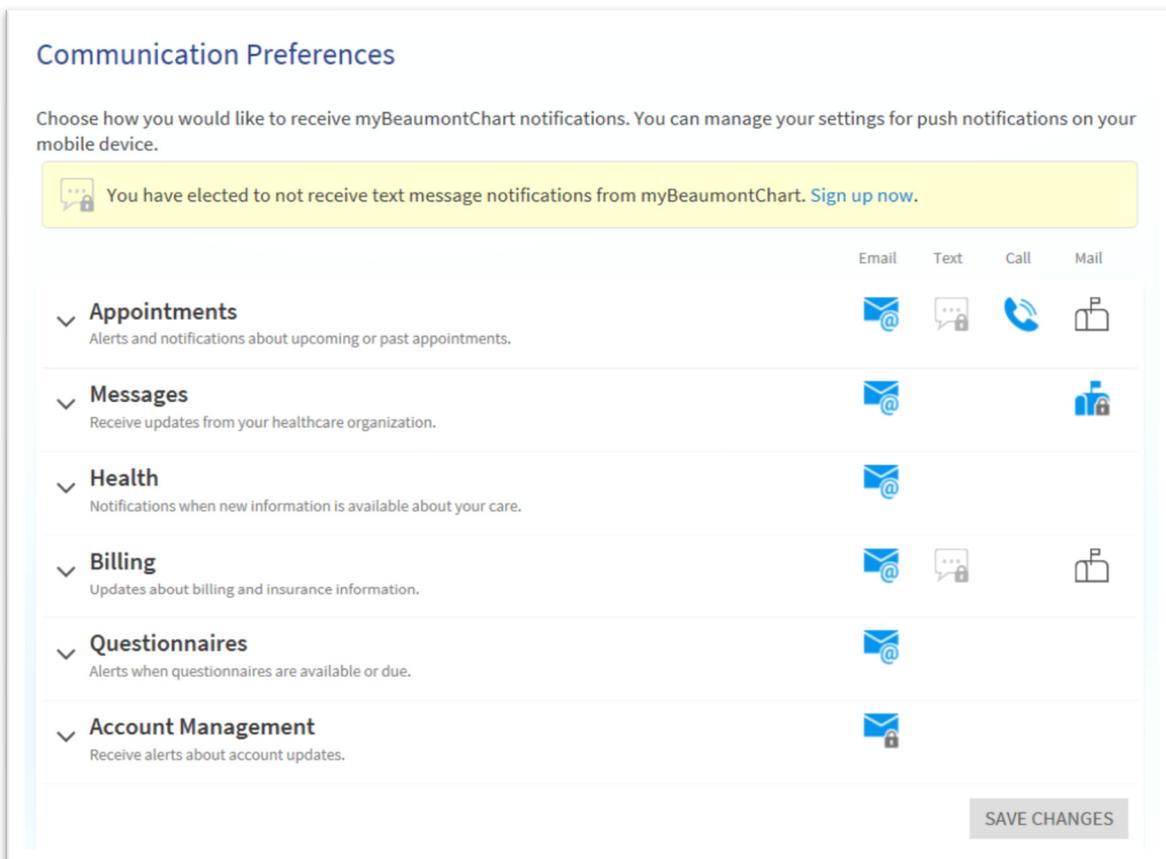
Notifications

Customize your notification preferences

MyChart can send you notification by email or text message when there is new information available in your MyChart account. You can specify your preferences for different types of notifications, including new messages, test results, billing statements and letters, prescriptions, appointment updates, and more.

1. Go to **Profile > Communications** (under the *Preferences & Info* Panel).
2. Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive.

Update your email address and mobile phone number if needed.



Common Patient Questions

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

You can request updates to various portions of your medical record within *myBeaumontChart*. For example, you can request updates to your Medications, Allergies, and Health Issues (aka Problem List). Your *myBeaumontChart* information comes directly from Beaumont Health's EHR. You will see information entered during your visits with Beaumont Health providers, community providers using Beaumont Health's EHR, and results from testing and procedures at Beaumont Health facilities. Information entered by providers or hospitals not using Beaumont Health's EHR will not be automatically included in *myBeaumontChart*.

If I send a message to my healthcare provider, when can I expect a reply?

Beaumont Health Providers will make their best effort to provide a timely response to electronic inquiries. In some cases, the clinic staff that should respond to an electronic inquiry or other communication may not be immediate. Accordingly, emergency situations requiring immediate attention should not be submitted electronically. It is the patient's responsibility to contact the office by phone if they do not receive a response to their message.

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

Yes, you can! Proxy access allows you to see a family members chart with their approval. If you'd like to request access to a family member's chart, please see Proxy Access topic in Frequently Asked Questions.

I forgot my Username and/or Password. What should I do?

Please click the Forgot Username? or the Forgot Password? link on the login page.

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

You can fill out our online access form by clicking [here](#) to gain access today if you fill out the form and we find an exact match in our patient records. You can also contact the *myBeaumontChart* Support Desk at (248) 597-2727 for any technical issues or questions regarding this feature.

Where can I update my password and email address?

To change your password, access the *Accounts Settings* menu under the Profile button and select the *Security Settings* option. You will need to enter your current password to change any of this information.

To change your email address access the *Preferences & Info* menu under the Profile button and select *Communications*. Then, click the Edit button on the *Contact Information* section. Make the necessary changes and select *Save Changes* button.

To change any of your e-mail notification settings, simply check to select the boxes you would like to receive e-mail notifications for. To remove notifications for certain information, deselect the check box to eliminate the notification from being sent.

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 access codes, personal id's, and passwords. Each person controls their password, and the account cannot be accessed without that password. Unlike conventional e-mail, all *myBeaumontChart* messaging is done while you are securely logged on to our website.

What is your Privacy Policy?

Your privacy is important to us. The information you provide on this website is protected by federal laws. To learn more about how your rights to privacy are being protected, please click here: [Privacy Policy](#).

I was logged out of MyChart. What happened?

We aim to protect your privacy and security of your information. While logged into *myBeaumontChart*, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of *myBeaumontChart*. We recommend that you log out of your *myBeaumontChart* session if you should leave your computer for even a short period.

What type of computer should I use for MyChart?

You need access to a computer connected to the Internet and an up-to-date browser such as Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome.

Is my access code my user ID?

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