

MyChart App Additional Information

When you log into the MyChart app, you will be presented with the following:

- **Bell in upper left corner** - Tap this notifications bell to see or hide notifications. Notifications include information about results, messages from your provider, and appointments.
- **Three dots in upper right corner** - Tap these to log out of the MyChart app, change your password or other security options, start or stop notifications, personalize your settings, and more.
- **Care Team in upper half of your screen** - This contains Providers who are a part of your care. People are manually added and removed, so do not worry if you do not yet see one of your providers on the list. Ask the Provider or Practice Staff to add or remove anyone you believe to be missing or who should be removed.
- **Activities** in the lower half of your screen - This contains the action items. The following are main activities:
 - **Test Results** - View your results from Jefferson Health tests.
Note: You may not be able to view everything with the MyChart app. You may have to go to the MyChart.Jefferson.edu website to see more information.
 - **Messages** - You can send a message to your Jefferson Health Provider. You can send them a message by using the “SEND MESSAGE” button. Choose your provider, fill out the message form, and press “Send” in the upper right corner. Use the Messages activity to read what your Provider sends to you.
Note: Call your Provider’s office if you need care and answers quickly. ***If it is an emergency, call 911.***
 - **Appointments** - This activity allows you to see your past, current, and future Jefferson appointments. You can view information such as appointment dates and times, review after-visit summaries, and perform Telemedicine Video Visits.
 - **Medications** - This should list all the medications you are currently taking. If you do not see a medication, or you are no longer taking a medication, then send a message to your Provider to have them update your medication list. You can also easily request medication refills from your Provider or any Jefferson Health Pharmacy.
 - **Health Summary** - This activity has three important sections:
 - **Allergies** - Review this list. Let your Provider know about any missing allergies or corrections via a Message.
 - **Immunizations** - Your vaccination records are stored here. Message your Provider if you believe something is missing or if you are due for a vaccine booster.
 - **Health Issues** - This contains items that your Providers and Clinical Teams have added to your record. Discuss anything you have questions about or if an item can be removed during your next visit with your Provider.
- **Switch Organizations** - The Switch Organizations feature on the log-in screen allows you to add other health systems where you may be receiving care, or if you are helping another patient with their care through a Proxy agreement and need access to their information.

Example: You are a parent who is seen at Jefferson Health for your health. Your children are seen at Nemours Health and you have completed the Nemours Proxy Requirements to access and manage your children’s care via the MyChart Portal. Using the MyChart app’s Switch Organizations feature, add both Jefferson Health and Nemours to your organizations. To switch between Jefferson Health and Nemours Health’s portals, swipe right or left on the MyChart display and log in with your corresponding username and password.