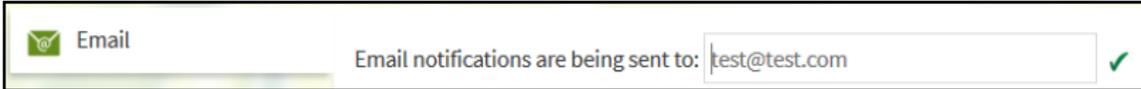


### Updating your email address:

- Navigate to Settings > Notifications
- Click on the pencil icon  next to your current email address to edit your email address.



### Limiting the emails you receive:

- Navigate to Settings > Notifications
- Uncheck the notifications you no longer want to receive emails for.

### Account Statements:

- Navigate to Billing > Billing Acct Summary
- In the Account Type column, click on the hyperlink for “See Account Detail”



- This will open a page with your account summary, guarantor info, and statements. You can click on one of the listed statement dates to open a PDF of the billing statement.



Statement Date	Amount Due
10/01/2017	\$0.00

### Accessing your After Visit Summary:

- Navigate to Visits > Appointments and Visits
- Click on the date of your past appointment.
  - o If there is an After Visit Summary available, it will display.
  - o If there is not summary available, you will only see when/where your visit was and who your visit was with.

### Details about your upcoming appointments:

- Navigate to Visits > Appointments and Visits
- Click on your upcoming appointment to see information such as where and when your appointment is, and which provider you will be seeing.
- You may also see any questionnaires that can be completed prior to your arrival to save time at your appointment.

### Changing contrast of the website:

- Scroll all the way down to the bottom of the screen and you will see a list of links.
- Click on the “High Contrast Theme” to make the site a little easier to see.



## Additional Helpful Information

### How do I request a copy of my Medical Records?

- Call NCH Medical Records Department at (847) 618-3200.

### Have an Overdue Health Reminder that should be updated?

- Give your provider's office a call and they can update your chart so it will not show up any longer.

### Have a mistake in your medical record?

- Call your provider's office and explain what the issue is. Your doctor's office is the only one who can update clinical information in your chart.

### Who are all of these people on my "Care Team"?

- Along the right side of your homepage, you will see a list of providers. These providers are here because you have had a face to face encounter with them in the past two years. If two years goes by and you do not see them again, they will no longer display.

### Why can't I message my provider or see appointments with them?

- Not all NCH providers are actually employed by NCH, and some do not use Epic in their offices. Most NCH Medical Group providers and NCH therapists are available via NCH MyChart.

### Why don't I see my results?

- If you do not see your results listed, click the checkbox to include all results.
- Most labs will release after a 2 day time delay. All other results will release after a 7 day time delay, unless your provider chooses to release the test result earlier. Results for patients age 12-17 are restricted to non-sensitive labs.
- You may receive your results before your provider has reviewed them. They will be in touch with you soon. If you don't hear back, please send your provider a MyChart message.
- Some results are scanned in because they come from another organization or different system. Unfortunately, we are unable to display scanned in results in MyChart.

### Why can't I see my images for my radiology results?

- MyChart does not allow for the displaying of the actual images that were taken. If you would like a copy of your images, please contact our Medical Records department at (847) 618-3200.

### How do I get access to someone else's account?

- You will need to fill out a Proxy form. A link to these forms can be found along the bottom of the MyChart login page.
- Bring the completed form and a picture ID in person to your Medical Group provider's office or the Patient Services Center in the main hospital.



### Where can I see a list of all NCH locations?

- A map showing all NCH locations is available by following this link: [Northwest Community Healthcare Locations](#)