Piedmont MyChart gives me everything I need, when I need it.

Piedmont MyChart User Guide

The following are the functions that are currently available for patients using Piedmont MyChart:

• eCheck-In for appointments.

• Communicate with your provider's office.

• Proxy access to medical information for others whose health care you manage.

• Request or cancel an appointment.

• Request medication refills.

• Review medical information.

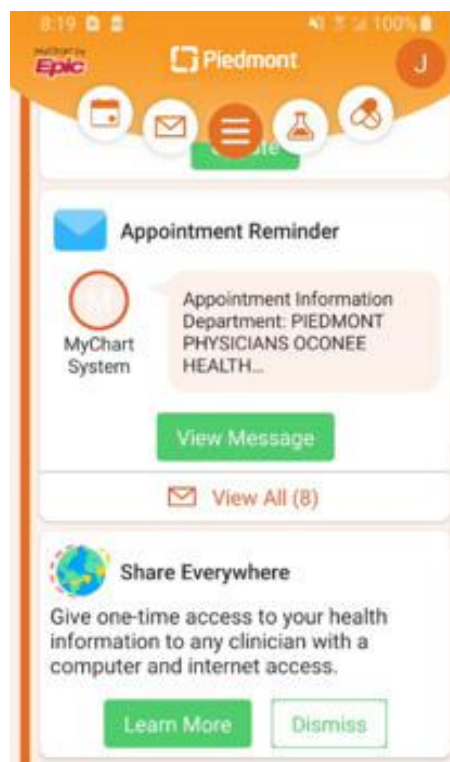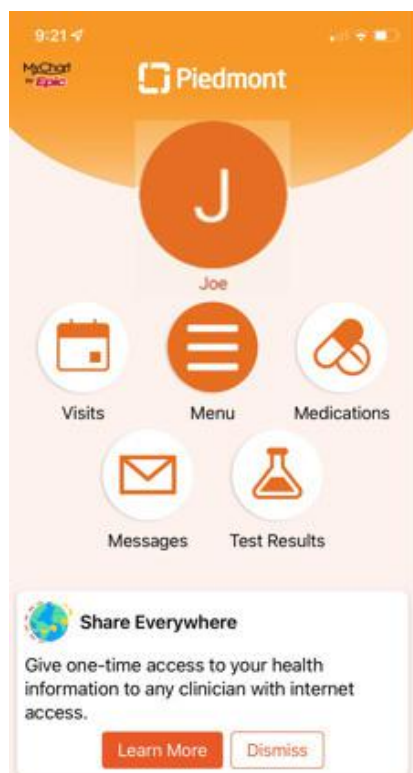### Piedmont MyChart for Desktop or Mobile

Piedmont MyChart is available online at **mychart.piedmont.org**, or via Mobile on your iPhone, iPad and Android. Piedmont MyChart mobile gives you convenient access to most of your patient portal while on the go.

Don't have a Piedmont MyChart account yet? Sign up now!

SCAN ME

Use the "Menu" button to access the available functions of Piedmont MyChart:

Message Center

- **Inbox:** Accesss your new and read messages.
- **Sent Messages:** Monitor the status of messages you've sent.
- **Get Medical Advice:** If you need general medical advice that might not warrant an office visit, send a secure message with non-urgent questions to your provider's office. Remember, messages become part of your legal medical record and can be seen by your entire Piedmont care team.
- **Request Rx Refill:** Send secure messages to the clinician who authorized the medication, asking for prescription renewals.
- **Request Customer Service:** Use this page for non-medical, website-related requests only, e.g., you receive a page error message or a page will not display. You can also call a Piedmont MyChart customer service representative at 1.855.788.1212.

eCheck-In

eCheck-In on Piedmont MyChart gives patients the ability to complete registration requirements before arriving for most appointments. Features include:

- Review and verify patient demographics
- Provide insurance updates and upload card images•Submit patient questionnaires including:
- Complete registration forms and provide electronic **–**Re ason For Visit questionnaires
signature**–** Medical History Questionnaires
- Make co-pays and payments toward scheduled services

My Medical Record

- **Test Results:** Your laboratory tests and results, the physician who authorized each test, and the status of any test results. Visibility of your lab results occurs as soon as tests are completed; interpretation of the results by your provider will soon follow.
- **Current Health Issues**
- **Medications:** Your current medications along with pertinent information for each medication, such as the prescribed dosage and the name of the clinician who placed the initial order.
- **Allergies:** A list of your allergies, the date noted, and reactions for each allergy.
- **Immunizations:** Types and dates of immunizations you have received.
- **Preventive Care:** Procedures that you are due for, such as a colonoscopy or a mammogram.
- **Health Summary:** A quick way for you to review all of the above information.
- **Download Summary:** Download a portable copy of most of your health record to share with other healthcare providers.

Additional Features

- **My Family's Records:** View other patient accounts and a listing of who can access your account.
- **Administrative:** Find your demographic information on file in Epic, a wallet card you can print to carry with you and the Terms and Conditions of Piedmont MyChart.
- **Preferences & Account Settings:** Change your email address, physical address and password. Also, set your notification choices **-** what kind of messages you receive and how often. Other preferences include scheduling, "address me as," religion and caregiver information. On MyChart Mobile, you can enable Face ID to log in, set up two-step verification and manage notifications.
- **Health Library:** Search for medical information by topic.
- **Video Visits:** Access video visits, scheduled or On Demand, to get care virtually.

Please do NOT use Piedmont MyChart for:
- Emergency situations; please call 911
- Non-medical related questions, like technology or patient access issues

Piedmont
MyChart

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