

How MyChart Works



What is MyChart? MyChart is a patient portal supported by Epic. A patient portal is a personalized, secure website that enables you to manage health care interactions and communicate with your health care doctors at any time. This convenient online connection puts you in control of your health care from any web-enabled device.

Are Epic and MyChart the same thing? Epic is the entire electronic health records system. MyChart is the patient portal supported by Epic. MyChart allows you to access your health information—stored in Epic—using a web browser or an app.

How do I sign up for MyChart?

Sign up online, ask your care team or ask your office's front desk to send you an activation link via text or email. If you choose to enroll with an email sign-up, the portal invitation will come from Optum. The subject line will say, "You're invited to create a Patient Portal account with Optum." If you do not get an email, check your junk folder.

Where can I pay my bills? Please visit our Bill Pay page.

Please note: For any services before March 1, 2025, you will need to use our legacy payment system here:

pay.crystalrunhealthcare.com

For bills related to appointments after March 1, please use the payment portal here: **pay.optummedical.com**

Can patients or proxies schedule through MyChart? Patients and proxies can schedule visits with their PCP or other doctors.

Can patients book an appointment with their Crystal Run Healthcare doctor through MyChart? Yes, patients with an Optum MyChart account can book an appointment with your Crystal Run Healthcare doctors using the portal. If you do not have a MyChart account, you can sign up or book as a guest.

Can patients see their doctors' notes in MyChart? Yes, care team notes are shared with patients, unless otherwise specified by doctors.

Can a patient see their current health issues? Yes, patients can see their current health issues in their patient portal. If a patient has concerns about their health issues or test results, they can speak with their care team.

Can I view my medication list on MyChart? Patients can see their full medication list on their MyChart account.

When are test results available on MyChart? Almost all test results will be released right away once they are available. This means you may see your results before your doctor. When your doctor does review your results, they may add a comment in your account. This will then create an update to the result in MyChart. Some results may be delayed at the discretion of your doctor. As always, if you have questions or concerns, please call our office.

Can patients check-in for their appointments in MyChart? Yes, up to 7 days before their appointment, patients can log into MyChart to check-in for their upcoming appointment.

How do I complete any necessary forms? You will be invited to fill out any forms and questionnaires related to your care when you check in for your appointment.

Can I have virtual or telehealth visits with my doctor via MyChart? Yes, you can schedule telehealth or virtual visits via MyChart with doctors who offer those services. You can use your computer or mobile device.

Can I contact my care team through my patient portal? Yes, you can send your doctor/office messages concerning questions about non-urgent medical issues, prescriptions, test results, or any other questions you may have.

Can two parents/guardians link to the same child's account? More than one parent can have access to their child's information. For example, divorced parents will have their own access to view their child's portal account.

How do I add a dependent and access my linked dependent's account on the portal? Parents, caregivers and legal guardians can see the health information of the patient they represent through their own personal MyChart account, called proxy access. With proxy access, you can do almost all the same actions as you would with your own account. Though there are some things to be aware of depending on the child's age.

- **Ages 11 and under:** Parents, caregivers and legal guardians have full access to their child's medical records.
- **Ages 12–17:** Once a child turns 12, there are some changes to what parents, caregivers and legal guardians can see in a minor's MyChart account. This ensures that we provide the privacy protections required by state law.
- **Ages 18 and older:** Once a child turns 18, parents, caregivers and legal guardians no longer have access to their child's health record in MyChart. You will have to be granted access by the adult patient. A person 18 years old or older can grant access from their own MyChart account by going to "Share MyRecord Activity," selecting "Friends and Family Access," and clicking "Invite Someone."

Call the MyChart Support Helpline at **1-833-678-8687**, TTY **711** to request proxy access to a family member's chart.

How do I share access with a spouse or trusted representative? A person 18 years old or older can grant access from their own MyChart account by going to "Share MyRecord Activity," selecting "Friends and Family Access," and clicking "Invite Someone."

What are some ways to access the patient portal? You can access your patient portal by downloading the MyChart app on your mobile device, or by visiting the patient portal page on the practice website. The MyChart app allows you to send and get messages as well as to view:

- Test results
- Appointments
- Health reminders
- Your health summary

Note: You must set up a MyChart account before using the app on your smartphone. At this time, the MyChart app is not available for use on iPads. **Apple iOS:** From your device, go to the Apple® store and search "MyChart." **Android:** From your device, go to the Google Play™ store and search "MyChart."

Who do I contact for help with questions or getting started with my account? If you need additional assistance, you can call the MyChart Patient Support Line at **1-833-678-8687** TTY **711**.



Crystal Run Healthcare

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