



DEKALB HEALTH  
MyChart

# Welcome to DeKalb Health MyChart!

Welcome to your one story of care. As a patient of DeKalb Health, you now have access to your health information from the convenience of your home, or even from the palm of your hand.

Request your access code from your DeKalb Health Medical Group provider or the Patient Access Department at Outpatient Registration, to get started today.

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<https://dekalbhealth.mychartcc.com>

## Username: \_\_\_\_\_

Create a MyChart username. This cannot be changed. Choose a username that is secure and easy to remember. (Username **cannot contain any spaces**, but may consist of lower and upper case letters, numbers, and these special characters: . \_@)

## Password: \_\_\_\_\_

Your password **MUST** be different than your username. (Your password **MUST** contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,\*,&,\$,?)

## Security Questions:

What is the name of your first pet?

Who is your favorite person from history?

Who was your closest childhood friend?

What street did you grow up on?

What was the name of your elementary school?

What was your high school mascot?

What is the year of your first child's birth?

What is your mother's middle name?

## TABLE OF CONTENTS

Using MyChart .....	4
Benefits of MyChart .....	4
Activating Your DeKalb Health MyChart Account .....	5
Proxy Access for Children and Adults .....	7
MyChart App for Apple and Android Mobile Devices .....	8
MyChart App Features.....	9
MyChart App Frequently Asked Questions.....	10
MyChart Frequently Asked Questions .....	12
Patient Advice, Prescription Refills and Appointment Requests.....	14
Troubleshooting.....	15

## WHAT CAN YOU DO IN MYCHART?

### In MyChart, you can:

- View your health summary, including current medications, allergies, and immunizations
- Schedule and cancel appointments
- Send and receive secure messages with our staff
- Request prescription refills
- View and print test results
- Request medical records for yourself or your proxy

## HOW YOU'LL BENEFIT FROM MYCHART

- Access your health information anytime, anyplace
- Save time spent organizing your health files
- Cut down on “phone tag” by sending a message to your physician
- With proxy access, stay informed about loved ones’ health information
- Know and understand more about your own health

## HOW TO ACTIVATE YOUR DEKALB HEALTH MYCHART ACCOUNT

Once you’ve received your DeKalb Health provided activation code, follow the instructions below to securely access your online medical records.

1. In your internet browser, go to <https://dekalbhealth.mychartcc.com>.
2. Click on the black **Sign Up Now** box.
3. Enter your **MyChart activation code**. You will not need to use this code after you have completed the sign up process.
4. Enter the last four digits of your **social security number (xxxx)** and **date of birth (mm/dd/yyyy)** as indicated and click **Next**. You will be taken to the next sign up page.
5. Create a **MyChart username**. This cannot be changed. Choose a username that is secure and easy to remember. (Username **cannot contain any spaces**, but may consist of lower and upper case letters, numbers, and these special characters: . \_@)
6. Create your **MyChart password**. Your password **MUST** be different than your username. (Your password **MUST** contain 8-20 characters and include each of the following: upper and lower case letters, at least one number, and at least one symbol. Example: @,\*,&,\$,?)
7. Choose your **security questions**. Enter your security question and answer and click **Next**. This can be used at a later time if you forget your password.
8. Select your **communication preference**, and if applicable enter your email address and/or mobile phone number. You will receive notification when new information is available in your MyChart account. MyChart will **NEVER** send your health information to you over the internet. (*Continue on page 6*)

### 9. Click Sign In.

**10. Review the terms and conditions.** After reading MyChart's terms and conditions. Click the box next to "**Please do not show this page next time**" and then click **Accept**.

*You now have access to your MyChart account!*

It is recommended that you change your password frequently.

### ADDITIONAL INFORMATION

If you have questions, you can email [mychart@dekalbhealth.com](mailto:mychart@dekalbhealth.com) or call **855.222.3648**.

**Troubleshooting is hosted by our community connect affiliate Parkview.**

Remember, MyChart is **NOT** to be used for urgent needs.  
**For medical emergencies, dial 911.**

## ACTIVATING MYCHART FOR CHILDREN UNDER 18 AND PROXY ACCESS FOR ADULTS

To activate a MyChart account on behalf of a child under the age of 18 or an adult, you will first need to request proxy access.

### What is proxy access?

Access to a child's or adult's MyChart account may be granted to individuals who have authority to view their medical information. When can my child request access to their own MyChart account

### 0-13 years of age:

Parent(s) can request proxy access to their child(ren), and will be able to view past and future appointments, test results and other medical information pertinent to children in this age group.

### 14-17 years of age:

Teenagers in this age group can now have access to their own MyChart account. This requires parental consent and parents can still request proxy access to their teen's account. Parents with proxy access to this age group will have limited access to certain medical information.

### 18 years of age and older:

Patients will have their own MyChart account and can request that someone have proxy access to their chart.

### How do I request access?

To obtain MyChart Proxy Access to a child's or adult's MyChart account, please visit your DeKalb Health Medical Group provider or the Patient Access Department at Outpatient Registration. You may also acquire the proxy by emailing [mychart@dekalbhealth.com](mailto:mychart@dekalbhealth.com) or calling **855.222.3648**.

## **MYCHART CAN NOW BE ACCESSED SECURELY FROM YOUR MOBILE DEVICE!**

### **Getting Started with Apple devices**

1. After you have activated your MyChart account (page 5), download and install the MyChart App from the App Store on your iPhone®, Apple Watch®, iPad®, or iPod Touch®.
2. Select DeKalb Health from the list of healthcare providers.
3. Login with your DeKalb Health MyChart username and password.

### **Getting Started with Android devices**

1. After you have activated your MyChart account (page 5) download and install the MyChart App on your Android phone or mobile device.
2. Select DeKalb Health from the list of healthcare providers.
3. Login with your DeKalb Health MyChart username and password.

## **APP FEATURES**

- **Test Results** – You are able to view your results that have been released to your MyChart account
- **Messages** – View and reply to messages from your provider’s office
- **Appointments** – View future appointments, past appointments and schedule new appointments
- **Medications** – View medication list and request refills
- **Health Reminders** – View your health maintenance reminders
- **Health Summary** – View your health summary such as allergies, immunizations, and health issues
- **Proxy Access** – View other accounts to which you have access in MyChart

## FREQUENTLY ASKED QUESTIONS ABOUT THE MYCHART APP

### **Why use the MyChart App?**

MyChart offers true mobility, instant access and optimized convenience. Users are not required to be in front of a traditional desktop or laptop computer to access the benefits of the MyChart system. Typical users would be patients who travel frequently, salespeople who spend a lot of time on the road, students, and those who have come to rely on an Apple or Android mobile device for internet access and messaging.

### **How do I use the app?**

To use the mobile MyChart App, you must first have a MyChart account. If you do not already have a MyChart account, please ask for your access code at your next appointment with your DeKalb Health Medical Group provider or visit the Patient Access Department at Outpatient Registration.

The app is free. To get it, you need an Apple or Android mobile device. From one of those devices, go to the App Store application. Alternatively, you can access the App Store on a desktop or laptop computer, download the app, and install it when the mobile device is synced.

### **Can I change my password from the app?**

No. You must use the DeKalb Health website to change your password. (<https://dekalbhealth.mychartcc.com>)

### **How do I sign up?**

You may request your personal activation code from your DeKalb Health Medical Group provider or the Patient Access Department at Outpatient Registration. This code will enable you to login and create your own username and password (see page 5.)

### **Is it secure?**

Yes. Security is a crucial component to the MyChart iPhone and Android apps, which uses the same bank-level security that is used for other sensitive data transferred via the internet.

### **Can I create my account from the MyChart App?**

No. Before accessing your MyChart from the mobile app, you must first activate the account via your internet browser.

### **Can I enroll in MyChart without an access code?**

No. You must receive an activation code from DeKalb Health Medical Group provider or the Patient Access Department at Outpatient Registration before you can successfully enroll in MyChart.

## MYCHART FREQUENTLY ASKED QUESTIONS

### What is MyChart?

MyChart offers patients personalized and secure online access to portions of their medical records. It enables them to securely use the internet to help manage and receive information about their health.

### With MyChart you can use the internet to:

- View your health summary, including current medications, allergies, and immunizations
- Schedule or cancel medical appointments with 24 hours advance notice
- Send and receive secure messages with your provider that are related to your current medical condition(s)
- Request prescription refills
- View and print test results – sensitive information will not be available
- Request medical records for yourself or your proxy
- Update email address, mailing address, and phone numbers
- Access trusted health information resources

### Can I use MyChart for medical emergencies?

No. MyChart should never be used for medical emergencies or urgent healthcare matters.

**If you have an urgent medical need or require emergency attention, please go to the nearest emergency room or dial 911.**

### What can I NOT use MyChart for?

- Same-day prescription refill requests
- Online clinical consultations and treatments; or
- Any purpose at all if your last office visit with your provider was more than one year ago

### Is there a fee to use MyChart?

No. MyChart is a free service offered to patients and their designees.

### Who is eligible to use MyChart?

MyChart is available to all patients treated at a DeKalb Health location, and to those who have been given proxy access.

### Is MyChart secure?

MyChart is located on a secure server and you will be notified by email and/or phone notification when you have new activity in your MyChart account.

### When will I see test results in MyChart?

Lab results are released to a patient's MyChart immediately upon completion. Imaging and pathology results are released typically within four business days. To view a complete list of results, click on the box next to **Show Hospital Results** near the top of on the Test Results page. You will receive an email message notifying you to check your MyChart account when test results are available. Results of a sensitive nature, such as pregnancy or STD testing, will not be released to MyChart.

## **PATIENT ADVICE, PRESCRIPTION REFILLS, AND PATIENT APPOINTMENT REQUESTS**

### **If I send a message, when can I expect a reply?**

You will generally receive a response within two business days. MyChart messaging should **NOT** be used for urgent situations or emergencies.

### **Can I ask any type of question when using the “Get Medical Advice” message?**

No. As per the terms and conditions with DeKalb Health, all messages sent through MyChart **MUST** be regarding your healthcare and conditions or the healthcare and conditions of a person for whom you have proxy access.

## **TROUBLESHOOTING**

If you are having difficulty accessing the MyChart website, double check to make sure you have entered <https://dekalbhealth.mychartcc.com>.

**Troubleshooting is hosted by our community connect affiliate Parkview Health.**

**(NOTE:** Guidebook content was provided by Parkview Health.)

### **Who should you contact for assistance?**

- Email: [mychart@dekalbhealth.com](mailto:mychart@dekalbhealth.com)  
(Please include your full name and date of birth.)
- Phone: 855.222.3648

### **Who should a patient contact if they forgot their password?**

- Online: Click on the “Forgot Password” link and follow the prompts
- Phone: 855.222.3648

### **Can I receive a new activation code if I lose my code or let it expire?**

Yes. You may request a new activation code from your DeKalb Health Medical Group provider or the Patient Access Department at Outpatient Registration.

### **What should I do if my activation code doesn’t work?**

For security reasons, an activation code expires after 1 year and is no longer valid after the first time it is used. If you have problems, you can contact:

- Email: [mychart@dekalbhealth.com](mailto:mychart@dekalbhealth.com)
- Phone: 855.222.3648



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