Getting started with

MyOrthoCarolina

MyOrthoCarolina from MyChart (powered by Epic) provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

With MyOrthoCarolina, you can:

- **View all of your health information in one place.** See your medications, test results, appointments, medical bills, estimates, and more all in one place, even if you've been seen at multiple healthcare organizations.
- **Connect with a doctor no matter where you are.** Send a message, get online diagnosis and treatment, talk face-to-face over video, or arrange to follow up in person, depending on the level of care you need.
- **Take care of your children and other family members.** Stay on top of everyone's appointments and check in on family members who need extra help, all from your account.
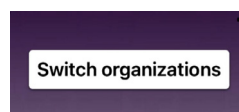
How Do I Access MyChart?

- **On your computer:** go to www.orthocarolina.com/MyChart.
- **On your mobile device:** download the MyChart app. **Make sure logo looks like this >**

Download the MyChart Mobile App

If you want to sign up for MyChart on your mobile device, download the mobile app first.

1. On your mobile device, open the Apple App Store (if you have an iOS device) or the Google Play Store (if you have an Android device). **Look for one of these icons >**
2. Search for "MyChart."
3. Tap Install.
4. After you've installed the app, tap "Open" or find the MyChart icon on your device and open it.
5. Select "OrthoCarolina" from the list of organizations. If you don't see it right away, you can search for OrthoCarolina by name, state, or ZIP code, and follow the steps below to sign up for an account.
6. If you already have MyChart downloaded for another healthcare organization, select the Switch Organization button at the top and select OrthoCarolina from the list. See images below:

Sign Up for a MyChart Account

In many cases, you'll need an activation code to sign up. OrthoCarolina will send you a text message or email with an activation code when you come in for your visit <u>or</u> when you request an activation code online.

Request an Activation Code If You Don't Already Have One

If you don't have an activation code, you can request one. **To request an activation code:**

1. From the MyChart login screen, click "Sign Up Now."
2. Then select "Sign Up Online." See images below for mobile app and computer versions.
3. Fill in required fields and submit.

Use Your Activation Code to Sign Up

1. From the MyChart login screen click "Sign Up Now."
2. Enter your activation code and other personal verification items, such as your date of birth. Select "Next."
3. On the next page, choose the following:
   - **MyChart username.** Choose something that others wouldn't be likely to guess but is easy for you to remember. It cannot be changed at any time.
   - **Password.** Choose a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your MyChart username. Choose a password that you don't use for other websites.
   - **Security question.** Choose a question you can use to verify your identity if you forget your MyChart password. The answer you enter cannot include your MyChart password.
4. On the next screen, choose whether you want to receive a notification message in your personal email when there is new information available in your MyChart account. If you opt to receive email alerts, enter your email address.

CONGRATULATIONS, YOU'RE ALL SIGNED UP!

YOUR CARE. YOUR WAY. | ORTHOCAROLINA.COM