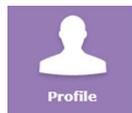




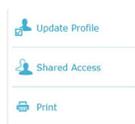
Help Sheet

SHARED ACCESS allows you to share health information with family, friends, or anyone you choose. You control what information you share, and you can remove the access at any time. The person you are sharing information with does not have to have a MyARHChart account to see your shared information.

1. Once logged into MyARHChart, click Profile.



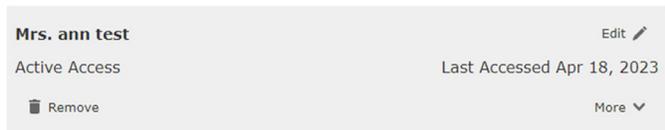
2. Choose Shared Access option.



3. Click Create Invitation and follow prompts.



After other person accepts invitation, you will see them listed under Shared Access. From this area, you can edit to adjust information that you share, remove their access, and view when they last accessed your shared information.



SCHEDULE AN APPOINTMENT

MyARHChart provides patients the ability to schedule an appointment, either virtual visit or in-person.

1. Once logged into MyARHChart, click Appointments.



2. Choose Schedule Appointment or Virtual Visit.



3. Select the appropriate visit type you want to make an appointment for, click next, and follow the prompts.

Step 1: Select an appointment type.

- Request Oncology Virtual Care Appointment
Send request to the clinic to be scheduled for a virtual visit with your Oncology provider.
- Request Virtual Care Appointment
Send request to the clinic to be scheduled for a virtual visit with your provider.
- Schedule In Office Visit**
View provider's schedule and select date and time for in-clinic appointment.
- Schedule Virtual Office Visit**
View provider's schedule and select date and time for your at-home virtual visit.

DOWNLOAD MEDICAL RECORD

allows you to download your health information without the need to visit an ARH facility to obtain a copy.

1. Once logged into MyARHChart, click the Health Record icon.



2. Choose Download Medical Record.

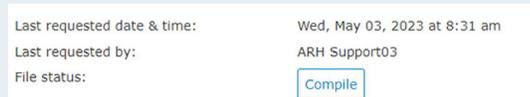


3. Select Request Medical Record.

Your request will be in pending status until processed, which typically takes 5 to 10 minutes. You will receive an email alert when the record is ready to download.



4. Once the request has been processed, follow the directions provided and click Compile.



ONLINE BILL PAY

allows you to pay your ARH bill through MyARHChart. If you have a family member on your account, you can also pay that bill.



1. Once logged into MyARHChart, click Billing.

Any balance you have will be displayed on the Billing page.



2. Choose Make Payment.



3. Follow steps provided to submit your payment. You will receive an email receipt once payment is made.



How To's and FAQ

HOW-TO'S

How do I sign up?

1. Make sure you have your email on file with ARH. If you are unsure, contact your provider's office.
2. Click Here to Self-Enroll.
3. Click the "Create Account" tab. All 5 fields must match what your healthcare facility has on file: Last Name, First Name, Date of Birth, Social Security, and Email Address. If these items do not match, visit or call your healthcare facility to update your file.
4. You must create your account within 72 hours of when the enrollment email has been sent. Otherwise, you will need to request a new email enrollment email.

How do I download the MEDITECH MHealth app?

1. Download the MHealth app for free from the Apple App Store or Google Play Store on your mobile device. 
2. Once you have the app open, click on My Recent Portals and select either US States > Kentucky > Appalachian Regional Healthcare or Near Me > Appalachian Regional Healthcare if you have location services enabled.
3. Once you've selected Appalachian Regional Healthcare, you will receive the MyARHChart login screen and have access to your electronic medical record (EMR) on the go!

How do I update my e-mail address?

1. Log in to MyARHChart
2. Click the Profile button and go to Update Profile.

How do I reset my password?

1. From MyARHChart Sign In screen, click Forgot Password. You will be asked to enter your username and email address. The email address you enter must match the email address ARH has on file.
2. If the email address matches, you will receive an email with a temporary password.
3. Return to the Sign In screen and sign in using your login and the new temporary password.
4. Once signed in follow the prompts to change your password.

What if I forget my username? How do I reset it?

1. From MyARHChart Sign In screen, click Forgot Username.
2. Enter your email address. The email address you enter must match the email address ARH has on file.
3. If the email address matches, you will receive an email with a link that provides you with a temporary username and password.
4. Click the link in the email, sign in, and follow the prompts to change your username and password.

NEED MORE HELP?

Email us at myarhchart@arh.org. Please allow 24 to 72 hours for a response.

SITE AND APP

Does MyARHChart cost me anything?

MyARHChart is a free service offered to patients of Appalachian Regional Healthcare.

How is MyARHChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure medical record numbers, personal usernames, and passwords. Each person controls their own password, and the account cannot be accessed without that password. MyARHChart uses the latest encryption technology to automatically encrypt each session. Unlike conventional email, all MyARHChart messaging is done while you are securely logged in.

REMINDER: Do not use MyARHChart for urgent medical matters. If you are experiencing a health-related emergency, call 911 immediately. If you need immediate attention from your physician, provider or clinic, call your physician's office directly.

ACCOUNT INFORMATION

What if my lab tests are not available in MyARHChart when I expect?

Your test results should be available in MyARHChart within a few days. If you do not see the results within this timeframe, call your provider's office.

If some of my health information on MyARHChart is not correct, what should I do?

Your MyARHChart information comes directly from your electronic medical record at your provider's office and our hospitals. If the incorrect information is contained within a report or test result, contact the medical records department at your local facility or discuss it with your provider at your next visit. Your email, address, insurance and some other information can be edited directly in MyARHChart under Profile settings.

SHARING MEDICAL RECORDS

Can I view a family member's health record in MyARHChart or have Proxy Access?

A family member can invite you to view their medical record through Shared Access, which is the simplest way. Shared Access does not require the person receiving the Shared Access invite to have a MyARHChart account. Shared Access is completely patient controlled. An alternate method is through completion of appropriate paperwork for Proxy Access. Proxy Access does require the person who will be receiving the medical information to have their own MyARHChart account. In addition, Proxy Access requests requires the patient, or legal representative, to sign a form giving ARH permission to share their information with the person they identified on the paperwork. The Proxy Access request form is available online (<https://www.arh.org/myarhchart>). Patients can download, complete, and drop off at their local ARH facility.

Can I ask questions regarding a family member through MyARHChart?

If you have health questions or information about another family member, please discuss these directly - in person only - so that pertinent information may also be updated in their health record, as necessary. If you have access to your child's account, you may ask questions on their behalf from within their account.

Can my spouse and I, or my family share one MyARHChart account?

No, due to the sensitive nature of medical information, each person must establish their own MyARHChart account.