

MyCare Frequently Asked Questions (FAQs)

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MyCare FAQs:

1. General Questions

1.1. What is MyCare?

MyCare is a website you can use to securely view your health information from our hospital system online. MyCare is available 24/7 and can be accessed from any computer with an internet connection. It can help you answer questions like *What are my lab results? What doctor treated me during my stay?* And many more!

1.2. Who is eligible for MyCare?

If you are a patient over the age of 18 years old in our hospital, you are eligible to enroll in MyCare.

1.3. Is MyCare secure?

Yes, MyCare is a secure website. We have put numerous checkpoints in place to ensure that you are the only one who can view your health information in MyCare. For example, you are required to setup a username and password before you can log in. In addition, all your health information is encrypted; which means you are the only one who can view it.

1.4. Is there a fee to use MyCare?

No, MyCare is complimentary. It is a service provided from our hospital, to you, our valued patient.

1.5. How do I log into MyCare?

To log into MyCare, click the "MyCare patient portal" button on the Chan Soon-Shiong Medical Center at Windber web page (www.windbercare.org). It will take you to the

portal page, click on this link, 'Click here for the MyCare Patient Portal Website for Chan Soon-Shiong Medical Center at Windber, the MyCare Login page will be displayed where you will need to enter your username and password. If you have any issues, please email the MyCare Support Team at Chan Soon-Shiong Medical Center at Windber (mycare@windbercare.org) or call the Health Information Management department at Chan Soon-Shiong Medical Center at Windber 814-467-3805.

1.6. Can I look at my children's records in MyCare?

No. If you are interested in obtaining your child's health information, please contact our hospital's Health Information Management (HIM) department (814) 467-3805.

1.7. Can I look at my parent's medical records in MyCare?

Yes, your parent can Share their patient portal with you so you can view their patient portal information.

2. Enrolling in MyCare

2.1. How do I enroll in MyCare?

In order to enroll in MyCare, we have to verify your identity and have your email address on record. You are automatically eligible to be enrolled when you are treated at our facility and give your email address to the registration clerk. Shortly after your hospital visit, you should receive an email with information on how to enroll in MyCare. Please follow the steps in this email. If you have any questions, please contact the MyCare Support Team at mycare@windbercare.org or call our hospital's Health Information Management (HIM) department (814) 467-3805.

Enter a username with at least 4 and no more than 32 characters. You may use letters, numbers and the underscore character.

We also offer the ability for you to enroll in MyCare while you are being discharged at the hospital with the help of a hospital staff member. A staff member will verify your identity and walk you through the enrollment process. You will receive your username, password, and gain access to your health record on the spot. There are no additional steps needed.

2.2. How do I choose my personal MyCare password?

After clicking on the link provided in your email from MyCare, you will be prompted to set up your unique password to log into MyCare. The password must be at least 8 characters long and is case sensitive. In order to make your alpha numeric password more secure, use special characters (e.g. \$ % @) and mix lower and uppercase letters.

In the future, when enrolling in MyCare with the help of a hospital staff member you will select your own password at that time. If you have included an email address you can have the ability to reset your password at a later time through the "forgot your password" link on the MyCare log in screen.

2.3. How does the password reset question and answer work?

While setting up your MyCare account, you will be prompted to setup 2 questions with answers that only you should know. If you forget your password, you will be asked to answer these questions before resetting your password.

2.4. What if I forget my password?

If you forgot your password, please click on the “forgot your password” link on the MyCare log in screen.

2.5. What if I forget my MyCare username?

If you forgot your username, please click the “forgot username” link on the MyCare web site. Please make sure to check your personal email for their response.

3. Support

3.1. What do I do if I am having a technical issue with MyCare?

If you are having a technical issue with MyCare, you can email the MyCare Support Team at mycare@windbercare or please contact our hospital’s Health Information Management (HIM) department (814) 467-3805. Either way, the MyCare Support Team will respond to you within 2 business days.

3.2. What if I have a question about the health information I am seeing in MyCare?

If you have a question about your health information in MyCare, please contact your primary care provider. They will be able to help explain what you are seeing in MyCare.

3.3. What if I need to update the information I am seeing in MyCare?

If you want to make changes to the information you are seeing in MyCare, you will need to contact our Health Information Management office by calling 814-467-3805.

3.4. Where do I direct questions related to billing, insurance and scheduling appointments?

MyCare does not currently support any billing, insurance and scheduling functionality. For questions related to these items, please contact our hospital or healthcare provider directly.

3.5. I received a phone call, asking for my MyCare Username and password. What do I do?

Our team will never contact you for your username and password.

3.6. I emailed the MyCare Support Team 4 days ago. I still have not heard anything back. What is going on?

Please check your junk email folder for response from the MyCare Support team at mycare@windbercare.org If their response is not in your junk folder, please send a second email to the MyCare Support Team at mycare@windbercare.org

4. Medical Information in MyCare

4.1. What medical information is available in MyCare?

You can view your lab results, medical history from your past stays at our hospital system, information about your doctors and healthcare providers, and educational information about your medical conditions. Currently, only health information from May 1, 2014 is viewable in MyCare.

4.2. What information is available in MyCare?

Your Health Information*	What Does this Include?	When is this Available in MyCare?
Diagnosis	Any condition related to your visit at our hospital	Up to 24 hours after this information is documented by your healthcare provider
Allergies	Any allergies that you provided to our hospital system or that we discovered while we were treating you	Up to 24 hours after this information is documented by your healthcare provider
Ordered Medications	Medications that you received while you were at our hospital	Up to 24 hours after this information is documented by your healthcare provider
Immunizations	Any immunizations that our hospital system has on record	Up to 24 hours after this information is documented by your healthcare provider
Healthcare Providers	Any doctors that treated you while you were at our hospital	Up to 24 hours after this information is documented by your healthcare provider
Test Results	Test results, which can include lab results and radiology results	36 hours after the test is completed
Reports	Any reports, physical and occupational therapy, etc.	36 hours after this information is documented by your healthcare provider

4.3 Where can I get educational information in regards to my medical diagnosis or lab/test result(s)?

You can find educational information on a diagnosis or a result. This information is provided by MedlinePlus, which is published by the U.S. National Library of Medicine (NLM).

5. Lab Results

5.1. When will my lab results be available in MyCare?

If your lab test was completed during your stay at our hospital, it will be available in MyCare 36 hours after the tests are completed. If you went to one of our hospital's labs on your own, those lab results will be viewable in MyCare 36 hours after the tests are

completed. Pathology results will appear in the patient portal 36 hours after the results are in completed (or equivalent) status.

Exceptions are described in section 5.3.

5.2. **Where can I view my lab results in MyCare?**

There are two places in MyCare where you can view your lab results. You can view a summary of your lab results on the Visits Tab. For more detailed information about your lab results, click on the Reports Tab.

Lab Reference Tools: Below are a couple of public links available for educational information on your test results. Please refer to:

- Mybiopsy.org - <http://www.cap.org/apps/docs/reference/myBiopsy/index2.html>
- Labtestsonline.org - <http://labtestsonline.org/understanding/>

5.3. **Why am I not seeing a lab result in MyCare?**

There are several reasons why you may not be seeing a lab result in MyCare.

- If your lab test was completed less than 36 hours ago, it may not appear in MyCare yet. After 36 hours the lab result should be viewable.
- Pathology results will appear in the patient portal 36 hours after the results are in completed (or equivalent) status.

5.4. **What should I do if I have questions or concerns about a test result?**

If you have any questions or concerns about your test result, please contact your healthcare provider-who requested the test be completed. If you do not know who the healthcare provider is that requested the lab test, please complete the following steps:

- Log into MyCare.
- Click on the "Reports" tab.
- Locate the lab result that you are interested in learning more about. The name of the healthcare provider should be in the "Provider" field.
- Once you have identified the health care provider who ordered your test, please call your healthcare provider to be connected to them.

5.5. **I am seeing an "L" or "H" next to my lab result. What does it mean?**

If you see an "L" next to your lab result, this means your result is below the range of low. If you see an "H", this means your result is above the range of high. For more information about what this means, please contact your healthcare provider.

6. **My Personal Information**

6.1. **If some of my health information in MyCare is not correct, what should I do?**

If you are seeing incorrect health information, please contact our hospital's Health Information Management (HIM) department (814) 467-3805.

6.2. **How can I update my telephone number, address or email address in MyCare?**

To update any information in MyCare, please contact our hospital's Health Information Management (HIM) department (814) 467-3805.

6.3. I'm looking for my medical information but I'm not seeing it. Where is it?

Currently, MyCare contains the following health information from any visits after May 1, 2014.

7. Computer Requirements

7.1. Minimally, to access MyCare, you will need:

- A computer with an internet connection.
- An internet browser (Internet Explorer 9+, Firefox, Google Chrome or Safari).
- Please note when using Internet Explorer you can view MyCare using Internet Explorer versions 6, 7 or 8, for the optimal experience, we recommend using version 9 and above.

7.2. I do not have an email address. How do I get one?

You must have an email address to enroll in MyCare. To setup an email address, please visit any of the following websites (not associated with MyCare or our Healthcare Facility):

- www.mail.google.com
- www.mail.yahoo.com
- www.hotmail.com