



**LOYOLA
MEDICINE**

*We also treat the human spirit.**



Welcome to

myLOYOLA Select

PATIENT USER GUIDE

Updated 5/2010

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Using *myLoyola Select*– Loyola Medicine Patients

Welcome to Loyola Medicine and welcome to *myLoyola Select*. *myLoyola Select* will allow you to see your Health Record, request an appointment, email the clinic, contact *myLoyola Select* support, and ask Customer Service questions.

Let's Get Started!

1. In order to use *myLoyola Select*, you will need to request an **Access Code** for *myLoyola Select*. This can be completed when you are visiting any one of our clinics.
2. Once you receive an **Access Code** for *myLoyola Select*, please go to the following web site www.loyolamedicine.org and click on **MyLoyola**

The screenshot shows the Loyola Medicine website homepage. At the top left is the Loyola Medicine logo with the tagline "We also treat the human spirit.*". Navigation links include "Learn About Us", "View FAQs", "Join the Loyola Team", and a search bar. On the right, there are buttons for "find a doctor" and "request an appointment". A main navigation bar includes "Home", "Patient & Visitor Information", "Medical Services", "Health Guide", "News", and "For Health Professionals". The main content area features a testimonial from Ruth Bernhardt-Kuehl, a hip replacement recipient, with the quote: "I'm thrilled with the results and care I received from everyone at Loyola." Below the testimonial is a "read my story" link. To the right, there are sections for "Enhancing the Loyola Experience", "Loyola Listed Among Top 30 of its Kind in Heart Care", and "Partner with Us". At the bottom, there is a "myLOYOLA" logo with the tagline "Connecting you to better health." and a "Click here to login" button.

3. Click on **Access your Account** or click on **myLoyola Select Users Log in Here**

The screenshot shows the myLOYOLA Select login page. At the top is the myLOYOLA Select logo. Below the logo is a button labeled "myLoyola Select Users Log In Here". Below the button, there is a link to "access your account" with the text "If you received an invitation to try out our new myLoyola Select patient portal, access your account now."

4. Click on **Sign Up** listed under **New User?**

myLoyola ID

[Forgot myLoyola ID?](#)

Password

[Forgot Password?](#)

Sign In

MyChart © Epic Systems Corporation

New User?
Sign Up Now

5. Enter the **Access Code** provided to you as well as your personal information and click on **Next**

Please Identify Yourself
Step 1 of 3

myLoyola Access Code
 - -
XXXXXX XXXXXX XXXXXX
Enter your myLoyola Access Code exactly as it appears on your enrollment letter. You will not need to use this code after you've completed the signup process.

Social Security Number
 - -
XXX XX XXXXX
Enter your Social Security Number in the format shown.

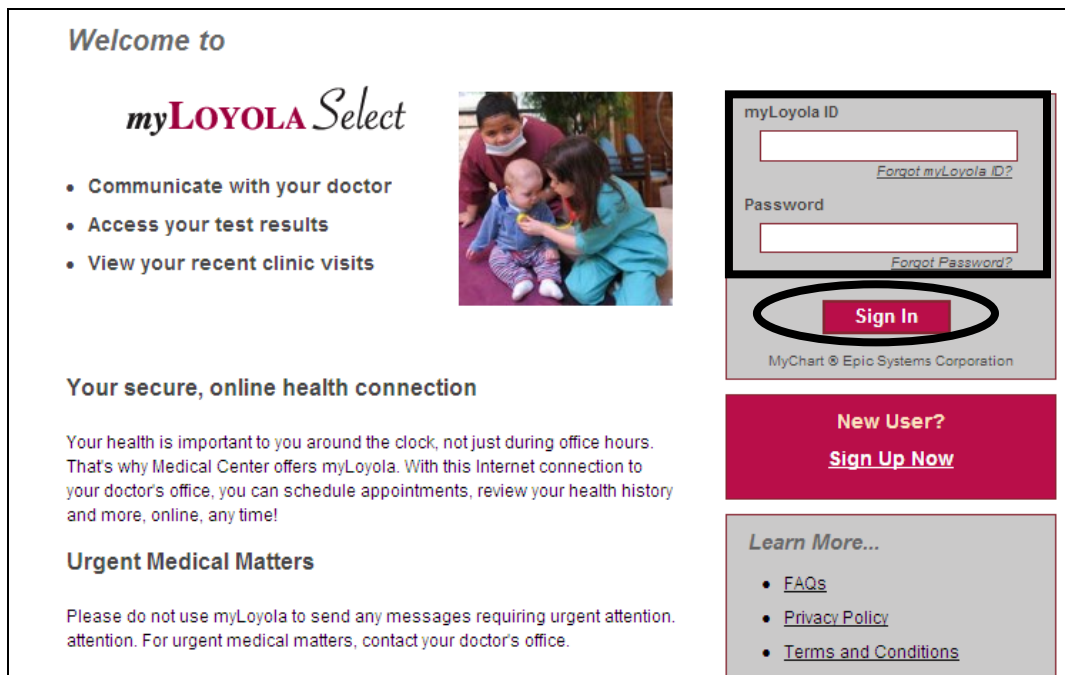
Date of Birth
 - -
mm dd yyyy
Enter your Date of Birth in the format shown, using 4 digits for the year.

Next

6. You will need to create a **myLoyola Select ID and Password** and complete the security question and secret answer and click on **Next**.
7. Please enter your **email address** and click **Sign In**.
8. Please read the **Acceptance of Terms** and if you DO NOT want to show this box again, click **Please do not show this page next time** and click on **Accept**.



9. Once you are all set up, the next time you log in you will see the main log in page. Just enter your **myLoyola Select ID and Password** and click on **Sign In**.



10. Once you log in, you have many options. You might want to view your **Medical Record**, **read any messages**, **request an appointment**, look at **Family Records** (*if you have the proxy rights to do so*), and obtain **Health Library** data.

Welcome,
Production 15 Test

myLOYOLA Select

- My Medical Record
- Message Center
- Appointments
- My Family's Records
- Administrative
- Preferences

[Home](#) [Log Out](#)

You Might Want To...

Read your messages. You have 2 new messages.

Review the preventive care services we recommend you schedule soon.

Send a message to your doctor's office.

View your health summary.

Links to items in myLoyola

11. There are **several activities listed in each section**. Please note the following:

My Medical Record

- Health Summary
- Test Results
- Medications
- Allergies
- Immunizations
- Preventive Care

Message Center

- Inbox
- Sent Messages
- Get Medical Advice
- Ask Customer Service

Appointments

- Upcoming Appts
- Cancel Appts
- Past Appts
- Request an Appt

Administrative

- Terms and Conditions

My Family's Records


- Family Access Settings

Preferences



- Change Address
- Change Password
- Change E-mail Address

VIEW YOUR MEDICAL RECORD

You can view your Health Summary by clicking on **My Medical Record** from the **Home** screen and then click on **Health Summary**. There are several areas to view: **Medications, Allergies, Immunizations, and Preventive Care**. (*Note: You cannot enter data*)




Health Summary

Listed below is some of your current medical information including current medications, allergies, immunizations and preventative care. Please use the links below to jump directly to a specific section of your health summary. If any of the information listed below is incorrect or lacking, please let your health care provider know so that the information may be corrected.

[Medications](#) | [Allergies](#) | [Immunizations](#) | [Preventive Care](#)



Medications


[Back to Top](#)

R_x HYDROCODONE 5 MG WITH ACETAMINOPHEN 500 MG
(VICODIN) 5-500 MG PO TABS

[About This Medication](#)

Instructions: 1 Tablet Every 4 To 6 Hours As Needed


Prescribed by [Testmd Siteone](#) on 01/15/08



Allergies

[Back to Top](#)


Allergen	Reaction	Date Noted
Penicillins	Rash	11/28/2004
Beta-alanine	Rash	05/11/2007
Carbamide Peroxide	Vomiting	05/11/2007



Immunizations

[Back to Top](#)

Immunization	Date
Hepatitis B Peds & Adolescents	08/16/2007
Influenza Vaccine 3 y & above	06/26/2006
Leuprolide Susp Depo Inj 7.5mg	03/24/2005



Preventive Care

[Back to Top](#)

Name	Due Date	Status	Last Done
Diabetic Eye Exam	Overdue	Overdue	

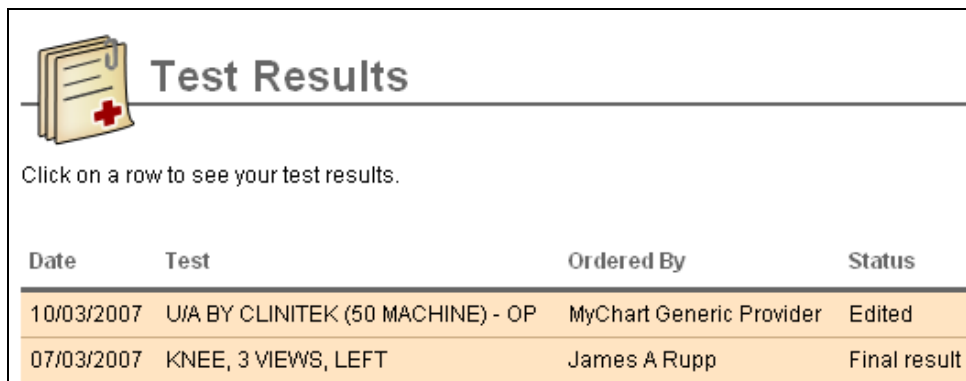
VIEW YOUR TEST RESULTS

If your Physician has released your test results, you can see your test results in **myLoyola Select**.

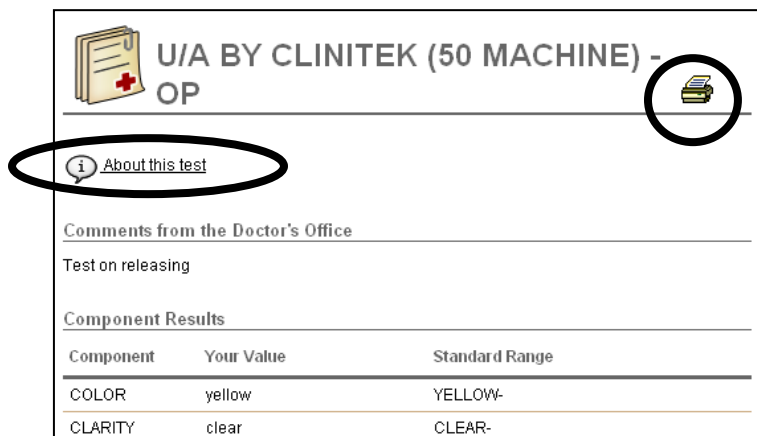
1. Click on **My Medical Record** from the **Home screen**
2. Click on **Test Results**



3. You can now see all the test results your Physician has released. **Click on any** of the items listed and you will see your results.



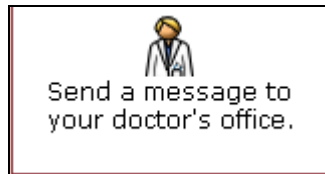
4. The actual result will now be viewable. You can also obtain information about this test by clicking on the link **About this test**.
5. If you would like to print the Test Result, click on the **Printer icon**.



GET MEDICAL ADVICE (Non-Urgent Messages Only)

1. If you would like to send a message to your Clinician/Physician's office, please click on **Send a Message to your doctor's office link** from the **Home** screen.

→ **PLEASE DO NOT USE THIS FUNCTION FOR AN IMMEDIATE RESPONSE. THERE IS A 48 HOUR REPOSE TIME TO YOUR MESSAGE.**



2. All messages can be sent to the **Clinic Nurse staff** or a **Physician(s)**. All Physicians you have seen in the past 18 months or have appointments with in the future will appear in the drop down. Please select from the drop down in the **To the office of:** Please enter **subject** and then **enter your message** in the white box, and click on **Send**.

To the office of:

Subject:

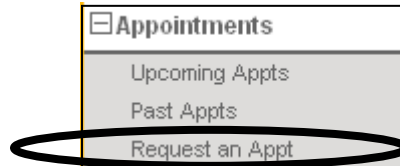
Enter Message in this box.

Maximum 5000 characters.

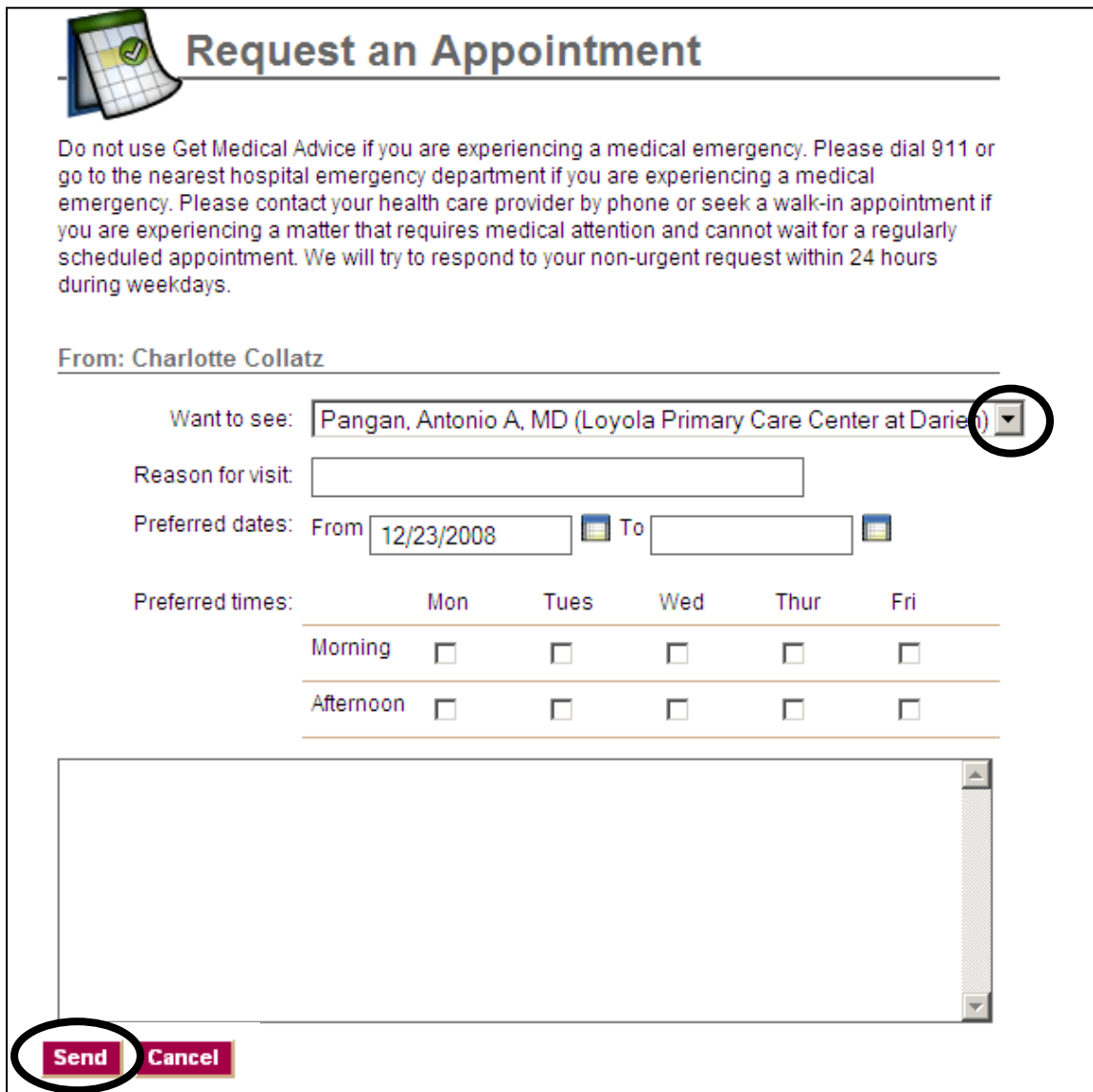
REQUEST/MAKE AN APPOINTMENT

(Non-Urgent Appointments Only)

1. You can **Request an Appointment** and you will receive a response within **48 hours**.
(Note: You can also see your past and upcoming appointments from this menu screen.)
2. Click on **Appointments** from the **Home screen** and click on **Request an Appt.**



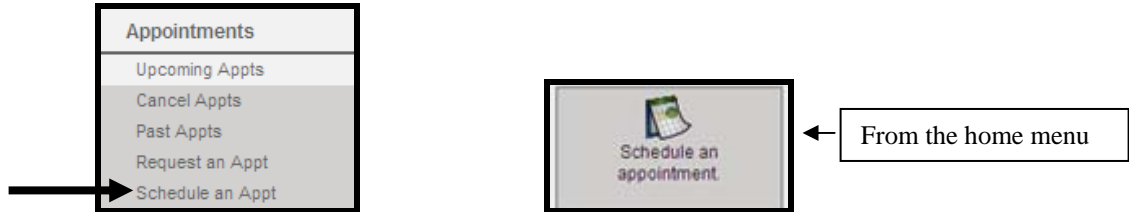
3. Please select “**Who you want to see**” from the drop down list. Enter the **reason for the visit, the Preferred dates and times, and enter any message.**

A screenshot of a web form titled 'Request an Appointment'. The form includes a calendar icon and a title bar. Below the title is a disclaimer: 'Do not use Get Medical Advice if you are experiencing a medical emergency. Please dial 911 or go to the nearest hospital emergency department if you are experiencing a medical emergency. Please contact your health care provider by phone or seek a walk-in appointment if you are experiencing a matter that requires medical attention and cannot wait for a regularly scheduled appointment. We will try to respond to your non-urgent request within 24 hours during weekdays.' Below the disclaimer is a 'From:' field with the name 'Charlotte Collatz'. The main form fields are: 'Want to see:' with a dropdown menu showing 'Pangan, Antonio A, MD (Loyola Primary Care Center at Darien)' and a small square icon to its right; 'Reason for visit:' with a text input field; 'Preferred dates:' with 'From' and 'To' fields, the 'From' field containing '12/23/2008'; and 'Preferred times:' with a table of checkboxes for 'Morning' and 'Afternoon' across days 'Mon', 'Tues', 'Wed', 'Thur', and 'Fri'. At the bottom of the form is a large text area for a message. At the very bottom are two buttons: 'Send' and 'Cancel', with the 'Send' button circled in black.

4. Click on **Send**

You can also schedule and cancel your own appointment with your physician using MyLoyola at our Darien and Wheaton offices as of 1/28/2010. (Note: all remaining sites will be set up soon.)

1. Click **Schedule an Appt** from the **Appointments** menu or the **Schedule an appointment** button from the home menu.



2. Select a **Reason for visit** of either **Office Visit** (return/follow-up) or **Physical** from the drop down then click **Continue**.

The screenshot shows a form titled 'Schedule an Appointment'. Below the title is a calendar icon. The text reads: 'Step 1: Choose reason for visit'. A note states: 'Note: You can schedule appointments from 01/19/2010 to 01/19/2011.' Below this, it says: 'Please choose a reason for visit and click Continue. If you would like to schedule an appointment for a different reason, please call the clinic.' There is a dropdown menu for 'Reason for visit' with 'Office Visit' selected. At the bottom are two buttons: 'Continue >' and 'Cancel'.

3. After verifying your demographic information, select the physician with whom you are making the appointment. (Note: You will be able to make an appointment with only those myLoyola active physicians you have seen within the past 365 days.)

The screenshot shows a dropdown menu for 'Schedule with:'. The selected option is 'Pangan, Antonio, MD (Darien)'. Another option visible is 'Veselik, Keith, MD (Darien)'. Below the dropdown are three buttons: '< Back', 'Continue >', and 'Cancel'. An arrow points to the dropdown menu.

4. Select an appointment time slot by clicking in one of the circles to left of the appointment date and time

Date/Time	Providers/ Resources	Department	Location
Tuesday 01/19/2010 12:00 pm	Antonio Pangan	Loyola Primary Care Center at Darien	Darien
Tuesday 01/19/2010 12:15 pm	Antonio Pangan	Loyola Primary Care Center at Darien	Darien
Tuesday 01/19/2010 7:00 pm	Antonio Pangan	Loyola Primary Care Center at Darien	Darien
Tuesday 01/19/2010 7:15 pm	Antonio Pangan	Loyola Primary Care Center at Darien	Darien

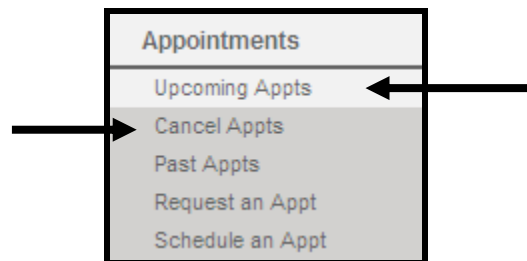
At the bottom of the table are two buttons: 'Previous Times' with a left arrow and 'Next Times' with a right arrow. A circle is drawn around the radio button in the first row of the table.

5. Confirm the appointment date, time and location and complete any required fields.
Click on **Make Appointment**

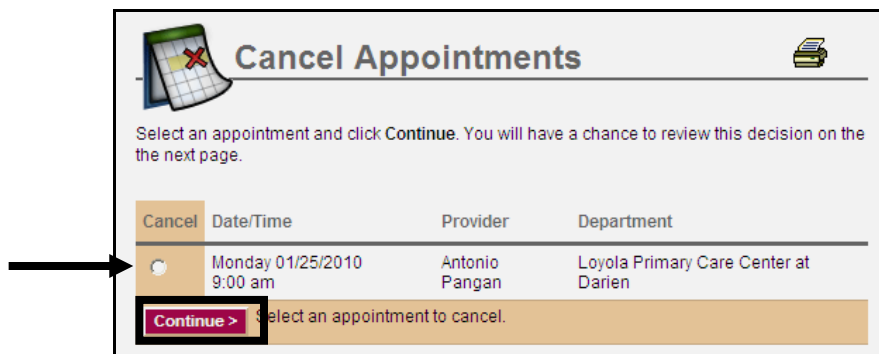


Appointments made using myLoyola can also be canceled using myLoyola.

1. Click **Cancel Appts** from the **Appointments** menu or click on **Upcoming Appts** and select your appointment to cancel.



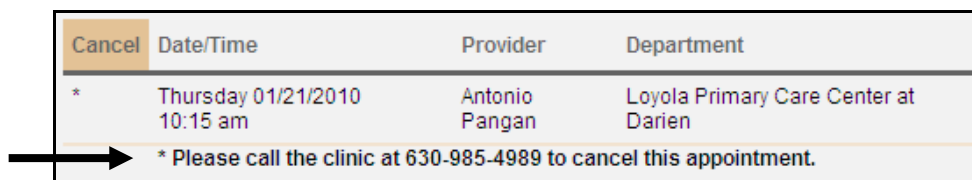
2. Select the appointment you would like to cancel. (*Note: You will only be able to directly cancel appointments made using myLoyola. Canceling all other appointments will send a cancelation request message to the physician's office.*)



3. Click **Confirm Cancellation**



4. To cancel an appointment less than 72 hours in advance, you must contact the clinic directly.



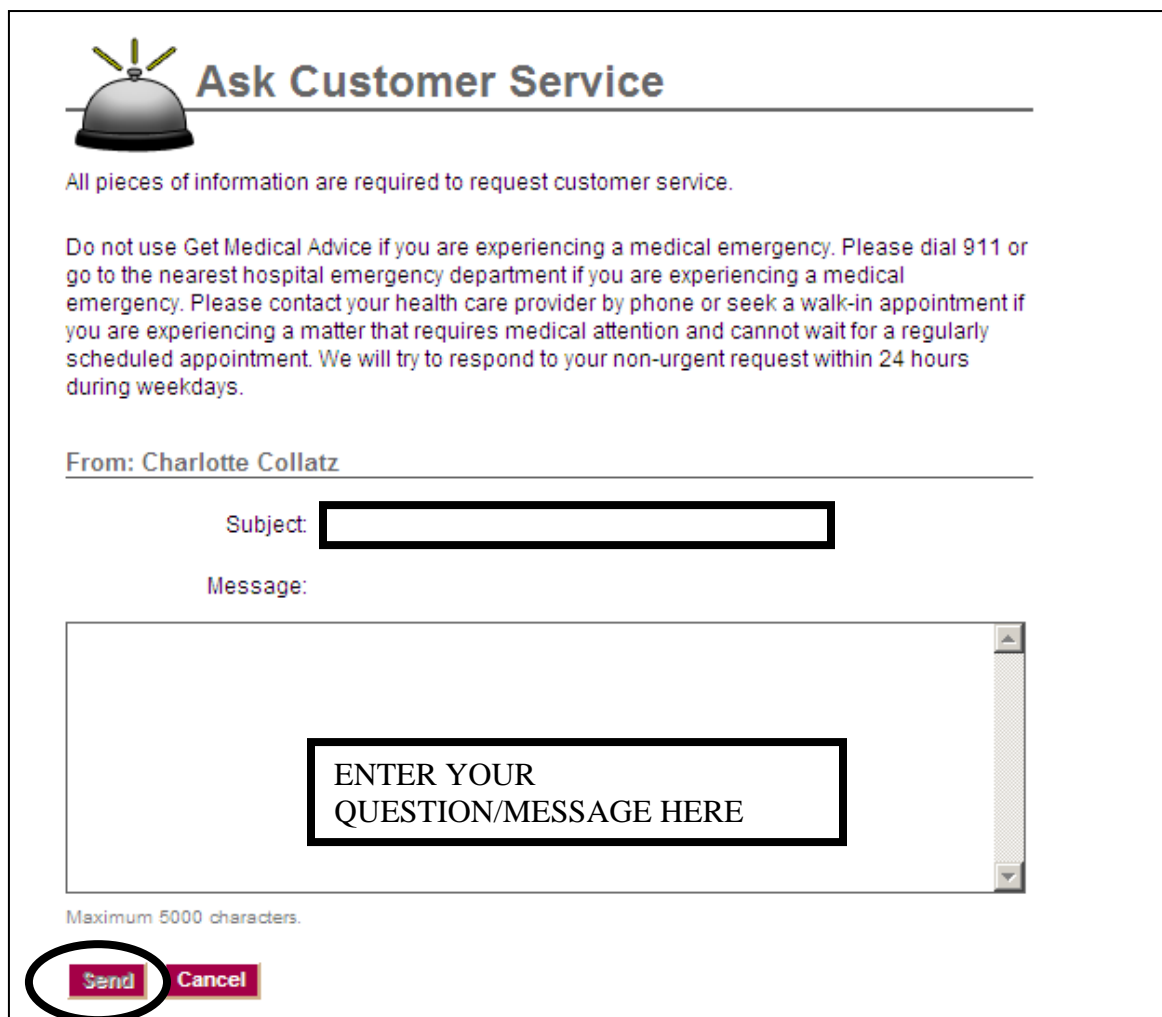
CONTACT *my*LOYOLA CUSTOMER SERVICE

Please use this option for Technical Assistance/Support only. Do not use this for Medical Advice.

1. You can ask for Customer Assistance by clicking on the **Message Center** from the **Home** screen and click **Ask Customer Service**



2. Enter a **Subject** and enter your **question** or **message**.

A screenshot of the 'Ask Customer Service' form. At the top left is a bell icon with three yellow lines above it. To its right is the title 'Ask Customer Service'. Below the title is a horizontal line. Underneath is a note: 'All pieces of information are required to request customer service.' Below that is a paragraph of text: 'Do not use Get Medical Advice if you are experiencing a medical emergency. Please dial 911 or go to the nearest hospital emergency department if you are experiencing a medical emergency. Please contact your health care provider by phone or seek a walk-in appointment if you are experiencing a matter that requires medical attention and cannot wait for a regularly scheduled appointment. We will try to respond to your non-urgent request within 24 hours during weekdays.' Below the text is the 'From: Charlotte Collatz' field. Then there is a 'Subject:' label followed by a text input field. Below that is a 'Message:' label followed by a large text area. Inside the text area is a box with the text 'ENTER YOUR QUESTION/MESSAGE HERE'. Below the text area is the text 'Maximum 5000 characters.' At the bottom left, there are two buttons: 'Send' and 'Cancel'. The 'Send' button is circled in red.

3. Click on **Send**

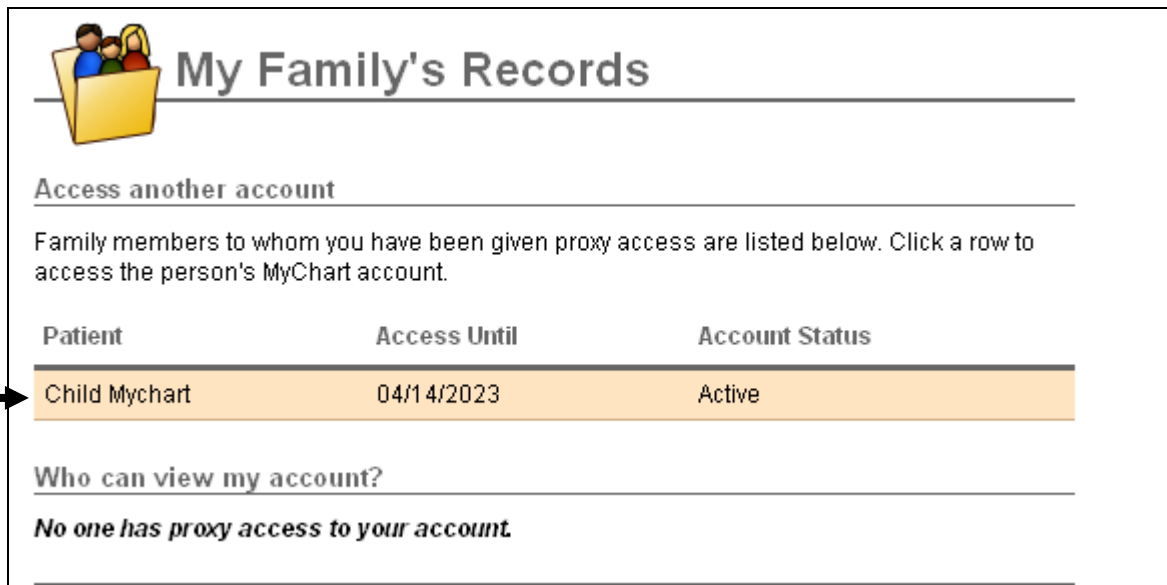
ACCESSING A FAMILY MEMBER'S CHART

If you have proxy access to a family member's chart, the family member will be listed here. In the example below, access to the child's chart is available. *(Note: Please contact Medical Records or your Clinic to obtain the Proxy Access Request form.)*

1. Click on **My Family's Records** from the **Home screen** and then click on **Family Access Settings**.



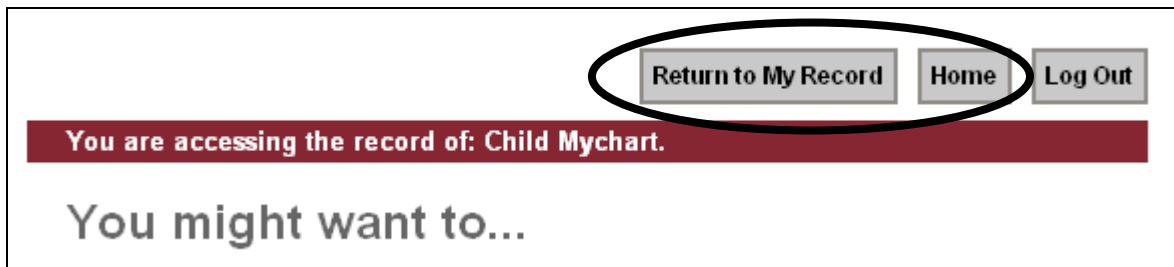
2. **Click on the Patient** you have access to as listed on this screen. In this example, the parent has access to their child's chart.



The screenshot shows the 'My Family's Records' page. At the top left is an icon of a family in a folder. Below the title is a section 'Access another account' with a sub-header 'Family members to whom you have been given proxy access are listed below. Click a row to access the person's MyChart account.' Below this is a table with three columns: 'Patient', 'Access Until', and 'Account Status'. The first row is highlighted in orange and contains 'Child Mychart', '04/14/2023', and 'Active'. Below the table is a section 'Who can view my account?' with the text 'No one has proxy access to your account.' A black arrow points from the left towards the 'Child Mychart' row in the table.

Patient	Access Until	Account Status
Child Mychart	04/14/2023	Active

3. You will need to click on **Continue** to Proxy
4. Click on **Return to My Record** to go back to your own chart.



A screenshot of the bottom of the proxy access screen. At the top right, there are three buttons: 'Return to My Record', 'Home', and 'Log Out'. The 'Return to My Record' button is circled in black. Below the buttons is a dark red banner with the text 'You are accessing the record of: Child Mychart.' Below the banner is the text 'You might want to...'

Frequently Asked Questions

What is myLoyola?

myLoyola offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With myLoyola, you can use the Internet to:

- Request medical appointments.
- View your health summary from the myLoyola electronic health record.
- View test results.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.

Is there a fee to use myLoyola?

myLoyola is a free service offered to our patients.

How do I sign up?

Patients who wish to participate will be issued a myLoyola activation code during their clinic visit. This code will enable you to login and create your own user ID and password.

Who do I contact if I have further questions?

You may e-mail us at myLoyolanotify@lumc.edu.

When can I see my test results in myLoyola?

Your test results are released to your myLoyola account after your physician has reviewed them. This is generally within 1-12 days.

Why are certain test results not shared electronically via myLoyola?

Your provider is able to determine which types of test results are able to be accessed through myLoyola. Further, tests of a very sensitive nature are not released to myLoyola.

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

Your myLoyola information comes directly from your electronic medical record at your doctor's office. Ask your doctor to correct any inaccurate information at your next clinic visit. Your health information is reviewed and updated in your electronic medical record each visit.

If I send a message to my doctor or nurse, when can I expect a reply?

You will generally receive an answer within 1-3 business days. Please note that myLoyola should not be used for urgent situations. Please contact your medical center if the situation requires immediate attention or dial 911 if it is an emergency.

Can I view a family member's health record in myLoyola?

Yes you can. This is called Proxy access and allows a parent (or guardian) to log into their personal myLoyola account, and then connect to information regarding their family member. Complete a Proxy Consent Form and return it to one of our medical facilities to request access to this convenient service.

Can I ask questions regarding a family member from my myLoyola account?

myLoyola offers direct access to your personal health record and communicating about another individual's information would be placed in **your** health record. This information would not appear in the correct health record and could potentially jeopardize medical care.

Can my spouse and I share one myLoyola account?

No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own myLoyola account.

I forgot my password. What should I do?

You can click the "Forgot password" link on the sign-in page to reset your password online.

Can you send me a new access code as I have lost it, let it expire or did not receive it?

Please contact your physicians office to have a new access code created.

Where can I update my personal information (e.g., home address, e-mail or change my password)?

Log into myLoyola and from the left menu, go to the Preferences section and select the appropriate option.

How is myLoyola secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal ID's, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, myLoyola uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with myLoyola. Unlike conventional e-mail, all myLoyola messaging is done while you are securely logged on to our website.

What is your Privacy Policy?

myLoyola is owned and operated by myLoyola and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your health records and will never be sold or leased by myLoyola.

I was logged out of myLoyola, what happened?

We aim to protect your privacy and security of your information. While logged into myLoyola, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of myLoyola. We recommend that you log out of your myLoyola session if you need to leave your computer for even a short period of time.

What do I need to use myLoyola?

You need access to a computer connected to the Internet and an up-to-date browser (such as Internet Explorer).

My access code does not work, what should I do?

For your security, your access code expires after 30 days and is no longer valid after the first time you use it. If you still have problems, email us at myLoyolanotify@lumc.edu.

Is my access code my user ID?

No, your access code is not your myLoyola ID or password. You will use this code only once to log into myLoyola for the first time. (The code will expire after you have used it or after 30 days). When you log into myLoyola the first time, you will then be asked to create your own unique myLoyola ID and password.