myLoyola Patient Quick Start Guide

Welcome to myLoyola 2

Sign up for a myLoyola account 2

Log in to myLoyola 3

What if I forget my myLoyola ID or password? 3

Messaging 4

View messages from your clinic 4

Ask your doctor for medical advice 5

Visits 6

View your upcoming appointments 6

View your After Visit Summary for a past appointments or admission 7

Request an appointment 8

Schedule an appointment 8

Cancel an appointment 9

My Medical Record 10

View your test results 10

Manage Your Medications 11

View a Summary of Your Health Information 13

Family Access 14

Manage access to family members' records 14

Access a family member's record 14

View and print your child's immunization record 15

Billing and Insurance 16

View your outstanding balance 16

Make a payment 16

Sign up for paperless billing 16

Preferences and Administrative Features 17

Update your personal information 17

Change your myLoyola password or update your security question and answer 17

Mobile Apps 18

Download the myLoyola App 18

Welcome to myLoyola

myLoyola provides you with online access to your medical record. It can help you participate in your healthcare and communicate with your providers.

From myLoyola, you can:

- Review summaries of your previous appointments, including issues addressed during each visit, your vital signs and tests or referrals that were ordered.
- View your medications, including dosage information and instructions and request a refill.
- View new lab results, as well as trends over time. For example, view results for your past cholesterol tests on a graph to see if you're close to meeting your target number.
- Access your family members' medical records. For example, you can view your child's growth charts, immunization history and upcoming appointments.

This guide provides an overview of many of myLoyola's features and how to use them.

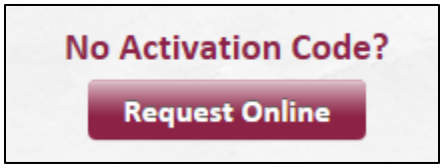
Sign up for a myLoyola account

To sign up for myLoyola, you must be at least 12 years old. There are several different methods of myLoyola signup that may be used by different departments across the organization:

- Clinic staff may sign you up directly while you're at the front desk or in the exam room.
- A myLoyola activation code can be printed on your After Visit Summary.
- A myLoyola activation code can be emailed to you.
- A myLoyola activation letter (complete with the activation code) can be sent to you. Request an activation code if you don't already have one.

Alternatively, if you haven't been given an activation code, you can request one online. To request an activation code online:

1. On the myLoyola login page, click **Sign Up Now** in the **New User?** section.
2. Click the **Request Online** button under the **No Activation Code?** section and follow the prompts.



3. An email with an activiation code will be sent to you.

Use your activation code to sign up

After you have an activation code, you can use it to complete the myLoyola signup process.

1. From the myLoyola login page, click **Sign Up Now** in the New User? section.
2. Enter your activation code and other personal verification items, such as the last four digits of your Social Security number and your date of birth. Click **Next.**
3. On the next page, choose the following:
    - **myLoyola username**. This should be something that others wouldn't be likely to guess but easy for you to remember. It cannot be changed at any time.

- **Password**. This should be a unique combination of numbers and letters, using both uppercase and lowercase letters. Your password must be different from your myLoyola username. Choose a password that you don't use for other websites.
- **Security question**. This question will be used to verify your identity if you forget your myLoyola password. Choose a security question from the list and enter your answer. Your answer cannot include your myLoyola password.

Log in to myLoyola

1. In your web browser, enter the myloyola.luhs.org and access the login page.
2. Enter your myLoyola username and password.
3. Click **Sign In**.

What if I forget my myLoyola ID or password?

Click the link below the login or password field for assistance. You will be prompted to answer some security questions to verify your identity. If you are still having trouble logging in, contact myLoyolaNotify@lumc.edu.

Messaging

View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (**Messaging > Inbox**). Click the message you want to read. From here, you can reply to the message or delete it.

If you're looking for a specific message, you can enter key words in the **Search** field on the Inbox page to locate them.

Receive email when new myLoyola messages are available

You can choose to receive notification by email to let you know when a new message is available in your myLoyola Inbox.

1. Go to **Preferences > Notifications**.
2. Select the **email** next to New Messages.
3. Update your email address if needed to ensure that you receive the notifications.
4. Click **Save Changes**.

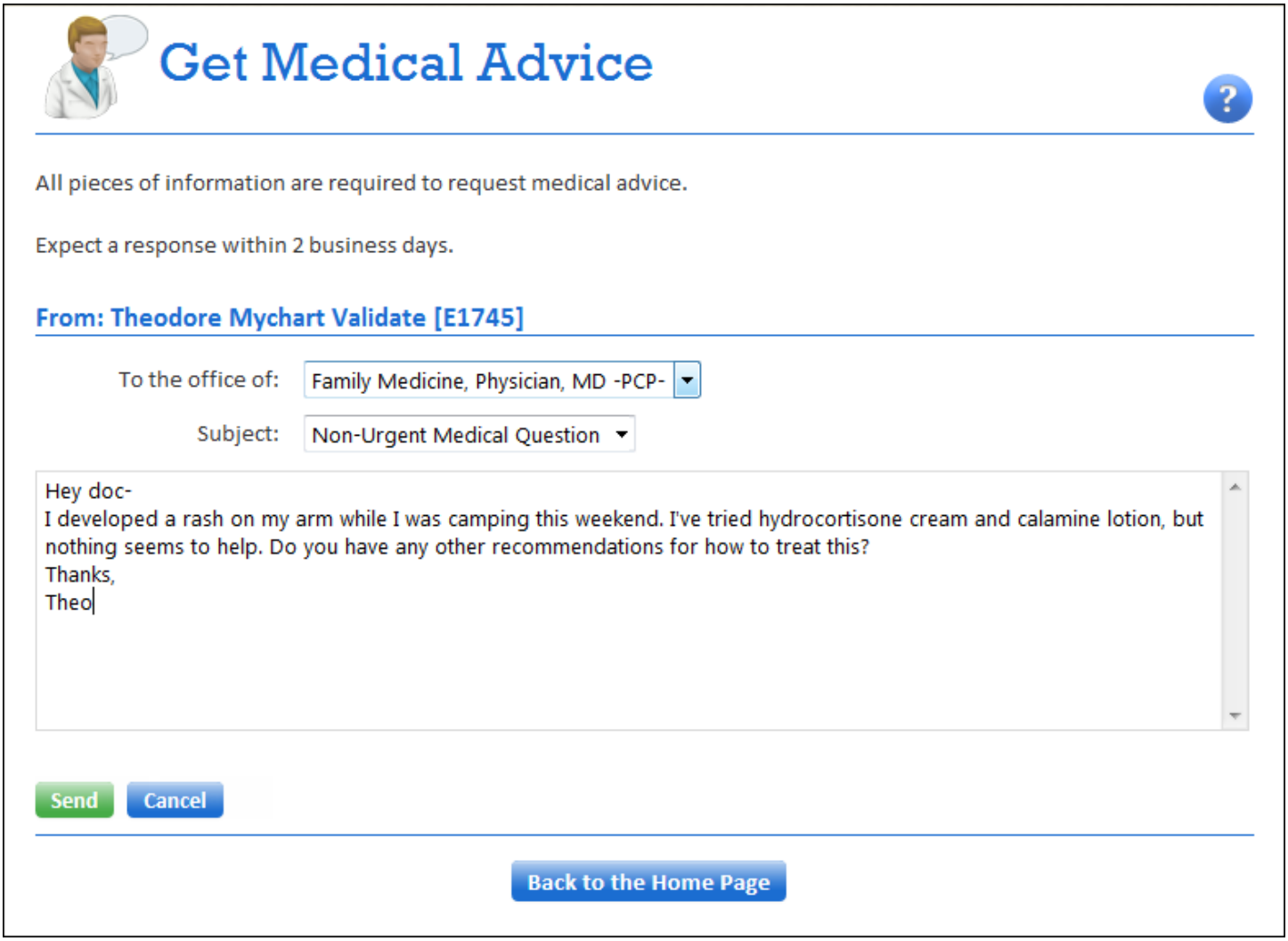
Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to your doctor's staff members. This message is secure, meaning your information stays private as it is sent over the Internet.

You may use the Get Medical Advice feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness. Your request will be addressed in two business days. **** Important: Do not use this feature for emergencies.***

1. Go to **Messaging > Get Medical Advice**.
2. Click **General Question**.
3. Select a recipient from the list. This list might include your primary care provider, another doctor with whom you've recently had an office visit, or the general nursing staff at the clinic.
4. Select a subject for your message and enter your question.
5. When you are finished, click **Send**.

If you've opted to receive email for new messages in your myLoyola account, you'll receive a message letting you know that the clinic has responded to your request.



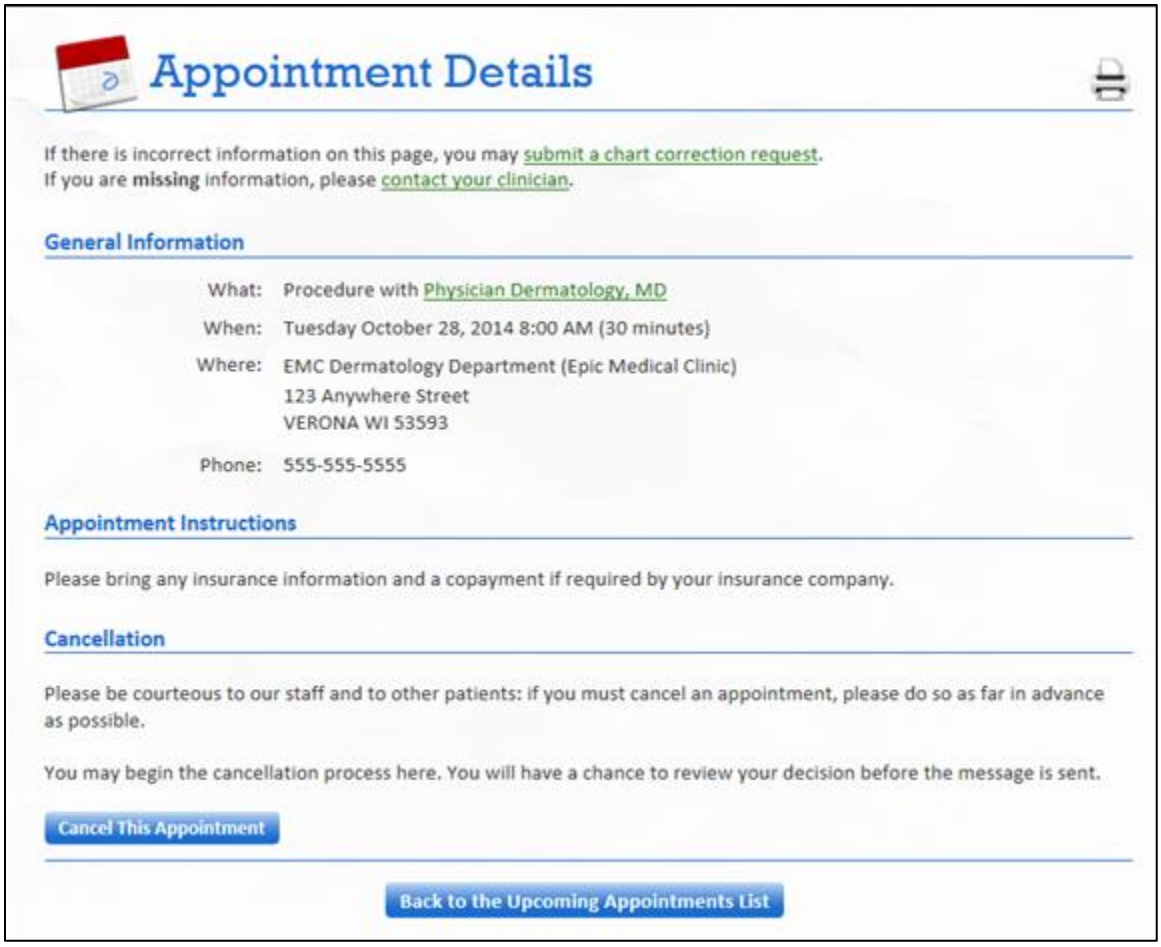
If you want to view a message after you've sent it, you can do so by going to **Messaging > Sent Messages**. Messages that appear in bold text have not yet been read by clinic staff.

Visits

View your upcoming appointments

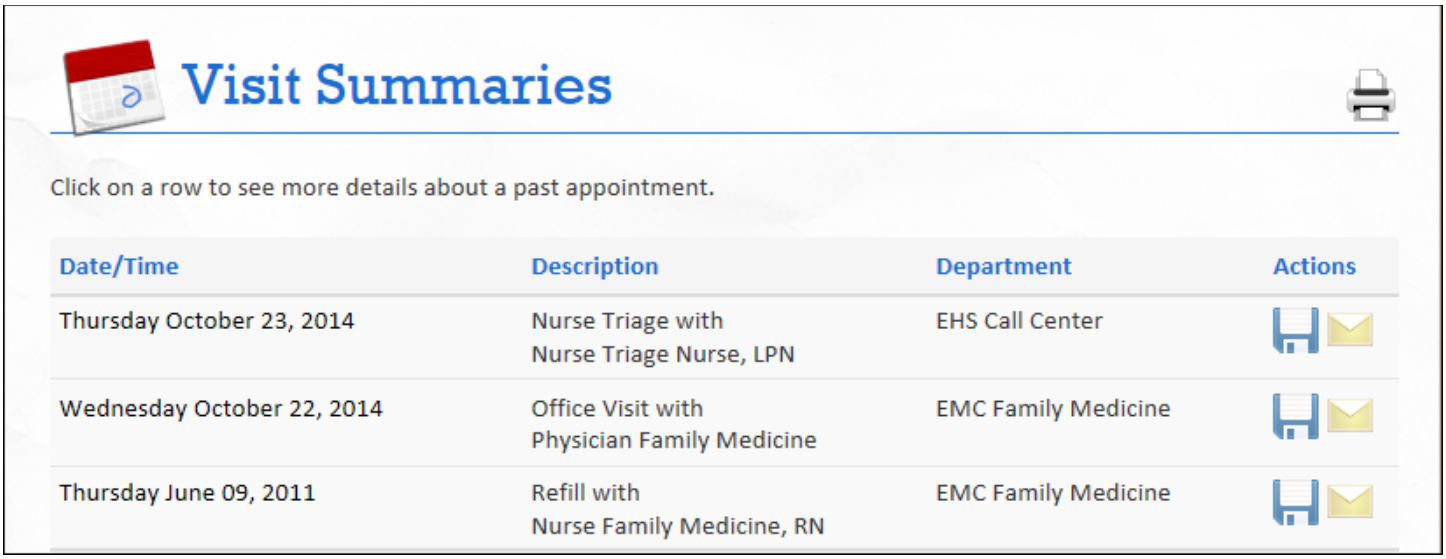
You can view your future appointments in the Upcoming Appointments feature (**Visits > Upcoming Appointments**). Select a scheduled appointment to see info, such as:

- The date, time and location of the visit
- Any pre-visit instructions from the clinic
- Directions to your clinic



View your After Visit Summary for a past appointments or admission

To access a visit summary for previous appointments in myLoyola, go to **Visits > Visit Summaries** and select the appointment you want to review. This feature might be helpful if you've lost the summary or patient instructions from your last visit, or if you want to review the procedures that were performed.

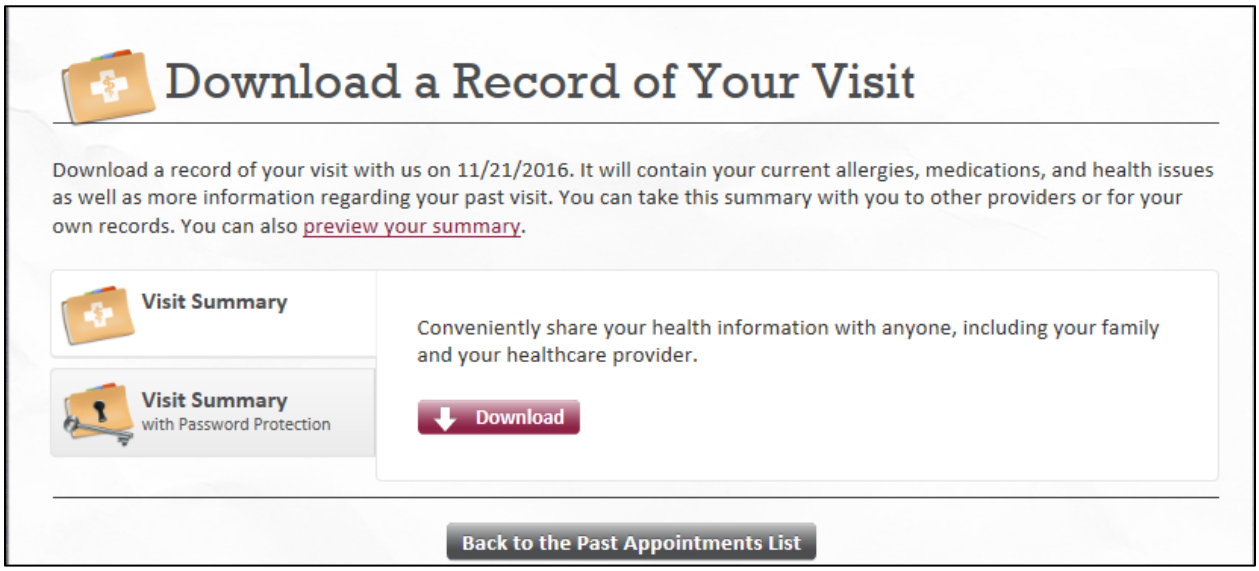


Download a copy of your visit summary

To save a copy of a visit summary for your own records, download it by clicking on the Visit Summaries page. Alternatively, you can click and select **Download Summary** on the Visit Details page.

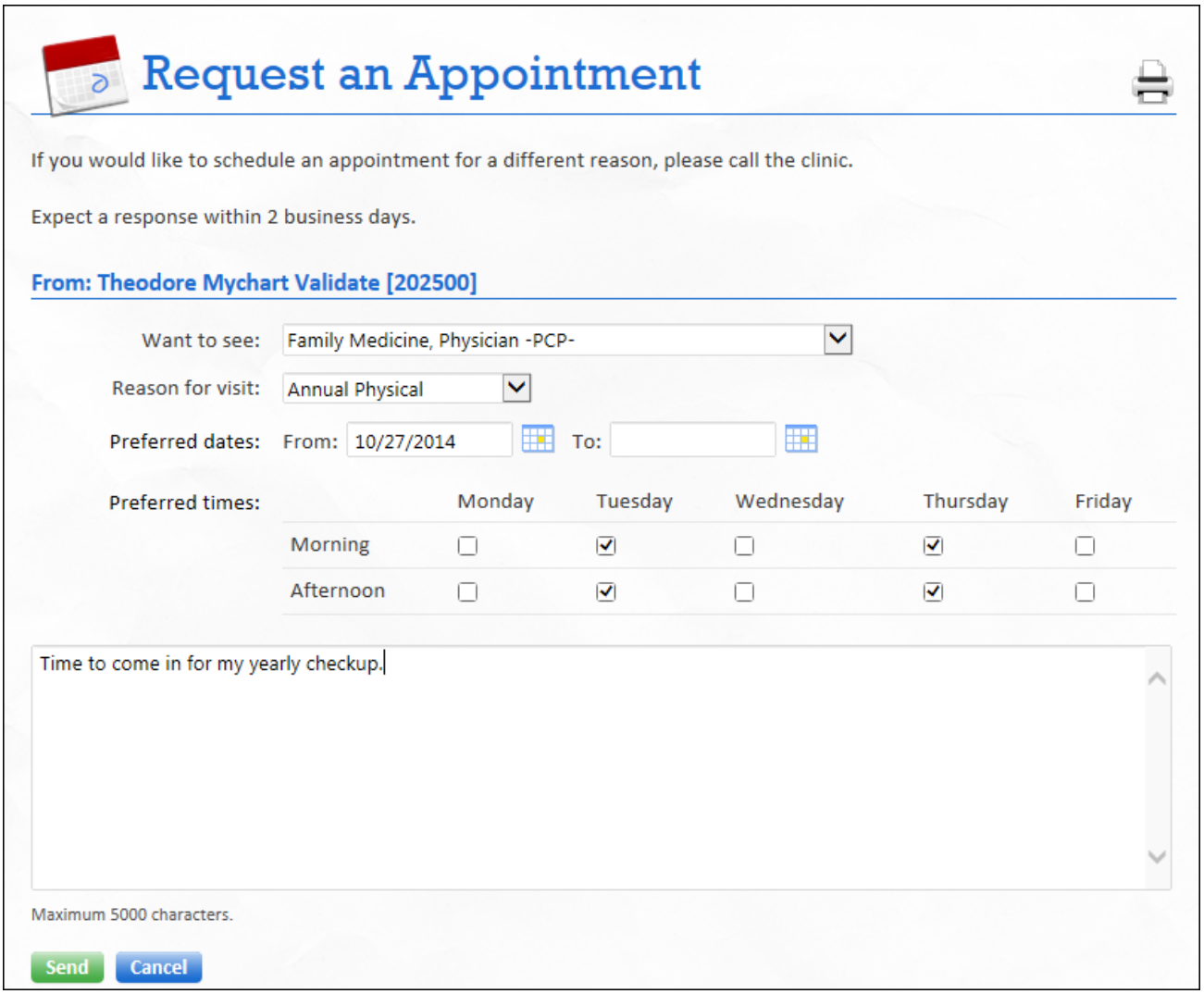
Send a copy of your visit summary to another provider

If you need to keep another provider informed about your health, such as a specialist who works outside of your clinic, you can send him/her a summary of a recent visit by clicking on the Visit Summaries page. Alternatively, you can click and select **Send Summary** on the Visit Details page.



Request an appointment

To request an appointment, go to **Visits > Request an Appt.** You're asked to choose the provider you want to see, the reason for the visit and preferred dates and times. You can also enter comments regarding why you are requesting the appointment. After you submit your request, someone from the clinic will contact you to verify an appointment date and time.



Schedule an appointment

Directly scheduling an appointment means that you schedule the appointment yourself by choosing from a list of available appointment times for your preferred provider.

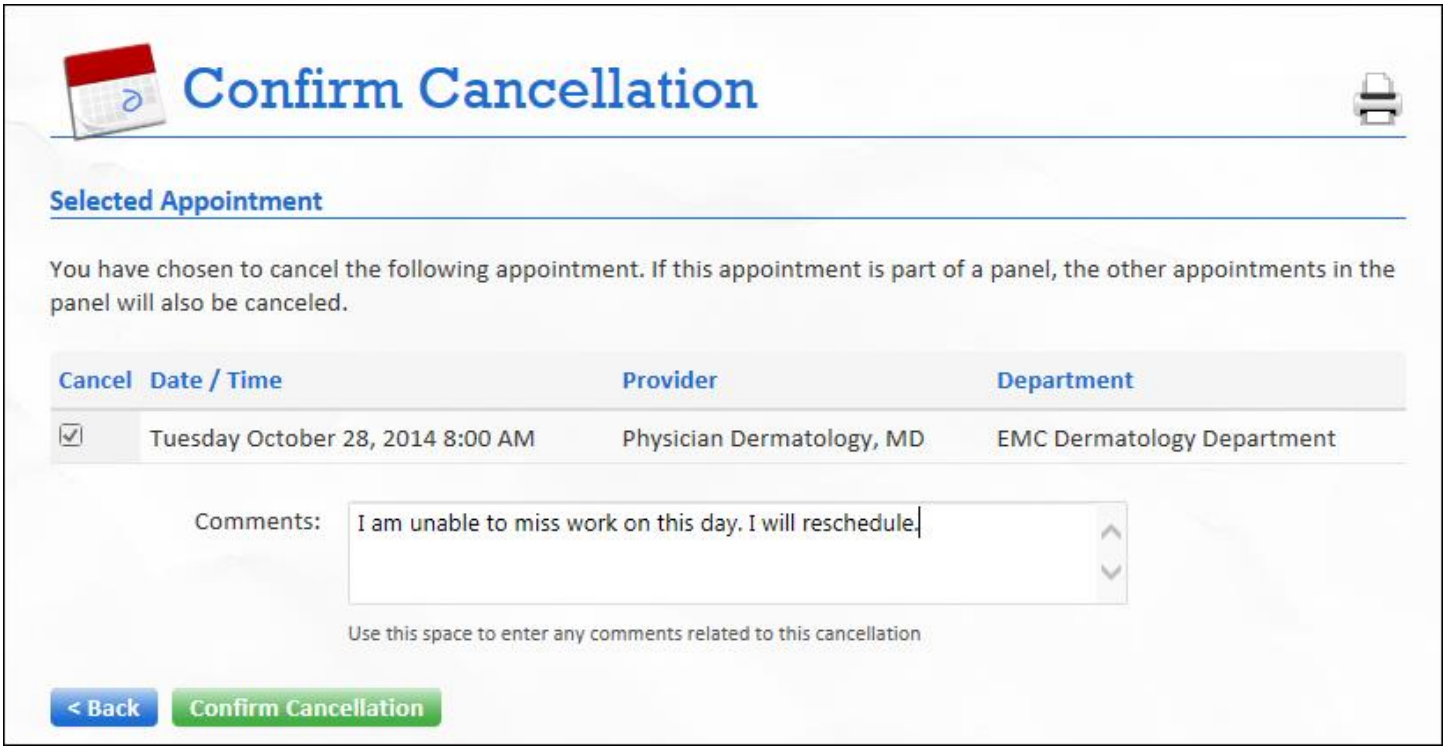
1. Go to **Visits > Schedule an Appt**.
2. Select a reason for visit.
3. Verify your demographic information.
4. Choose the appropriate clinic and the provider you want to see.
5. Enter your preferred dates and times for the appointment. Available appointment slots appear based on your preferences.
6. Choose an appointment from the list of available times.

Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through myLoyola.

To cancel an appointment:

1. Go to **Visits > Cancel Appts**, and select the appointment from the list. Click **Continue**.
2. Enter cancellation comments.
3. Click **Confirm Cancellation**.

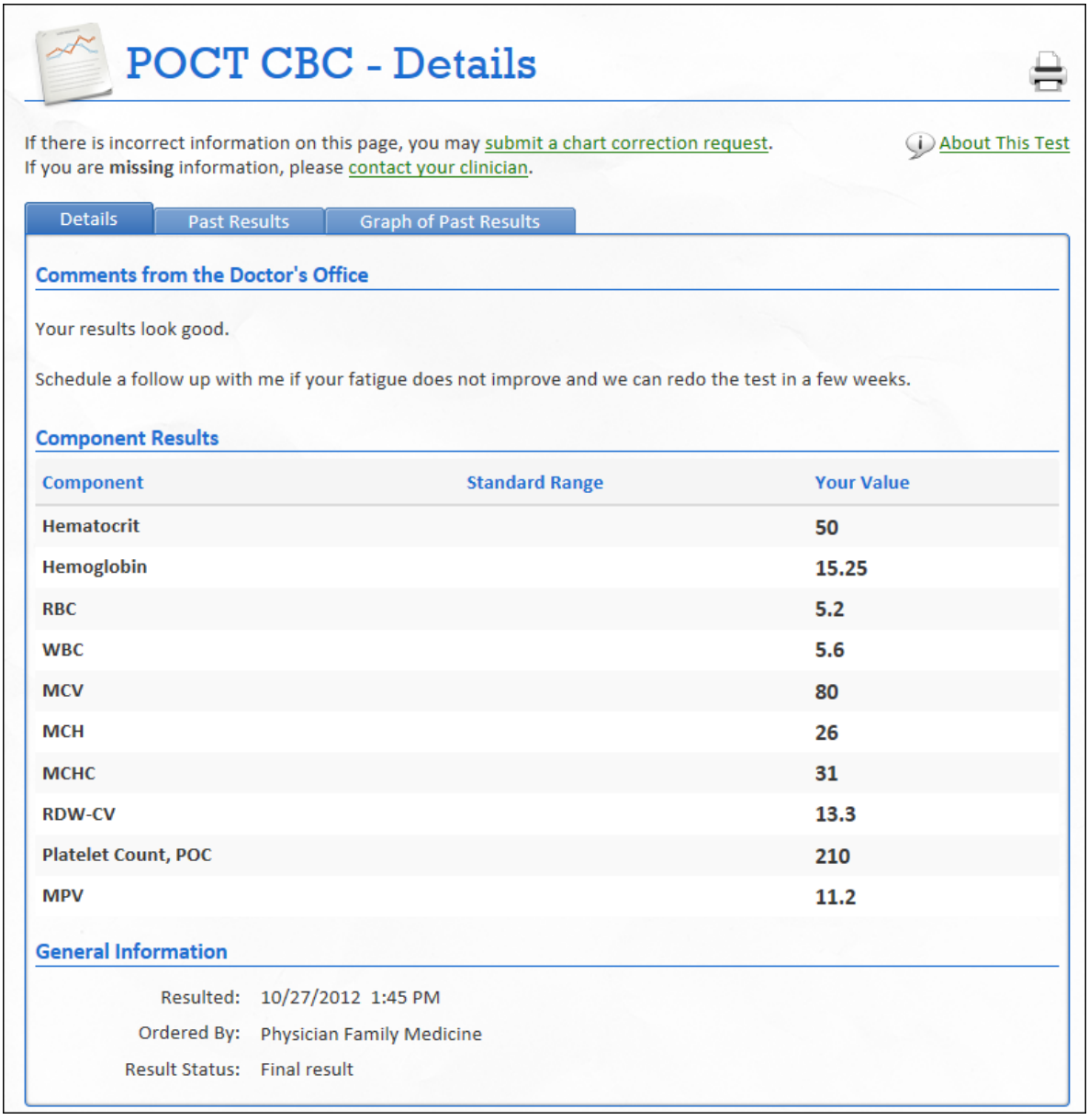


My Medical Record

View your test results

With myLoyola, you can view test results as soon as they become available, rather than waiting for a phone call or letter from your physician. To view test results, go to **My Medical Record > Test Results**. Select a test to see more information about it, such as:

- The standard range for the result.
- Any additional comments your provider entered about the result.



POCT CBC - Details

If there is incorrect information on this page, you may submit a chart correction request.
If you are **missing** information, please contact your clinician.

About This Test

Details | Past Results | Graph of Past Results

Comments from the Doctor's Office

Your results look good.

Schedule a follow up with me if your fatigue does not improve and we can redo the test in a few weeks.

Component Results

Component	Standard Range	Your Value
Hematocrit		50
Hemoglobin		15.25
RBC		5.2
WBC		5.6
MCV		80
MCH		26
MCHC		31
RDW-CV		13.3
Platelet Count, POC		210
MPV		11.2

General Information

Resulted: 10/27/2012 1:45 PM
Ordered By: Physician Family Medicine
Result Status: Final result

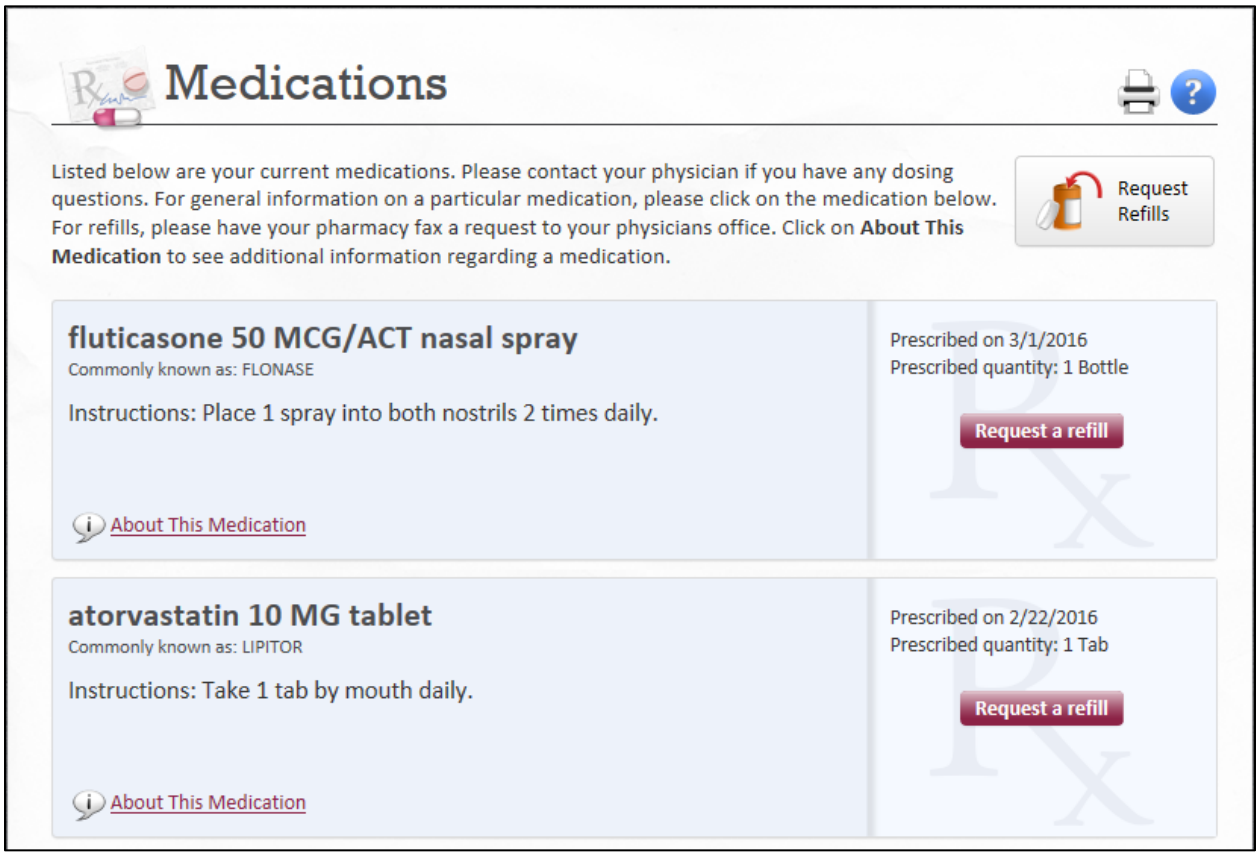
Receive an email when new results are available

1. Go to **Preferences > Notifications**.
2. Select the **email** check box next to New Test Results.
3. Click **Save Changes**.

Manage Your Medications

View your current medications

Go to **My Medical Record > Medications** to see all of your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions and the physician who prescribed the medication. You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the **About This Medication** link.

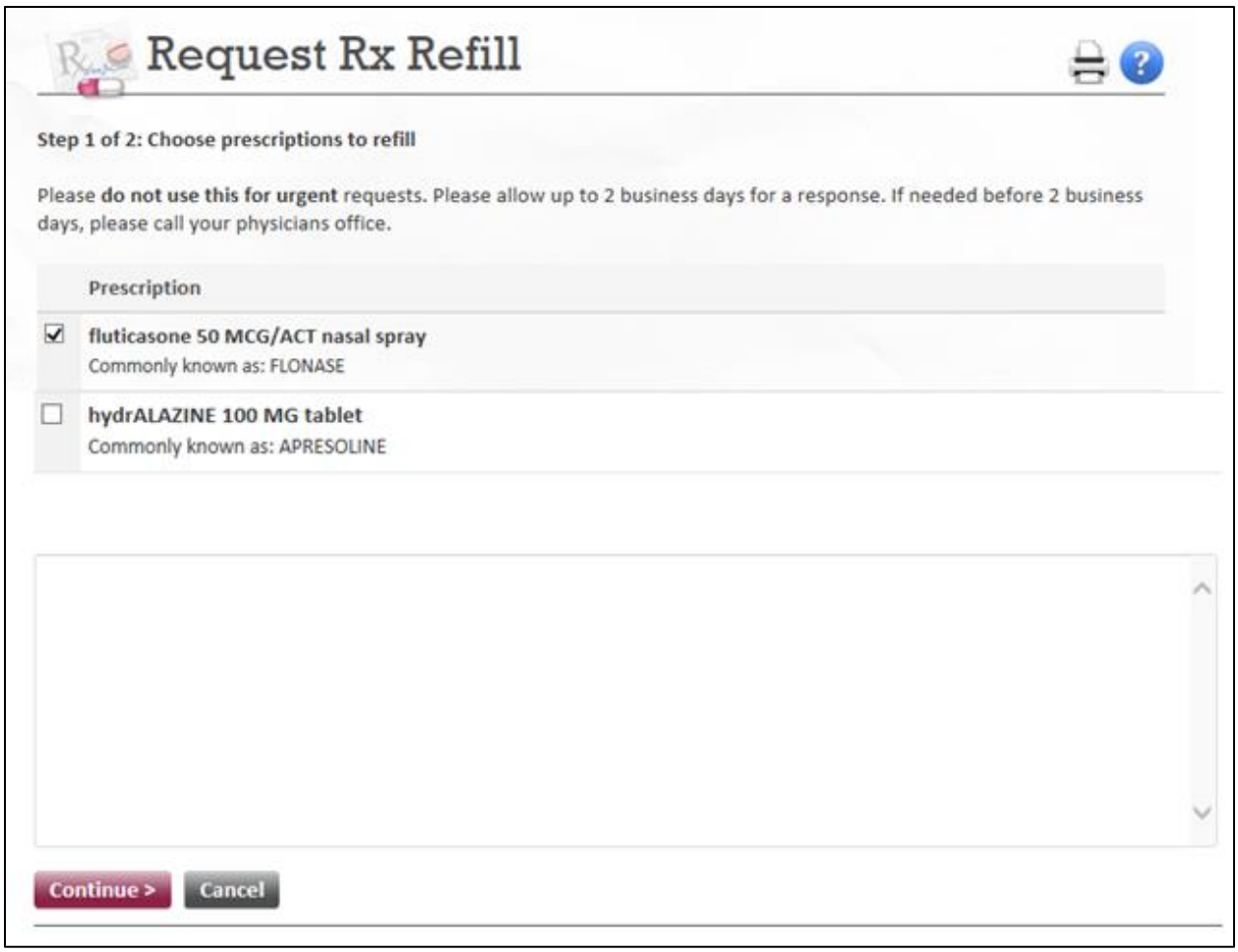


Request a medication refill

You can request a refill for a medication directly through myLoyola, rather than by calling your doctor.

1. From the medication list, click **Request a Refill**.
2. On the Request Rx Refill page, select the check box next to the medication you need refilled and enter any comments.
3. Click **Continue**.
4. Select a pharmacy for pickup and a pickup date and time that's convenient for you. Then, click **Submit Request** to finish your refill request.

You will receive a message in your myLoyola Inbox when your prescription refill is processed.

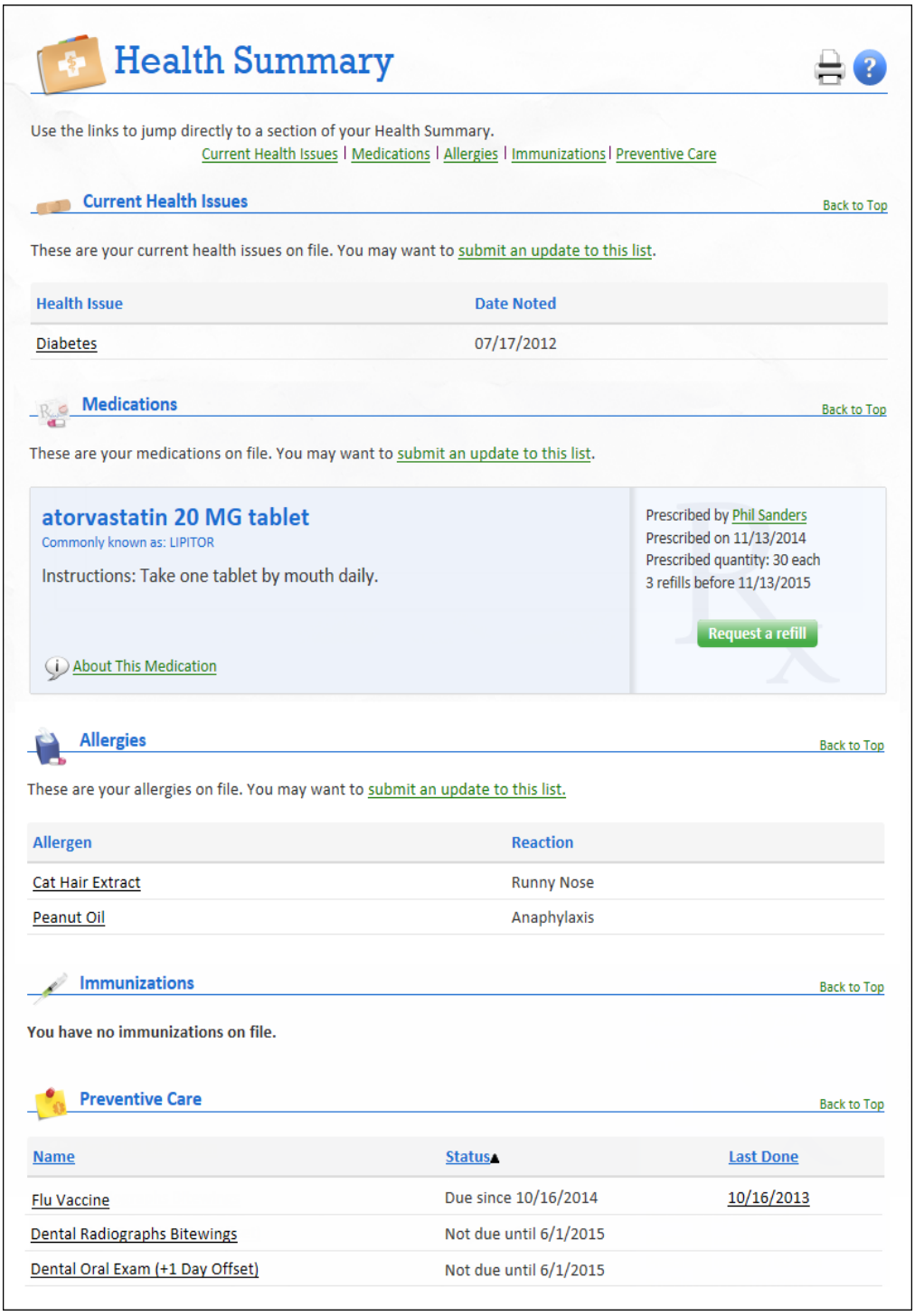


If you want to request a refill without first reviewing your whole medication list, you can select **Messaging > Request Rx Refill** to go directly to that page.

View a Summary of Your Health Information

To get a summary of your medical record, go to **My Medical Record > Health Summary**. This summary includes:

- Current health issues
- Medications
- Allergies
- Immunizations
- Preventive care topics



Health Summary

Use the links to jump directly to a section of your Health Summary.

Current Health Issues | Medications | Allergies | Immunizations | Preventive Care

Current Health Issues

Back to Top

These are your current health issues on file. You may want to submit an update to this list.

Health Issue	Date Noted
Diabetes	07/17/2012

Medications

Back to Top

These are your medications on file. You may want to submit an update to this list.

atorvastatin 20 MG tablet

Commonly known as: LIPITOR

Instructions: Take one tablet by mouth daily.

About This Medication

Prescribed by Phil Sanders
Prescribed on 11/13/2014
Prescribed quantity: 30 each
3 refills before 11/13/2015

Request a refill

Allergies

Back to Top

These are your allergies on file. You may want to submit an update to this list.

Allergen	Reaction
Cat Hair Extract	Runny Nose
Peanut Oil	Anaphylaxis

Immunizations

Back to Top

You have no immunizations on file.

Preventive Care

Back to Top

Name	Status▲	Last Done
Flu Vaccine	Due since 10/16/2014	10/16/2013
Dental Radiographs Bitewings	Not due until 6/1/2015	
Dental Oral Exam (+1 Day Offset)	Not due until 6/1/2015	

Family Access

If you have access to your family members' medical records, you can view most of the information in their records in the same way that you view your own. Some things that may be particularly useful include:

- Viewing or printing your child's immunization record
- Viewing your child's growth charts
- Viewing a family member's test results

This section explains how to access a family member's record and how to access growth charts and immunizations in a child's record.

Manage access to family members' records

You can request access to a family member's record or give another adult access to your own record by completing a form in myLoyola. You can also request a restriction to a minor's record in the case where another person should not be allowed to have access to the child's information. Your clinic will grant the appropriate access after they process the form.

1. Go to **Preferences > Personalize** or click the wrench icon below the proxy tabs.
2. Click the appropriate link depending on the type of access you need. You can:
    - Request access to a minor's record
    - Request restriction to a minor's record
    - Grant an adult access to your record
3. Complete the form that appears and click **Submit Request.**

Access a family member's record

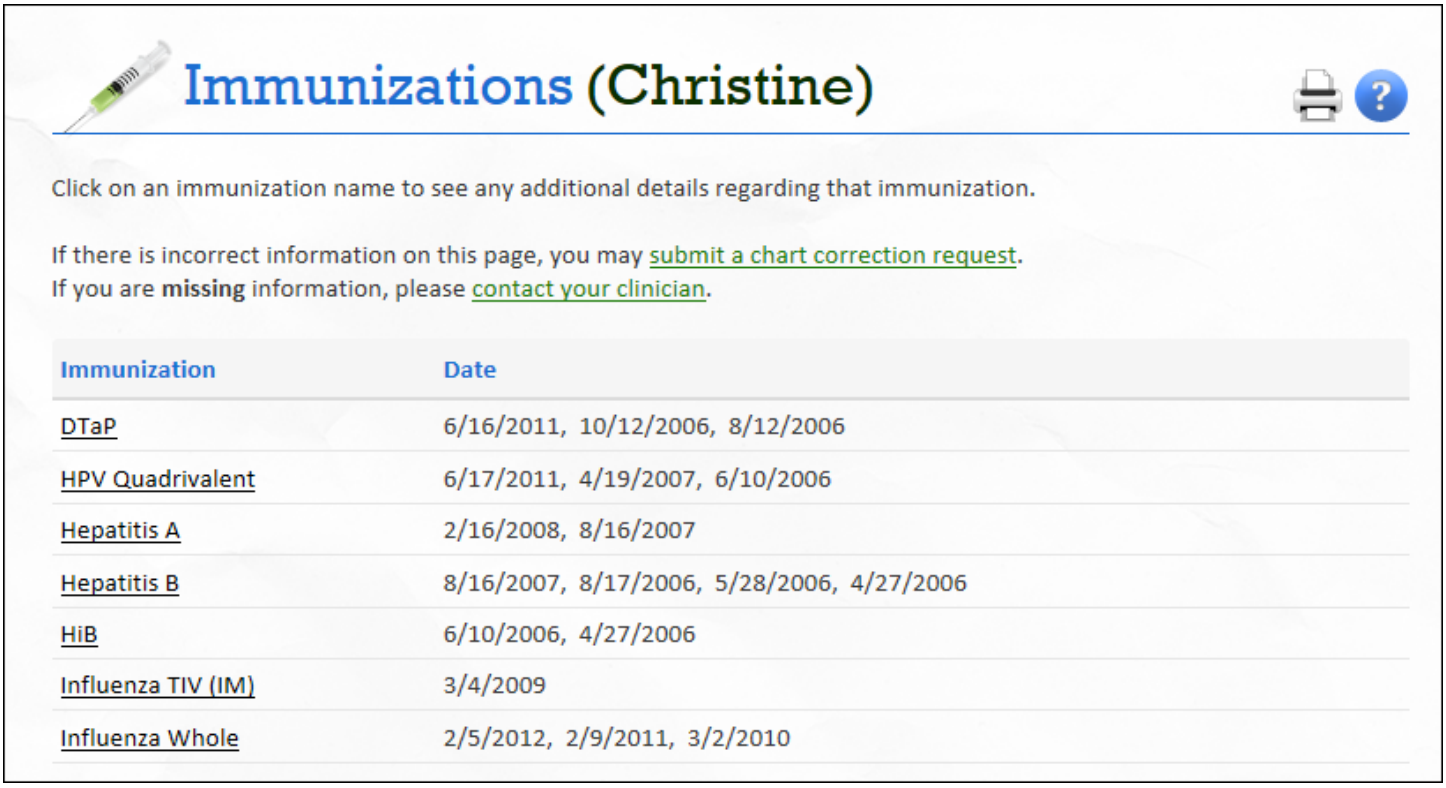
After you've received permission, you can view your family member's records by clicking the tab for that family member in myLoyola.

After you read the proxy access disclaimer, click **Accept** to continue to your family member's chart.

View and print your child's immunization record

When you are in your child's record in myLoyola, go to **My Medical Record > Immunizations**. You can see the immunizations your child has received and the dates on which he/she received them. Click the immunization name to learn more.

To open a printer-friendly summary of your child's immunizations, click .



Immunizations (Christine)

Click on an immunization name to see any additional details regarding that immunization.

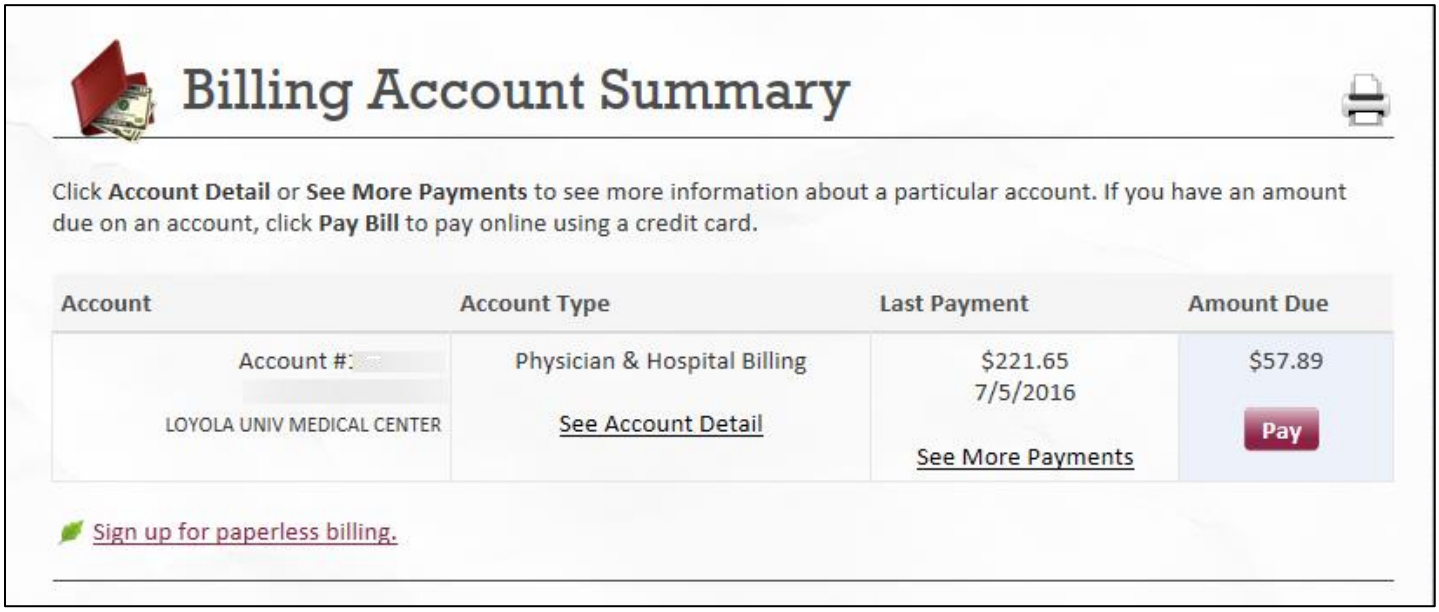
If there is incorrect information on this page, you may submit a chart correction request.
If you are **missing** information, please contact your clinician.

Immunization	Date
DTaP	6/16/2011, 10/12/2006, 8/12/2006
HPV Quadrivalent	6/17/2011, 4/19/2007, 6/10/2006
Hepatitis A	2/16/2008, 8/16/2007
Hepatitis B	8/16/2007, 8/17/2006, 5/28/2006, 4/27/2006
HiB	6/10/2006, 4/27/2006
Influenza TIV (IM)	3/4/2009
Influenza Whole	2/5/2012, 2/9/2011, 3/2/2010

Billing and Insurance

View your outstanding balance

To see the outstanding account balance for any of your accounts, go to **Billing > Billing Account Summary**. Here, you'll see all of your accounts with links to individual statements and bill payment features. To view additional information about an account, click the **See Account Detail** link.



Make a payment

When you have an outstanding account balance, you can make a payment directly through myLoyola.

1. Go to **Billing > Billing Account Summary**.
2. Click **Pay.**
3. Enter the amount to pay along with your credit card information. Click **Continue**.
4. Review your payment information and click **Submit Payment**.

Sign up for paperless billing

You can sign up to receive all of your statements through myLoyola rather than receiving a paper copy through the mail.

1. From the Billing Account Summary page, click the **Sign up for paperless billing** link.
2. If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding check box to receive notifications.
3. Select the **I understand that I will no longer receive statements in the mail** check box and click **Sign Me Up**.

Preferences and Administrative Features

Update your personal information

You can update your address, phone number or email address at any time so that your clinic always has the most up-to-date information in your record.

1. Go to **Preferences > Demographics.**
2. Enter the new information and click **Accept Changes**.
3. Confirm that your updated information is correct, and then click **Submit Changes**.

Change your myLoyola password or update your security question and answer

To ensure that your medical information stays protected, consider changing your myLoyola password periodically. To do so, go to **Preferences > Security Settings**. From this page, you can also update the security question and answer that are used when you forget your myLoyola username or password.

Mobile Apps

myLoyola for iOS and Android are portable versions of myLoyola that you can use to manage your health information on-the-go. The mobile apps contain many of the same features as the myLoyola website, allowing you to do all of the following, and more!

- View test results.
- Send and receive messages.
- Schedule and confirm upcoming appointments and view visit summaries for past appointments.
- View your health summary, including allergies, immunizations, current health issues and medications.
- View preventive care procedures and when they are due.
- Request and pay for medication refills.
- View billing statements and pay balances due and visit copays.
- Access family members' charts.

If you have an iOS device, you can pair it with Apple Watch™. With myLoyola for Apple Watch, you can:

- See alerts for new information in myLoyola.
- View upcoming appointments.
- Read messages.
- Review their medication list.

Download the myLoyola App

To install the myLoyola app, go to the App Store or Google Play Store and search for "myLoyola."

© 2015 Epic Systems Corporation. All rights reserved. PROPRIETARY INFORMATION - This item and its contents may not be accessed, used, modified, reproduced, released, performed, displayed, loaded, stored, distributed, shared, or disclosed except as expressly provided in the Epic agreement pursuant to which you are permitted (if you are permitted) to do so. This item contains trade secrets and commercial information that are privileged, confidential, and exempt from disclosure under the Freedom of Information Act and prohibited from disclosure under the Trade Secrets Act. This item and its contents are "Commercial Items," as that term is defined at 48 C.F.R. § 2.101. After Visit Summary, Analyst, ASAP, Beaker, BedTime, Break-the-Glass, Breeze, Cadence, Canto, Care Elsewhere, Care Everywhere, Charge Router, Chronicles, Clarity, Cogito ergo sum, Cohort, Colleague, Comfort, Community Connect, Country Connect, Cupid, Epic, EpicCare, EpicCare Link, Epicenter, Epic Earth, EpicLink, EpicOnHand, EpicWeb, Good Better Best, Grand Central, Haiku, Healthy People, Healthy Planet, Hyperspace, Identity, IntraConnect, Kaleidoscope, Light Mode, Lucy, MyChart, MyEpic, OpTime, OutReach, Patients Like Mine, Phoenix, Powered by Epic, Prelude, Radar, RedAlert, Region Connect, Resolute, Revenue Guardian, Rover, SmartForms, Sonnet, Stork, Tapestry, Trove, Trusted Partners, Welcome, Willow, Wisdom, With the Patient at Heart and World Connect are registered trademarks, trademarks or service marks of Epic Systems Corporation in the United States and/or in other countries. Other product or company names referenced herein may be trademarks of their respective owners. U.S. and international patents issued and pending.

This guide is based on Epic 2015.