

# Nemours Children's MyChart

## FAQs

### **When is the Nemours app changing to Nemours Children's MyChart?**

The Nemours app changed to Nemours Children's MyChart on **May 10**.

### **What is Nemours Children's MyChart?**

MyChart is our new secure online patient portal that allows patients to access their medical records and communicate with their health care providers. MyChart will replace the Nemours app.

### **Is MyChart secure?**

Yes, MyChart requires a unique username and password for access and is only accessible to verified users who have gone through an authorization process.

### **Why are you replacing the Nemours app with MyChart?**

We want to provide our families with the best tool to access medical records, allow you to communicate with our providers, and give you the resources to help keep your child healthy. Changing to MyChart will allow for more features and functionality and will provide our families with a positive experience.

### **Is there a fee to use MyChart?**

No, there is no fee required.

### **How do I access MyChart?**

If you are a Nemours app user who receives automatic updates on your mobile device, the app will automatically update to MyChart on May 10.

If you don't receive automatic updates on your mobile device, you will need to manually update your existing Nemours app through the iOS App Store or Google Play.

You can also go to **[MyChart.nemours.org](https://MyChart.nemours.org)** beginning May 10 to access the patient portal in a web browser.

### **What do I need to use MyChart?**

An iOS (16.2 or later) or Android (OS 9 or later) mobile device or a computer with an internet connection.

### **How is MyChart different from the Nemours app?**

The look of the screens and the location of the resources will be different in some instances, but MyChart will provide you with all the tools needed to help keep your child healthy. If you already use MyChart at a different organization, you will find a familiar experience when accessing Nemours Children's MyChart. You can now link your Nemours Children's MyChart account with your other MyChart accounts and switch between the different accounts easily from the app or website.

**Have questions? Please email [MyChart@nemours.org](mailto:MyChart@nemours.org).**

# Nemours Children’s MyChart Quick Start Guide

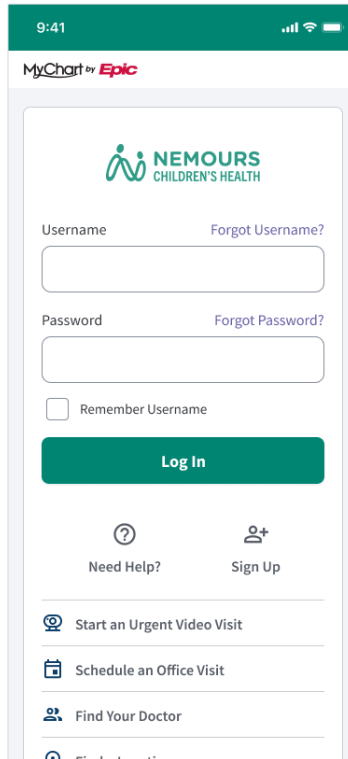
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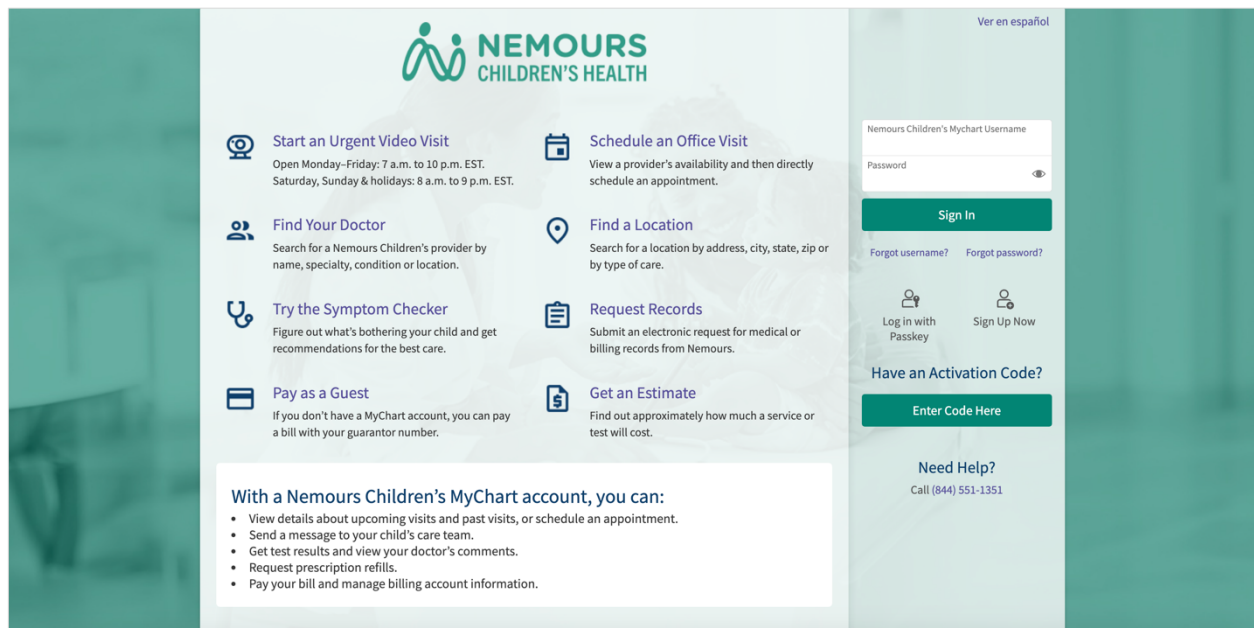
# MyChart Login Page

You can log in to Nemours Children’s MyChart through the mobile app or a web browser using the same username/email and password from the Nemours app.

In the mobile **app**, links to features are listed at the bottom. In the **web** version of MyChart, links to features appear in full view on the page.



MyChart Login Page (App)



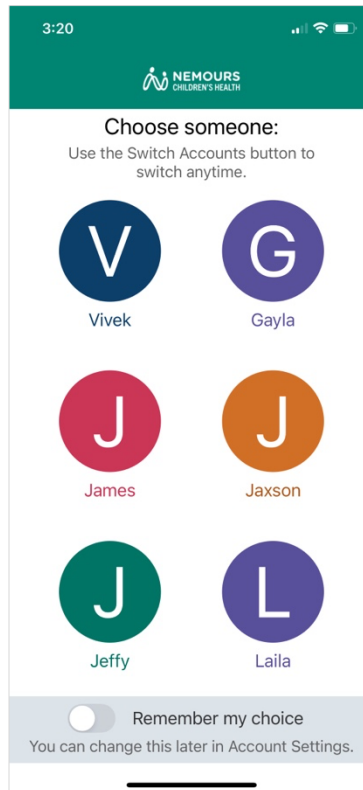
MyChart Login Page (Web)

## MyChart Home Page

The MyChart mobile **app** prompts you to “Choose someone” when you log in. If you pick a child, then it opens the child’s dashboard as home.

The desktop and mobile **web** version of MyChart does not include this step. It defaults to the parent’s home.

You will have access to the same patients from the Nemours app.

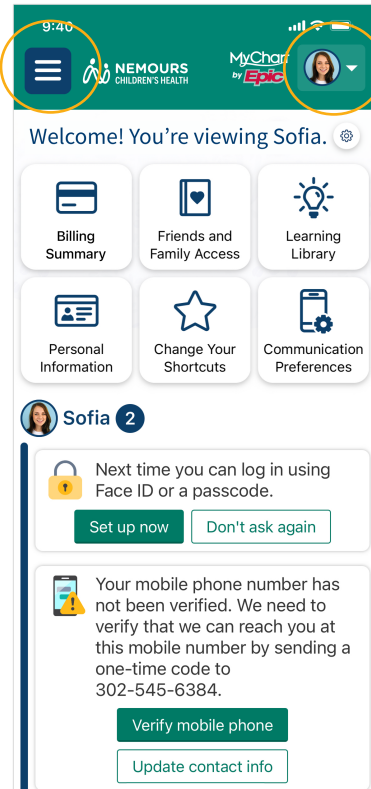


### Choose Someone (App)

## Parent's Home

The menu icon is in the top left corner, and the button to switch between family members is in the top right. Shortcuts are unique to the family member selected and are controlled by specific access to that user. For example, to send a message regarding a patient, you must switch to that family member.

In MyChart, the parent's homepage has 6 shortcuts at the top, which can be customized. Below that is the health feed, which starts with the parent's items.



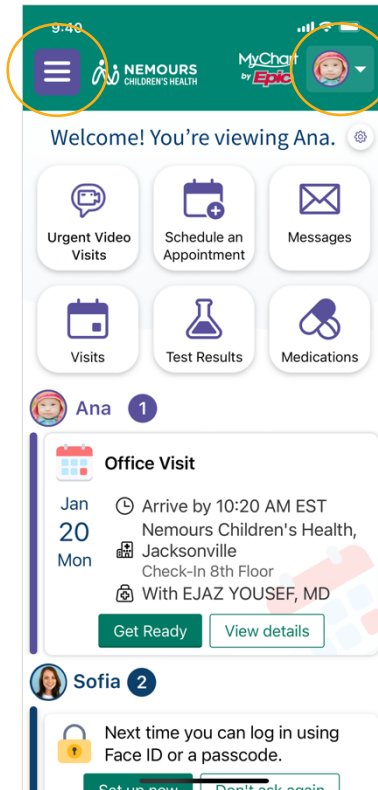
Parent's Home (App)

## Patient's Home

The menu icon is in the top left corner, and the button to switch between family members is in the top right.

In MyChart, the patient's homepage has 6 shortcuts at the top, which can be customized. Below that is the Health Feed, which starts with the patient's most current items like upcoming visits, new messages, after visit summaries, and/or new test results.

Nemours Children's MyChart users will still have access to many of the features they had in the past.



**Patient's Home (App)**

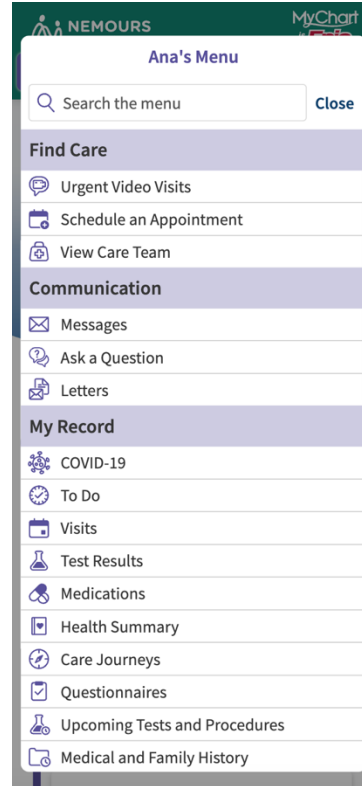
## Menu

Tap or click the menu icon in the top left corner to access all menu items. If you can't find what you are looking for, use the search box at the top to locate an item.

If you switch to your child, there will be more items in the patient's menu.



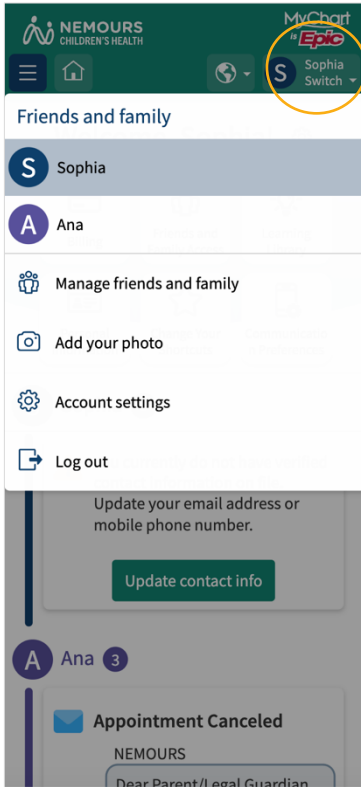
**Parent's Menu**



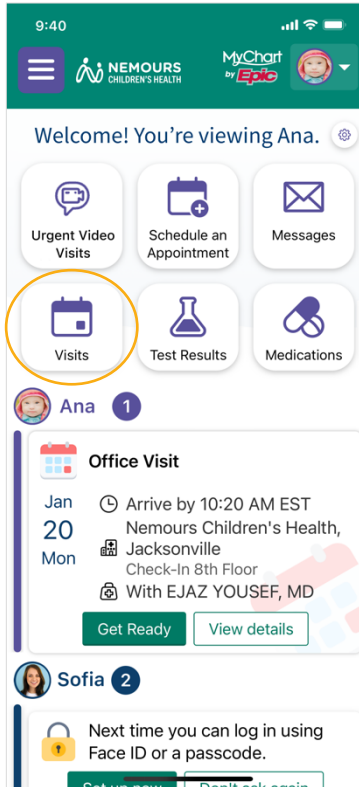
**Patient's Menu**

# Appointments and Visits

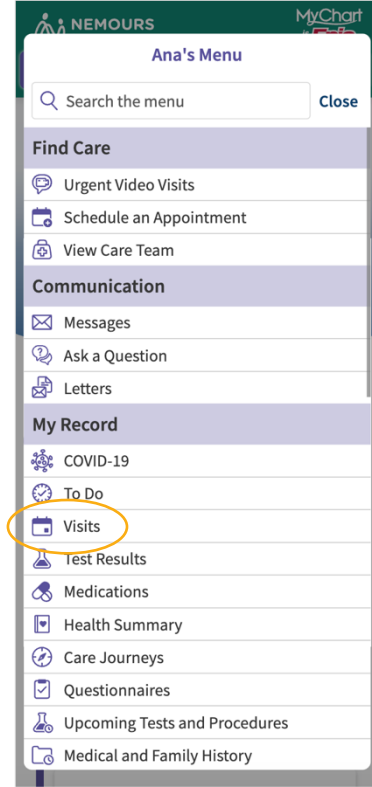
In MyChart, you need to use the account switcher in the upper right-hand corner first to pick the child, then you'll see their dashboard. "Visits" is one of the shortcuts on the child's home, and it is in their menu.



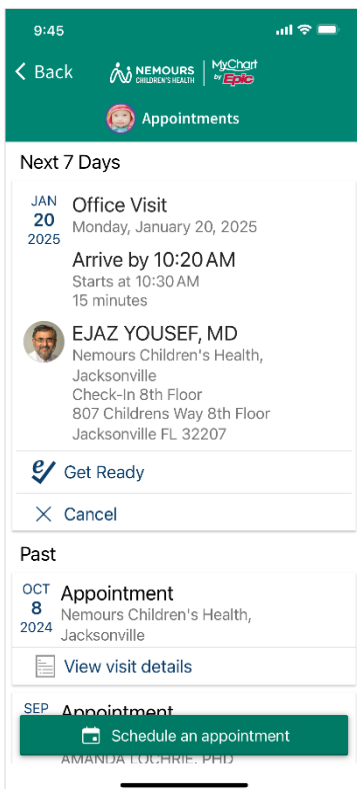
Account Switcher



Patient's Home



Patient's Menu

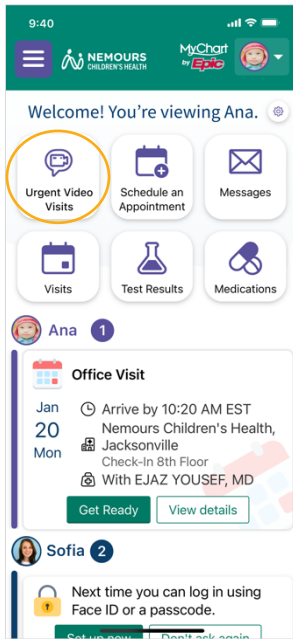


The Appointments and Visits page will display Upcoming and Past Visits. From this page, you can view visit details, complete Get Ready, join a video visit or schedule an appointment.

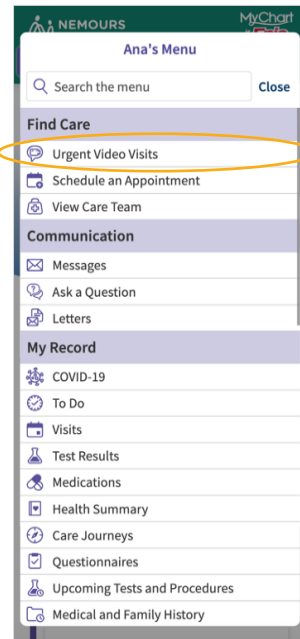


# Urgent Video Visits

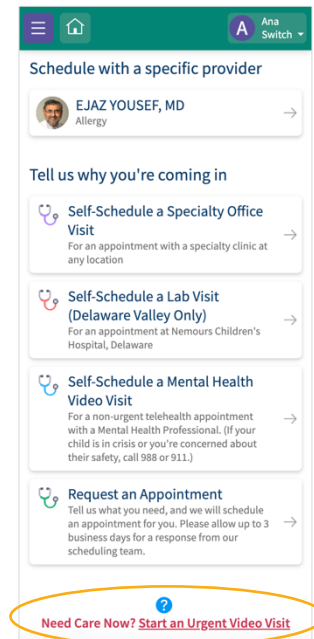
There are multiple ways to access Urgent Video Visits in Nemours Children's MyChart.



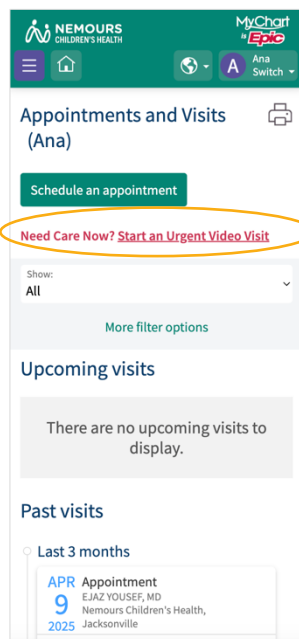
On the patient's home



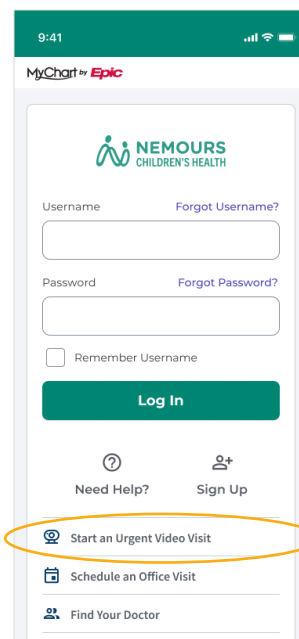
In the patient's menu under "Find Care"



On the "Schedule" page at the bottom



On the "Appointments and Visits" page (web version only)



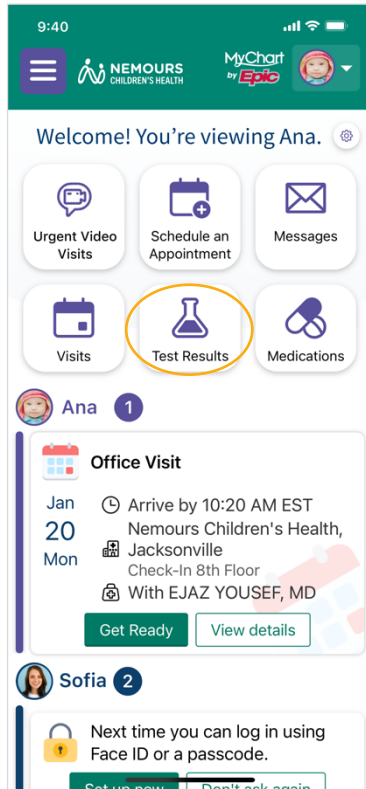
On the login page

**How do I start an urgent video visit?** Visit [urgent care video visits](#) to learn how it works.

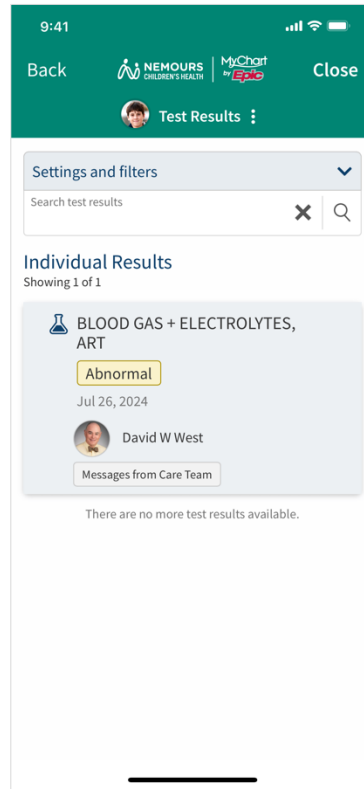
**How do I prepare for a scheduled video visit?** See our [video visit preparation](#) page to learn everything you need to know to be prepared for your upcoming visit.

# Test Results

To view test results in MyChart, you must select your child first. Then, you can see the “Test Results” shortcut on the dashboard and in the menu under “My Record.”



Patient's Home

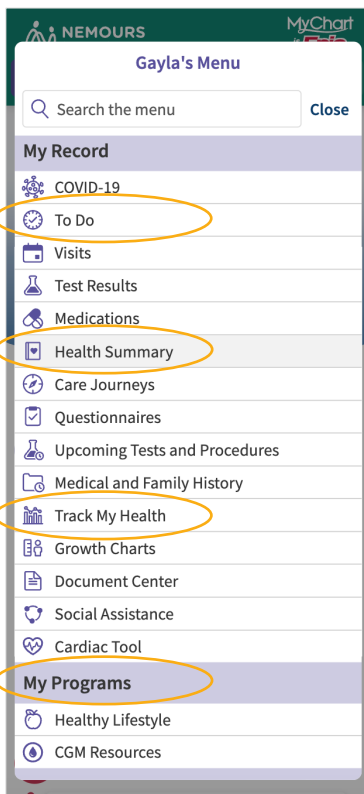


Test Results Page

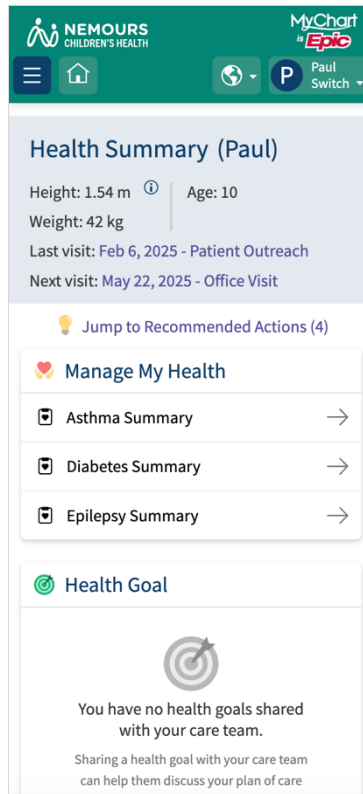
## Health Tools

If you used any health tools or trackers in the Nemours app, they have been relocated and require a provider's approval to appear in MyChart. Instead of a button on the child's dashboard, here's where you can find them:

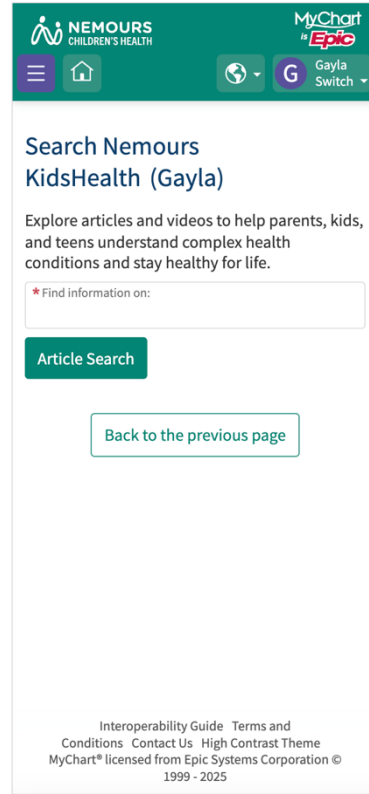
- Cardiac, CGM Resources, Healthy Lifestyle, HEARTPrep, and R2D2 can be found under **“My Programs”** in the MyChart menu.
- Asthma, Concussion, Diabetes, and Epilepsy can be found in the **“Health Summary”** under **“My Record”** in the menu. Tasks for these conditions will either be in **“Track My Health”** or under **“To Do.”**
- For more educational resources, go to **“Search Nemours KidsHealth”** in the menu.



**Patient's Menu**



**Health Summary**

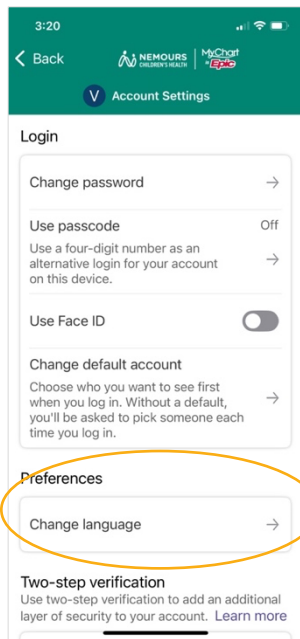


**Search Nemours KidsHealth**

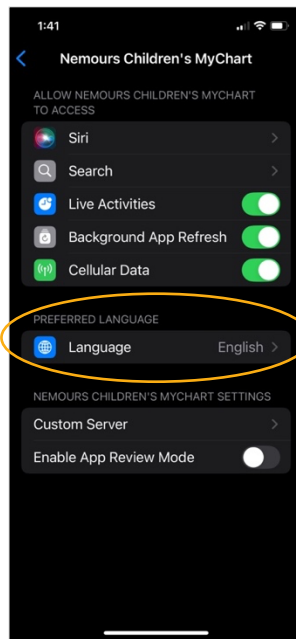
## How to Change the Language

In the MyChart **app**, under Account Settings, select “Change Language” to change the language to Spanish.

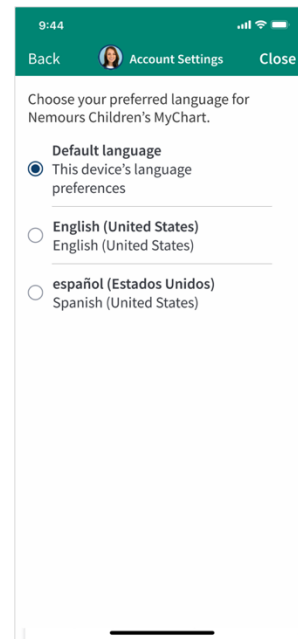
- **iPhone users** – when you select “Change language” it will take you to your phone’s Settings, where you can change your preferred language.
- **Android users** - when you select “Change language” you will have the option to change to Spanish.



**Account Settings**

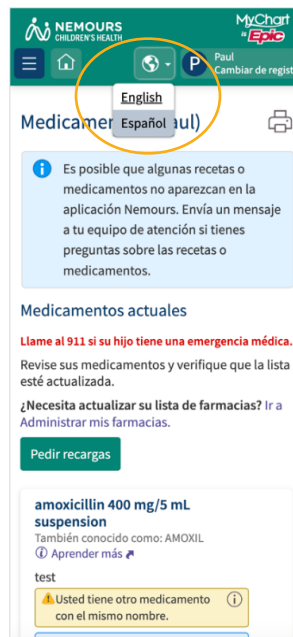


**iPhone Settings**



**Android Options**

To change the language in the **web** version of MyChart, use the language switcher at the top.

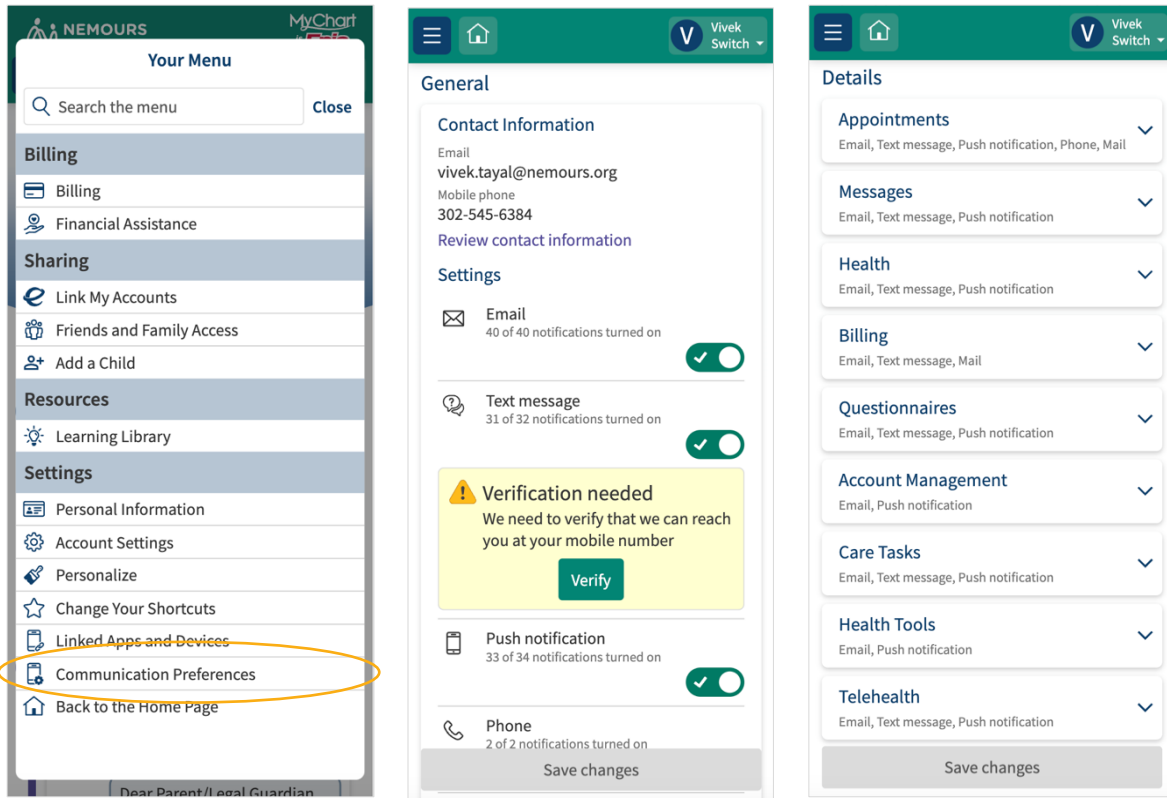


# Communication Preferences

Select “Communications Preferences” in the parent’s menu.

In the General section under Settings, you can choose how you want to receive communication from Nemours Children’s via Email, Text message, Push notification, Phone or Mail.

The Details section will allow you to choose which communications you want and in which way. Use of the Advanced settings will display additional types under each topic.



Parent’s Menu

General

Details

**Need Help?** Please email [MyChart@nemours.org](mailto:MyChart@nemours.org) or call **844.551.1351**