



EISENHOWER HEALTH

Linking My Account


What additional actions can I take after linking my account to another healthcare organization?

After linking your account to another healthcare organization, you can view the following information along with the information in your MyChart account from this organization:

- Allergies
- Health Issues
- Medications

If your account is active at the other organization, you can also view and interact with the following features:

- Messages
- Test Results
- Appointments and Visits
- Care Team

When you see this icon , the information is coming from an outside organization. Tap the symbol on a mobile device or hover over the symbol on a desktop to see where the information is coming from.

[Can I access this information on both the mobile app and on the website?](#)

You can view all your information from other organizations in the mobile app, but you'll need to log in to the website to interact with some features like messaging and scheduling.

[Can I stop seeing information from an organization I've linked?](#)

You can unlink an organization in the Manage My Accounts activity. This will stop information from that organization from showing in this account. Any organizations that you choose to unlink will remain available in the Manage My Accounts activity.

[I can see other people's information \(e.g. my child\) at a different organization.](#)

[When my accounts are linked, can I also see that information here?](#)

You must have an account here and at the other healthcare organization, with access to the same patient's information in both, to see cross-organization information for that patient. What you can see and do in MyChart depends on



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what the other healthcare organization allows you to see and do in your account with them.

How does MyChart know where I have been seen before, or where I have other health data?

As you move between your healthcare provider, we securely exchange your health information with other healthcare organizations so that your care team can see all of your health information. Our organization can identify you as a patient at another healthcare organization and request your record in order to provide care for you. When other organizations share your record with us, this information becomes part of your chart in our healthcare system and is only seen by providers involved in your care. This secure, electronic exchange of your record gives your care team information they need to give you safe and effective care, and allows MyChart to give you a more complete picture of your health.

How is my information protected?

We carefully protect the privacy and security of your information using different physical, administrative, and technical controls. When your information is shared, your record is encrypted and delivered in a secure, electronic format. Only healthcare professionals who are involved in your care can see your information at the healthcare organization.

Common Questions

Why aren't all of the organizations where I have been seen available to link?

A healthcare organization must be part of this account linking network to allow you to link your account. Visit www.epic.com/happytogether to see which organizations are already on this network and which ones will be joining soon.

What if I do not recognize an organization that appears on my list of accounts?

You will see organizations where you have a medical record in their system. Sometimes, a name might not look familiar because:



- A clinic might use a name that is different from the name of the organization that owns the clinic.
- An organization where you were seen a long time ago might have changed its name since the last time you were seen there.

If you have concerns about your information at that location, you should contact that organization.

What do I do if I believe there is a mistake in the information I see?



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If you believe there is a mistake with the information you see in your MyChart account, contact the organization listed in the bubble that appears when you tap or hover over the  symbol. If there is no  symbol, this information is coming from us, so call our help desk at 760-834-8595 from 8:30 to 5:00.

[What do the notification bubbles mean in the Other Providers section of the home page?](#)



You have notifications available at the linked organization. Red notification bubbles appear only if you have an active account at the linked organization. You can jump directly into your active linked accounts by clicking the icon for that organization. When you click a linked organization's icon, your account at that organization opens in a new browser window or tab.




You do not have an active account at the linked organization. You can still see your medications, allergies, and health issues that are documented at the linked organization. If you want to create an account with the linked organization to have access to other features or information, such as test results, messaging, scheduling, and appointments, visit the patient portal website of the linked organization or ask your provider at the linked organization how you can get signed up.



There was an error while retrieving your information from the linked organization. Please try again later. If the problem persists, contact the associated organization.

[Why can't I see certain information from other organizations?](#)

Sometimes, you might not be able to see some information from other organizations because:

- You might not have that information documented at the linked healthcare organization.
- If the same information is in your record at the linked organization and here, it is not marked with the  symbol.
- The linked organization might not allow patients to view that information. The information from the linked organization that you see in MyChart



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depends on what that organization allows you to see in your account with them.

Sometimes, you might be unable to view your test results as expected because:

- You might not have an active account at the linked healthcare organization.
- The Show field at the top of the test results page allows you to show test results from all organizations (this is the default setting). You may use the dropdown list to show test results coming only from a single organization.
- The linked organization might not release all or any test results. In this case, test results you can't see through the other organization's portal will also not appear in your MyChart.

[Why can't I message a doctor from another organization?](#)

If you cannot send a message to a provider at another organization, consider the following:

- If you do not see options to message your providers from a linked organization, you might not have an active account at the linked organization.
- You must be using a web browser (not the MyChart Mobile app) to message providers from other organizations in your account.
- Messaging might be a feature this organization does not use. If you have sent messages through the linked organization's portal in the past, you might have to log in to your account at the linked organization to access this feature.
- If you don't see the provider on the list of available providers to message, that provider or organization might not allow messaging.