



FAQs

When

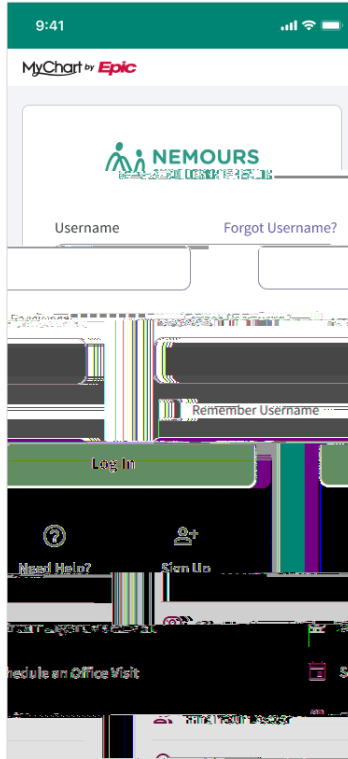


	3
- Parent's Home	4
- Patient's Home	5
Menu	6
Appointments and Visits	7
Urgent Video Visits	8
Test Results	9
Health Tools	10
How to Change the Language	11
Communication Preferences	12

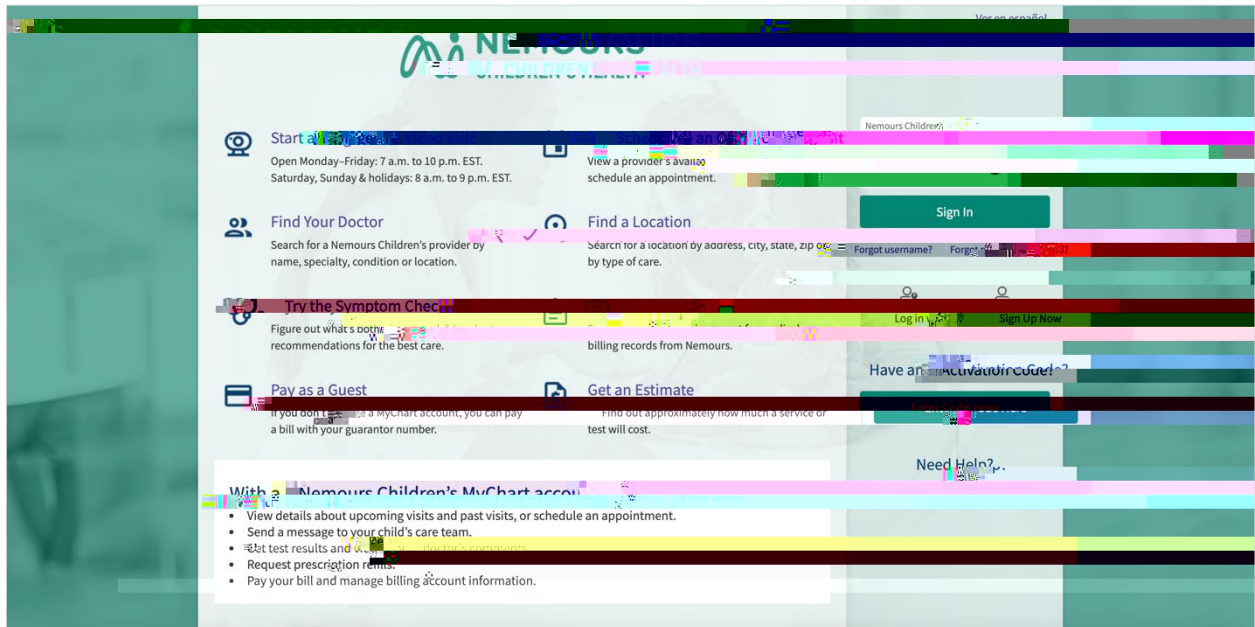
MyChart Login Page

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

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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.

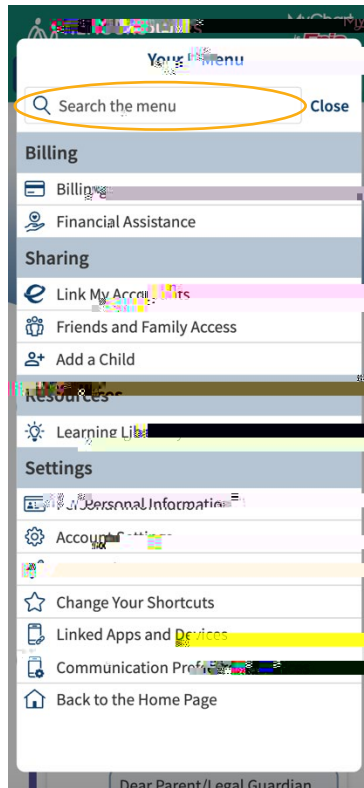
Nemours Children's MyChart users will still have access to the most frequently used features they had in the past.

Patient's

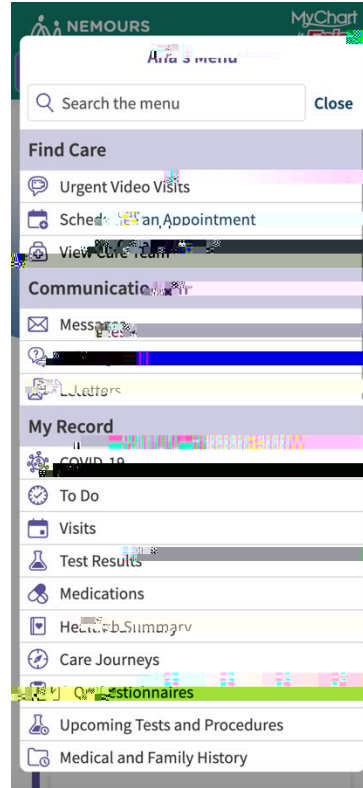
Menu

Tap or click the menu icon in the top left corner. If you are looking for 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

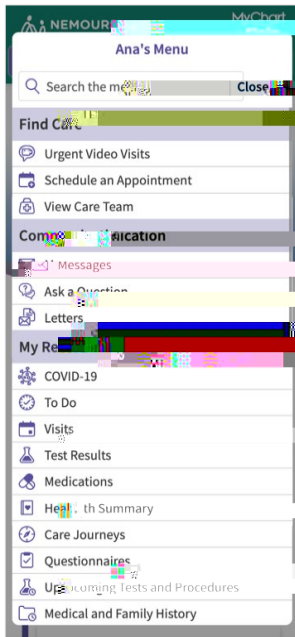


Patient's Menu

Appointments and Visits

Urgent Video Visits

There are multiple ways to access [Urgent Video Visits](#) in Nemours Children's MyChart.

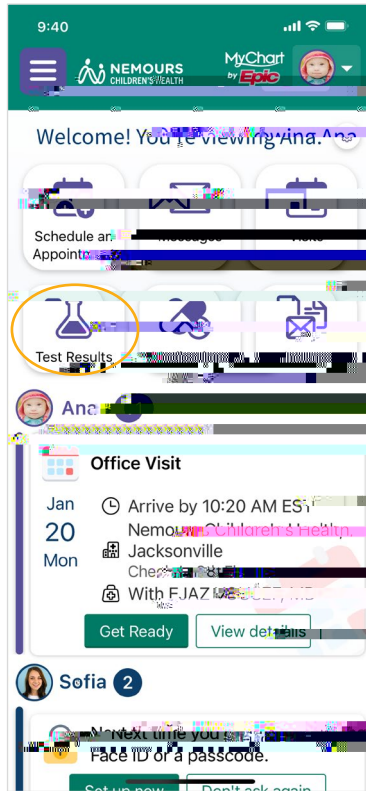


How do I start an urgent [video visit](#)? Visit [urgent care video visits](#) to learn how it works.

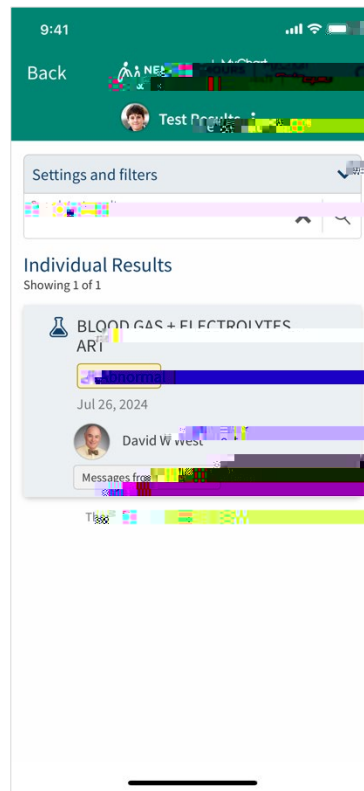
How do I prepare for a scheduled video visit? See our [video visit preparation](#) page to learn everything you need to know to be prepared for your upcoming visit.

Test Results

To view test results in MyChart, you must first log in. Once you are logged in, you can see the “Test Results” shortcut on the dashboard and in the menu under “My Record”.



Patient's Home



Test Results Page

How to Change the Language

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

- iPhone users –

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