My City of Hope®

Your Medical Information Is Available at Your Fingertips!

Patient and Family Quick Start Guide

MyCityofHope.org
MyCityofHope.org
City of Hope’s Patient Portal
Quick Start Guide

Use this guide for troubleshooting technical issues with MyCityofHope

If you are still having trouble, please call Customer Service at 844-777-4673. Help Desk is available 24 hours 7 days per week.
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**MyCityofHope.org**  
**Patient and Family Quick Start Guide**

MyCityofHope.org gives you secure online access to your medical records. It can help you take a more active role in your health care and communicate with your health care team.

From MyCityofHope.org, you can:

- View your daily schedule
- Request an appointment. Review summaries of your past appointments, including issues you talked with your doctor about during each visit, your vital signs, and tests or referrals that were ordered.
- View your medications, including dose and instructions, and request a refill.
- View most 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.
- Give your family and caregivers access to your medical records.
- View your doctor’s notes from office visits.

### Sign up for a MyCityofHope.org account

To sign up for MyCityofHope.org, you must be at least 18 years old.

There are a few ways to sign up for MyCityofHope.org:

- Clinic staff may sign you up directly while you’re at the front desk or in the exam room.
- You may receive a MyCityofHope.org activation code on your After Visit Summary.
- You may be able to use self-sign-up online to create a MyCityofHope.org account by matching your information against what is on file in your medical record.

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**Don’t have an activation code? You can request one.**

*If you don’t have an activation code, you can complete a paper form to request one or request one online. To request an activation code online:*

2. Click **Sign Up Online**.
3. Click **No Activation Code? Sign Up Online** to complete the form and have an activation code sent to your email address or mailed to you.
Use your activation code to sign up

To sign up, you will need the *activation code* found on your After Visit Summary.

From the MyCityofHope.org login page:

- Click **Sign Up Now** in the New User? section.
- Enter your activation code and other identifying items, such as the last four digits of your Social Security number and your date of birth. Click **Next**.

On the next page, choose the following:

- **MyCityofHope.org 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 at least eight characters and must be different from your MyCityofHope.org 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 MyCityofHope.org password. Choose a security question from the list and enter your answer. Your answer cannot include your MyCityofHope.org password.
- **Notifications.** On the next page, choose if you want to receive a notification message in your personal email when there is new information available in your MyCityofHope.org account. If you would like to receive email alerts, enter your email address.
Log in to MyCityofHope.org

• In your web browser, enter MyCityofHope.org and access the login page.
• Enter your MyCityofHope.org username and password, and click Sign In.

What if I forget my MyCityofHope.org ID or password?

Click the Forgot Username? or Forgot Password? link below Sign In.

• You will be prompted to answer some security questions to verify your identity.
• If you are still having trouble logging in, please call Customer Service at 844-777-4673.
• Help Desk is available 24 hours 7 days per week.
Access medical records

MyCityofHope offers several different features that allow you to access your health records.

View or download your medical record
You can save your health summary to a USB drive to carry with you in case of emergency. The portable summary includes all of the allergies, medications, current health issues, procedures, test results and immunizations you can see in MyCityofHope.org.

If necessary, the information on your USB drive can be uploaded into a personal health record or another hospital or health care provider’s electronic health record.

• Go to Health > Document Center.
• Click Visit Records and select the Lucy Summary tab.
• Click Download and then click Request for the message that appears. You’ll be notified when your download is ready.
• When you are asked to save or open the file, click Save and save it to a location on your computer that is easy to remember.
• Open the folder and “extract” the .zip file.
• To view your medical record, open the PDF file in the folder.

View, download or send visit records
You can view, download or share your record for a specific visit or set of visits.

• Go to Health > Document Center and click Visit Records.
• Select a visit on the Single Visit tab or use the Date Range tab or All Visits tab to select multiple visits. Then:
  • Click View to view a copy of the visit summary.
  • Click Download to save a copy of the visit summary for your records.
  • Click Send to send a copy of your visit summary to another provider. This might be useful if you need to keep another provider, such as a specialist who works outside of your clinic, informed about your health.
Download medical records you have requested

If you have requested a copy of your medical record from City of Hope, you can download and view it from MyCityofHope.org. You don't have to wait for a paper copy to come in the mail.

- Go to Health > Document Center and click Requested Records.
- Locate the record you want to view and click Download.
- If the record is password protected, you will see a message to warn you. Click Continue Download.
- Click Save to save the file to your computer and then open it or click Open to open it without saving it to your computer.
- If the record is password protected, click Show Password on the Requested Records page to view the password you need to access the document. Enter the password to view the document.
View messages from your clinic

You can read any messages sent by your doctor or other clinic staff by going to your Inbox (Messaging > Message Center).

If you’re looking for a specific message, enter key words in the search field on the Inbox page.

Receive an email when new MyCityofHope.org messages are available

- Go to Profile > Notifications.
- Expand the Messages section and select a notification option.
- Update your email address and mobile phone number if needed at the bottom of the page.
Ask your doctor for medical advice

If you have a non-urgent medical question, you can send a message to your health care team. This message is secure, meaning your information stays private as it is sent over the internet.

You might use the Get Medical Advice feature if you’re not sure if you should come in for an appointment, if you need clarification on the dose of one of your medications or have questions about your recent visit, or if you just want advice about a common illness.

- Go to Messaging > Ask a Question.
- Click New Medical Question.
- 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.
- Select a subject for your message and enter your question.
- When you are finished, click Send.

Your health care team will respond to you within two business days. If you have opted to receive email notification for new messages in your MyCityofHope.org account, you will receive a message letting you know that the clinic has responded to your request.

To view a message after you’ve sent it, go to Messaging > Message Center and select the Sent Messages tab. Messages that appear in bold text have not yet been read by clinic staff.
Visits

View your past or upcoming appointments
You can view your past or future appointments by going to Visits > Appointments and Visits.

- Select a scheduled future appointment or click Details to see info such as:
  - The date, time, and location of the visit
  - Any pre-visit instructions from the clinic
  - Directions to your clinic
  - Past appointment information

- You can also view any of your doctor’s visit notes that are shared with you by selecting the Notes tab.

Request an appointment

- To request an appointment, go to Visits > Request an Appointment.
- When you send an appointment request, you will be asked to enter:
  - The provider you want to see
  - The reason for the visit
  - Preferred dates and times
  - Any comments regarding why you are requesting the appointment

After you submit your request, your health care team will contact you to verify an appointment date and time.

Cancel an appointment

Depending on the date and time of your next appointment, you might be able to cancel it through MyCityofHope.org. If it is too close to your appointment date or time, you’ll need to call the clinic to cancel your appointment.

- Go to Visits > Appointments and Visits and select the appointment from the list or click Details.
- Click Cancel, enter cancellation comments, and click Confirm Cancellation.
Health

View your test results

With MyCityofHope.org, you can view most test results as soon as they become available. To view test results, go to Health > 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

Receive email when new results are available

- Go to Profile > Notifications.
- Expand the Health section and select a notification option next to Test Result.
- Update your email address if needed at the bottom of the page.

Share My Record

Authorize sharing of your medical records

Occasionally, you might need to see a doctor outside of your normal health care team (for example, if you go to the emergency room or if see an outside specialist).

To help ensure that your medical records are accessible in these cases, you can authorize the sharing of your records in MyCityofHope.org. When you authorize sharing ahead of time, you don’t need to sign a paper authorization form if you are admitted or seen at an outside hospital or doctor’s office.

- Go to Profile > Authorize Sharing.
- Under Authorize Access, select the organizations with whom you want to share your medical records.
- Click All organizations to make your records generally available.
- Click Preferred organizations to select specific organizations.
- Click Continue.
- Review the authorization form and click Authorize.
Manage your medications

View your current medications

• Go to Health > Medications to see all your current medications in one place. You can see details for each medication, including the prescribed dose, instructions and the prescribing doctor.
• You can view additional information about a medication, such as precautions to consider when taking the medication and potential side effects, by clicking the Learn more link.

• Remove a medication you’re no longer taking by clicking Remove.
• Add a new medication by clicking Add a Medication.

Request a medication refill

• From the medication list, click Request Refills.
• Select the check box next to the medication you need refilled and enter any comments. Click Next.
• Select a delivery method, pharmacy and pickup date and time that’s convenient for you, if applicable.
• Click Next.
• Review the details of your refill request and click Submit.

You will receive a message in your MyCityofHope.org Inbox when your prescription refill is processed.
View a summary of your health information

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

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

Respond to questionnaires from your clinic

Your clinic might make questionnaires available from MyCityofHope.org so you can complete them online instead of filling out a form when you get to the clinic. You might be able to respond to questionnaires in three different places:

- Open generally available questionnaires from Health > Questionnaires.
- If your doctor wants you to complete a questionnaire for an upcoming appointment, go to Visits > Appointments and Visits.
  - Select the upcoming appointment and click Details. Open the questionnaire by clicking its name in the Questionnaires section of the appointment details.
  - If your doctor sends you a MyCityofHope.org message with an attached questionnaire, open it by clicking the questionnaire link near the top of the message.
  - If you need to close a questionnaire before you finish it, click Finish Later to save your progress.
Family and caregiver 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 might 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

If you’re a parent, you can have full access to your child’s record through a designated age (check with your clinic) and limited access through age 18. This section explains how to access a family member’s record and how to access growth charts and immunizations in a child’s record.

Access a family member’s record

After you’ve received permission, you can view a family member’s records by clicking the photo or name for that family member in MyCityofHope.org.

• 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 MyCityofHope.org, go to Health > Immunizations.
  You can see the immunizations your child has received and the dates on which she received them. Click the immunization name to learn more.
• To open a printer-friendly summary of your child’s immunizations, click


View your outstanding balance
• To see the outstanding account balance for any of your accounts, go to Billing > Account Summary.
• To view additional information about an account, including past statements, click the View account details link.

Make a payment for an outstanding account balance
• Go to Billing > Account Summary.
• Click Pay Now for the account on which you want to make a payment.
• Enter the amount to pay along with your credit card or bank account information. Click Continue.
• Review your payment information and click Submit Payment.

Sign up for paperless billing
• From the Billing Account Summary page, click the paperless billing alert.
• If you want to receive an email 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.
• Select the “I understand that I will no longer receive statements in the mail” check box and click Sign Me Up.

View claims for services covered by insurance
• Go to Billing > Coverage Details.
• Select a coverage and click the Claims tab.
• Select a claim to view details for it, such as the servicing provider and claim status.
• If you have a question regarding the claim, click Customer Service Request to send a message to customer service staff.

Review and update your insurance information
• To review the insurance information your clinic has on file, go to Billing > Insurance Summary.
• Click Details for the payor or plan to see more information about the coverage, such as your deductible and maximum out-of-pocket expenses.
• To update your insurance information, make any of the following changes:
  • Request a change to an existing coverage.
  • Remove a coverage.
  • Add a new coverage. New coverages are submitted for verification when you log out of MyCityofHope.org
Preferences and administrative features

Personalize MyCityofHope.org

There are three ways you can personalize how MyCityofHope.org appears for you and each of your family members. For each account you have access to, you can:

- Specify the color scheme.
- Change the name that appears under that person's photo.
- Add or change the photo. Note that photos you upload through MyCityofHope.org are visible to medical staff, so you should only use a photo that shows each person's face.

To personalize your settings:

- Go to Profile > Personalize.
- Click Edit.
- Make any of the changes described above and then click Save.

Update your personal information

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

- Go to Profile > Personal Information.
- Click Edit in the section for the information you need to update.
- Confirm that your updated information is correct, and then click Save Changes.

Customize your notification preferences

MyCityofHope.org can send you notification by email when there is new information available in your MyCityofHope.org account. You can specify your preferences for different types of notifications, including:

- New messages
- Test results
- Billing statements and letters
- Prescriptions
- Appointment updates and more
To customize your preferences:

• Go to Profile > Notifications.
• Select notification options for a group of notifications (for example, Appointments or Messages) or expand a notification group to select options for individual notifications you want to receive.
• Update your email address and mobile phone number if needed.

**Change your MyCityofHope password or update your security question and answer**

To ensure that your medical information stays protected, consider changing your MyCityofHope.org password every so often.

• Go to Profile > Security Settings. From this page, you can also update the security question and answer that are used when you forget your MyCityofHope.org username or password.
Mobile apps

Android and iOS devices offer mobile versions of MyCityofHope.org that you can use to manage your health information on the go. The mobile apps contain many of the same features as the MyCityofHope.org website, allowing you to do all 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 MyCityofHope.org for Apple Watch, you can:

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

Download the MyChart app

MyCityofHope is powered by MyChart, an Epic application. To install the MyChart app, go to the App Store or Google Play Store and search for “MyChart”.

![Download the MyChart app](image-url)
QR Code
Scan QR Code with your iPhone or Android to access MyCityofHope.org.