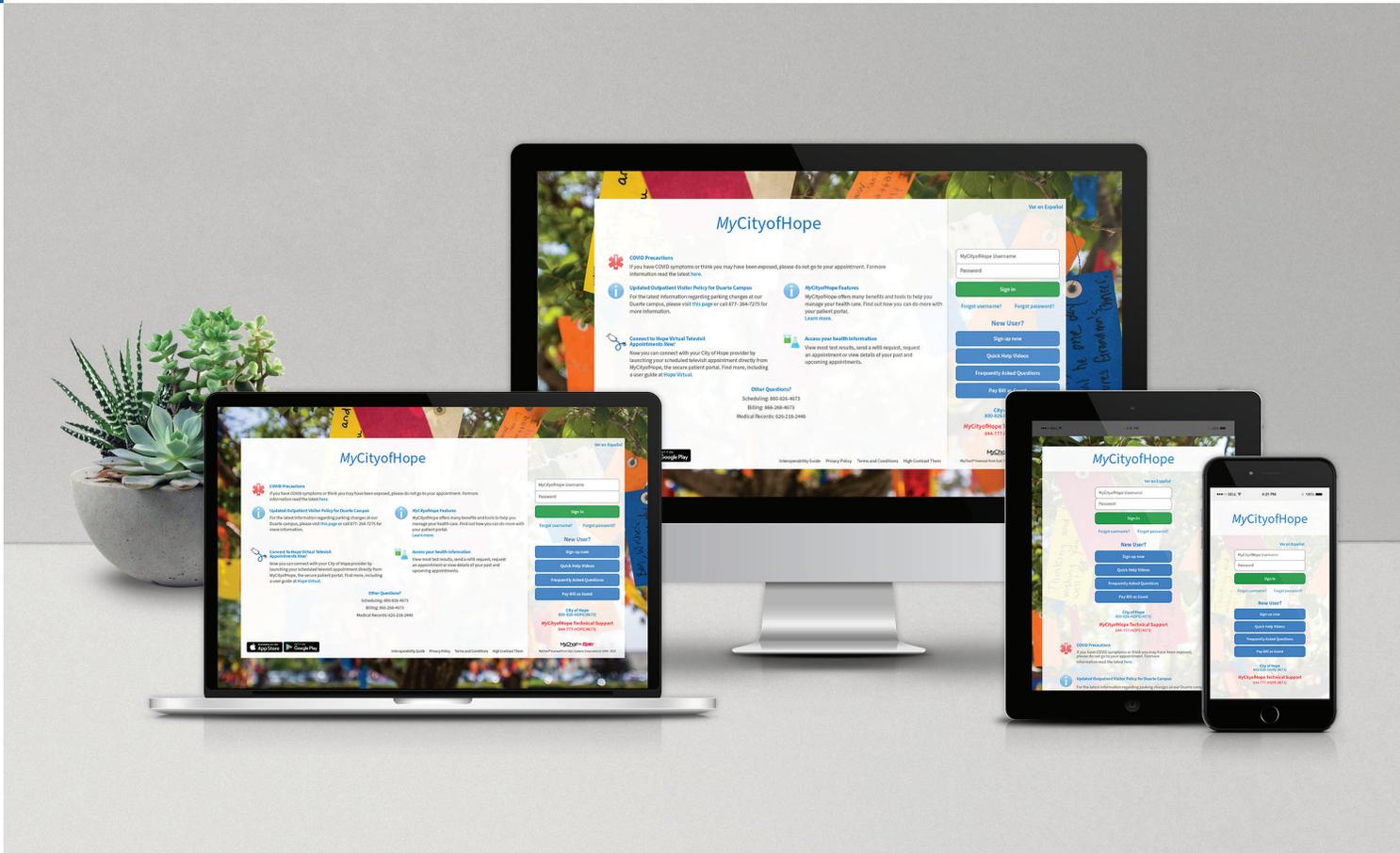




STAY CONNECTED TO YOUR HEALTH

# MyCityofHope Guide



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City of Hope® is committed to innovation, bringing together science and technology to provide practical benefit. That is why we are proud to bring you **MyCityofHope**, your secure mobile app with comprehensive services to help you manage your care at City of Hope. This guide will show you how to use **MyCityofHope** to access your health information, send messages, reschedule or request appointments, and see most test results.

**If you have any questions, please call the help desk at 844-777-4673.**



## ACTIVATE YOUR ACCOUNT

First, you need to create a **MyCityofHope** account. Go to [MycityofHope.org](https://www.MycityofHope.org) on your web browser or City of Hope’s mobile app. Then click on “[Create New Account](#).” If you have an activation code on your After Visit Summary, please enter it as well as your date of birth. If you do not have an activation code, you can click on “Sign up online” on either the website or mobile app and fill out the form. Alternatively, you can call 844-777-4673 for a new activation code or if you have any additional questions.



## KEEPING YOUR ACCOUNT SECURE

Your medical records should be safe and secure. For your peace of mind, City of Hope has made Two-Step Verification (also known as Two-Factor Authentication) the default. Your password will not change.



## MyCityofHope IN SPANISH

You can also view **MyCityofHope** in Spanish. On the website, click on “[Ver en Español](#)” on the top right of the login screen and log in as usual. For the mobile app, update your language settings on your device and **MyCityofHope** will update automatically.

También puede ver **MyCityofHope** en español. En el sitio web, haga clic en “[Ver en Español](#)” en la parte superior derecha de la pantalla de inicio de sesión e inicie sesión como de costumbre. Para la aplicación móvil, actualice la configuración de idioma en su dispositivo y **MyCityofHope** se actualizará automáticamente.

## ACCESS MY MEDICAL RECORD

I want to:	On the Website and Mobile App: 
Give My Family Member Access to My MyCityofHope Account	<p><b>Click on: <a href="#">Menu</a> ► <a href="#">Sharing Hub</a> ► <a href="#">Choose who to share it with</a></b></p> <p>Give access to a family member or caregiver via proxy. You can decide whether they have full or limited access. Limited access only allows access to billing and appointment schedules.</p>
See Test Results	<p><b>Click on: <a href="#">Test Results</a></b></p> <p>Click on “<b>Test Results</b>” to view all lab results ordered/performed at City of Hope.</p>
View Visit Notes	<p><b>Click on: <a href="#">Visits</a> ► <a href="#">Select the appointment you want to view notes for</a></b></p> <p>Once you click on visits, all your appointments are listed. Click on the one you want to see details for. You can view notes after a clinic visit or hospital visit.</p>

## MANAGE MY APPOINTMENTS

I want to:	On the Website and Mobile App: 
Request an Appointment	<p><b>Click on: <a href="#">Visits</a> ► <a href="#">Request an Appointment</a></b></p> <p>You can only request an appointment within the portal with a physician you have seen previously. If you would like to visit a provider you have not seen previously, please call 800-826-4673.</p>
Request to Reschedule or Cancel an Appointment	<p><b>Click on: <a href="#">Visits</a> ► <a href="#">Reschedule/Cancel Appointment</a></b></p> <p>Select the appointment(s) you want to request to reschedule or cancel and click “<b>Continue.</b>” A message box will appear to type comments. Staff will then contact you to reschedule or cancel selected appointment(s). Some requests may not be able to be fulfilled online so you may be asked to call your primary health care team.</p>
View Upcoming Appointments	<p><b>Click on: <a href="#">Visits</a> ► <a href="#">Select upcoming appointment</a></b></p> <p>Use the filter* on the top left and select “<b>Upcoming Only.</b>” Click on the appointment to see details. <i>(*No filter on the mobile app)</i></p>

## JOIN A TELEVIDEO VISIT

You want to:	On the Website: 	On the Mobile App: 
Find an Appointment Location	<p><b>Click on: Visits ► Select desired appointment</b></p> <p>Look at your upcoming appointments and click on the desired appointment to view details and location.</p>	<p><b>Click on: Visits ► Select desired appointment</b></p> <p>Note for Orange County Lennar Foundation Cancer Center appointments only: Wayfinding can be accessed by selecting the desired appointment and launching Wayfinding.</p>

You want to:	On the Website: 	On the Mobile App: 
Televideo Visits on Hope Virtual	<p><b>Click on: Visits ► Select upcoming appointment ► Details</b></p> <p>Or</p> <p><b>Log in ► Begin Visit from homepage</b></p> <p>Before you begin your televideo visit, you will be led through a brief, step-by-step process to test entering your name and mobile number, a visit preview, and access to your microphone and camera.</p> <p>During your appointment, the following video visit tools will appear to help you communicate as needed with your care provider:</p> <ul style="list-style-type: none"> <li>• <b>Chat:</b> Allows you to type out a message to your provider</li> <li>• <b>Participants (Invite tab):</b> Allows you to invite a family member/guest via text message, email or phone</li> <li>• <b>More (Device Settings):</b> Allows you to check your camera, microphone and speaker settings</li> <li>• <b>Mute Mic:</b> Allows you to mute or unmute yourself</li> <li>• <b>Mute Camera:</b> Allows you to stop video and prevent the provider from seeing you</li> <li>• <b>Switch:</b> Allows you to flip your camera to either the front (self) facing or rear facing</li> </ul>	<p><b>Log in ► Begin Visit from homepage</b></p> <p><i>Note: Begin Visit button will turn green 30 mins before your appointment time.</i></p>

## REFILL MY MEDICATIONS

I want to:	On the Website and Mobile App: 
Request Medication Refill	<p><b>Click on: Medications ► Request Rx Refill</b></p> <p>Select the medication from the Prescription box. Then click “<b>Continue</b>” and select the pharmacy where you would like to pick up the prescription.</p>

## SEND A MESSAGE

I want to:	On the Website and Mobile App: 
Send a Message to My Care Team	<p><b>Click on: Messages ► Send a Message ► New Medical Question ► Select a topic</b></p> <p><b>MyCityofHope</b> will offer you four topics for medical questions:</p> <ul style="list-style-type: none"> <li>• Nonurgent Medical Question</li> <li>• Prescription Question</li> <li>• Test Results Question</li> <li>• Visit Follow-Up Question</li> </ul> <p>Please choose the appropriate topic and provider. Then, fill out your message in the box.</p>
Send a Message Not Related to Medical Care (i.e., Service, Billing and Insurance)	<p><b>Click on: Messages ► Send a Message ► Customer Service Question ► Select a topic</b></p> <p><b>MyCityofHope</b> will offer you nine topics for customer service questions:</p> <ul style="list-style-type: none"> <li>• Benefits Question</li> <li>• Billing or Account Issue</li> <li>• Medical Records Request</li> <li>• Referral/Authorization Question</li> <li>• Website Issue</li> <li>• Financial Assistance</li> <li>• Want Help Coping</li> <li>• Community Resource Information</li> <li>• Other</li> </ul> <p>Choose the appropriate topic and fill out your message in the box.</p>

## PAY MY BILLS

I want to:	On the Website and Mobile App:	 
View or Pay My Bill	<a href="#">Click on: Menu ► Billing ► Billing Summary</a>	
View or Update My Insurance Information	<a href="#">Click on: Menu ► Insurance ► Insurance Summary</a>	

## CHANGE MY NOTIFICATION PREFERENCES

I want to:	On the Website and Mobile App:	 
Change Notification Preferences	<a href="#">Click on: Menu ► Communication Preferences</a> After clicking communication preferences, you have the option to turn on and off notifications in a general view or scroll down to turn on and off notifications in a more detailed view. The detailed view has the following sections: <ul style="list-style-type: none"><li>• Appointments</li><li>• Messages</li><li>• Health</li><li>• Billing</li><li>• Questionnaires</li><li>• Account Management</li><li>• Telehealth</li><li>• To Do</li></ul>	

## ACCESS MY EDUCATION AND RESOURCES

I want to:	On the Website and Mobile App:	 
Access Patient Education Resources	<a href="#">Click on: Menu ► Resources ► Select Appropriate Section</a> Click Menu and scroll to the “ <b>Resources</b> ” section of the menu. City of Hope offers five sections: <ul style="list-style-type: none"><li>• Search Medical Library — Information on medications, procedures, medical conditions and more</li><li>• Learning Library — Watch videos to learn more about features in <b>MyCityofHope</b> and how to use them.</li><li>• Supportive Care — Information on support groups, healing arts therapies, workshop and classes, advance care planning, and events</li><li>• Clinic Locations</li><li>• Search for Providers</li></ul>	

To learn more about **MyCityofHope** and sign up, visit [CityofHope.org/MyCityofHope](https://CityofHope.org/MyCityofHope).

