MYCHART CARE COMPANION

IOWA
HEALTH CARE

Your care team has just enrolled you in a care plan to help you manage your health . You can follow this care plan using MyChart Care Companion, an interactive, personalized plan of care delivered through the MyChart website and mobile app. You will get real-time notifications for things such as:

Medicine reminders

Health-tracking tasks

Educational content

Periodic check-ins

Download the app

If you do not have the MyChart mobile app on your mobile device, you need to download it before you can use MyChart Care Companion features. Go to the Apple App store or Google Play Store and search for MyChart.
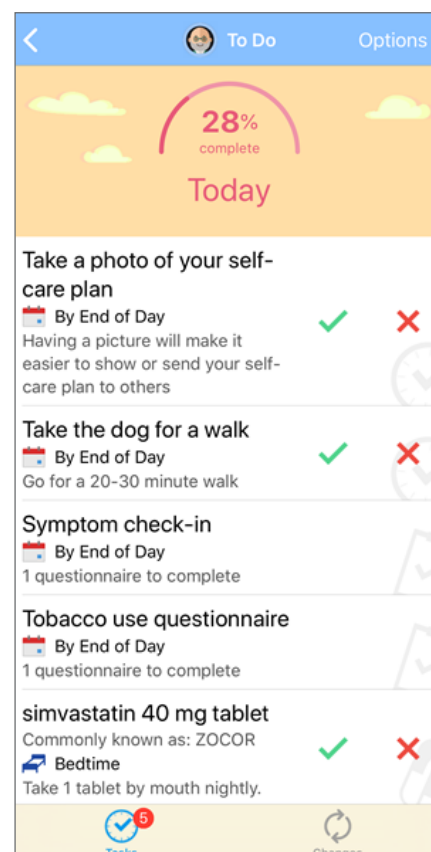
Download on the **App Store**

GET IT ON **Google Play**

View an online tutorial

To learn more about MyChart Care Companion and view an online guide and other resources, visit us online at: uihc.org/get-know-mychart/mychart-care-companion

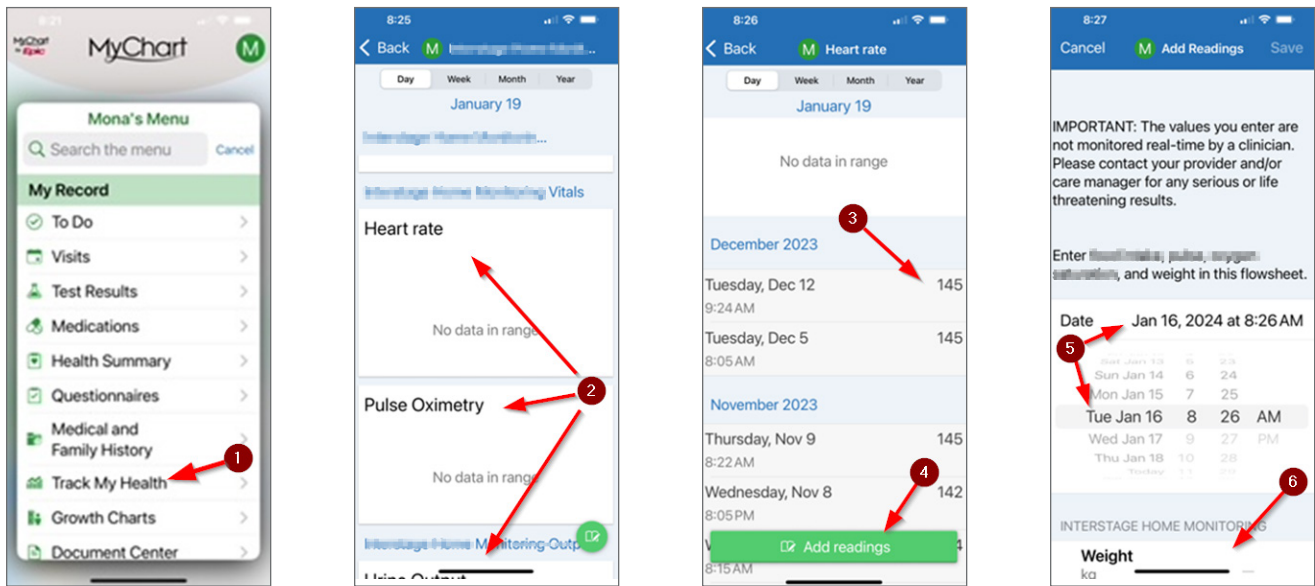## Using MyChart Care Companion

➡ **Complete your tasks for the day**

1. Log in to the MyChart app on your mobile device and tap the **To Do** icon on the home screen. The To Do activity shows you a list of tasks that are due today.

2. Do your assigned tasks. How you do this depends on the type of task:

   - **Medication tasks.** Tap the **green checkmark** ✔ or the **red** ✗ to mark whether you have taken each medicine. If you have taken all of your medicines for the day, you can tap **Mark (#) Taken** at the bottom of the screen to save time.

   - **Education tasks.** Tap the task to review the educational materials, These might be a text handout or a video to watch. Use the **I understand the content** or **Ask a question about the reviewed content** buttons to show you understand the material. Tap **Ask a question about the reviewed content** to send any questions you have to your care team.

   - **Questionnaire tasks.** Tap the task to open the questionnaire. Answer all of the questions and click **Submit** when you are done.

   - **Health-tracking tasks.** Tap the task to go to the Track My Health activity and tap **Add Reading** to enter health-tracking information, such as your weight or blood pressure reading.

   - **General tasks.** After you finish a general task, such as exercising for 30 minutes, mark it done by tapping the **green checkmark** ✔. If you did not complete a task, tap the **red** ✗.

➔ More about tracking health tracking tasks and Track My Health

Occasionally, entering data after the due date/time for a **To Do** task is necessary. MyChart allows you to enter health-tracking results using **Track My Health**.
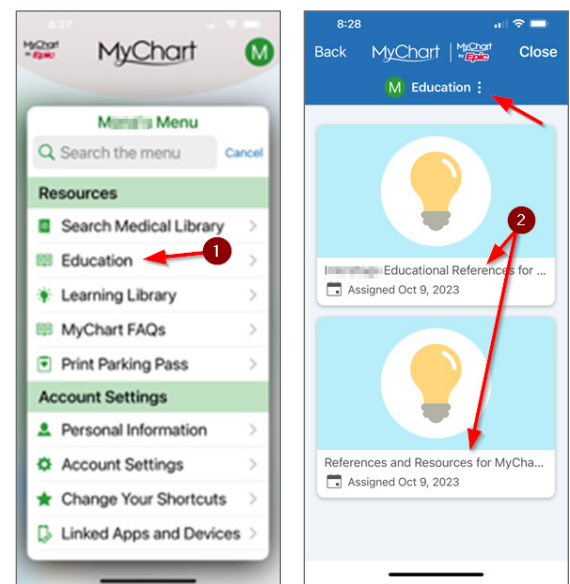
1. Within your MyChart, open the **Track My Health** menu item under the **My Record** section.

2. Select the desired health option to be entered.

3. Select an existing record to be updated (note: exceeded timeframes may lock these records).

4. If entering a new record, select **Add reading**.

5. Adjust the date as desired.

6. Then complete the entry for the reading/result and submit it.

➔ More about education tasks

Sometimes it's helpful to review assigned education for a care companion care plan after completing education tasks. MyChart allows you to review assigned education materials using **Education**.

1. Within the patient's record, open the **Education** menu item under the **Resources** section in MyChart.

2. Select the desired education material to review its content.

➔ Track your completion rate

You can view progress towards your task completion by tapping the **Progress** tab at the bottom of the To Do activity. From here, you can view the number of tasks you finished out of the number assigned for each task type and an overall percentage of tasks you have done. Use the buttons at the top to view data for the last 7 days, 30 days, or 90 days at a time.
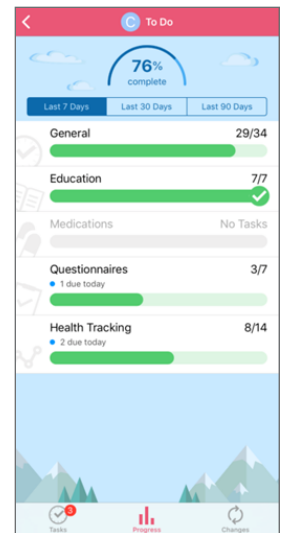
➔ Review changes to your care plan

In some cases, your care plan might change based on things such as readings you record through a health-tracking task or answers to a symptom check-in questionnaire. When this happens, you will be told of the changes, and you can view them by tapping the **Changes** tab at the bottom of the To Do activity.

➔ Create your own tasks

You can create your own tasks in MyChart Care Companion if you want to get reminders for other tasks that are not part of your care plan. These tasks can be taking a daily allergy medicine that is not on your medicine list or doing a daily meditation.

1. Open the To Do activity, tap **Options** at the top of the screen, and select **Create Task**.

2. Enter a name and description for the task. Then, enter the time at which you want to receive the task reminder and how often the task should repeat.

3. Click **Submit**.

Note: This ability is not currently available for proxy access to a patient.

➔ Choose how and when to get notifications

To make sure your care plan works with your schedule, you can choose when you get notifications for tasks given to you and whether notifications are sent for each task or all tasks at once.

1. Open the To Do activity, tap **Options** at the top of the screen, and select **Manage To Do Reminders**.

2. If you want to change how you get notifications from the MyChart app for tasks that are due, in the How Often? section:
   - Select **When My Tasks Are Due** to get a notification when each task is due.
   - Select **Only Once Daily** to get one combined notification for all of the tasks that are due each day.

3. If you want to change what time you get notifications throughout the day, tap **Manage Reminder Schedule**. You can set times to get reminders for tasks that are due:
   - Morning
   - Midday
   - Evening
   - Bedtime
   - By End of Day

Note: this ability is only available for non-hard-coded frequencies. e.g., Due daily at 6 p.m.