

MyChart 

Bedside

Frequently Asked Questions



**LOMA LINDA UNIVERSITY
HEALTH**

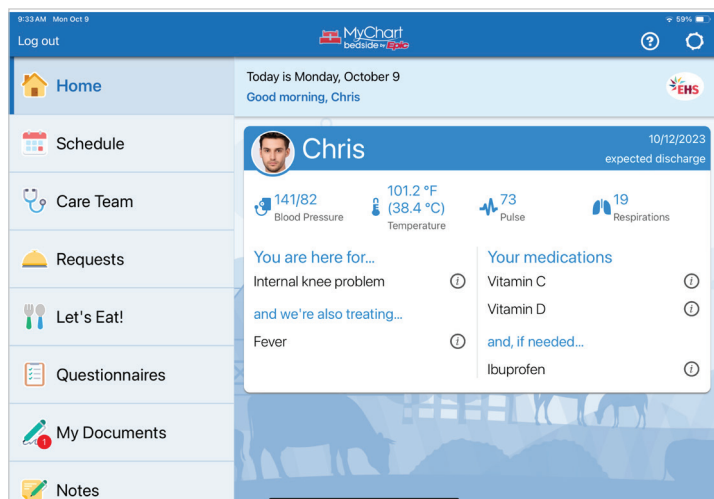
**Many Strengths.
One Mission.**

What is MyChart Bedside?

- During your hospital stay, MyChart has a special view called MyChart Bedside. MyChart Bedside allows you to view current hospital visit information, including:
 - ~ View hospital health issues and conditions you are being treated for
 - ~ Identify your primary doctor and clinical teams during your hospital visit
 - ~ View the current list of medications being administered during your stay
 - ~ Access to your latest lab and test results
 - ~ Grant proxy access to your inpatient medical record should it be needed during your stay
- If you already have a MyChart account, you can access MyChart Bedside from the MyChart app.
- **Open MyChart app or visit mylluhealth.org.**



MyChart Bedside view from tablet, is **recommended**.



How is MyChart Bedside different from my regular MyChart account?

MyChart is our patient portal, it can be accessed at any time to view your medical record. MyChart Bedside is a special view available during a hospital stay. MyChart Bedside provides real time information during a patient's hospital stay. Patients can always switch back to the regular MyChart view. After the hospital stay, patients no longer see the MyChart Bedside view.

Can I view my clinic visit health information during my hospital stay?

Yes, you can always switch between the MyChart Bedside view and your usual MyChart activities.

Do I need to bring my own tablet or phone to use MyChart Bedside?

You are welcome you to use your own tablet or phone. We have complimentary hospital issued tablets available for use with MyChart Bedside.

Is there a fee to use MyChart Bedside?

The MyChart application is free of charge. You can access the MyChart Bedside view during a hospital stay directly from the MyChart application. The MyChart application is available on Android and iOS mobile devices or tablets.



Who is MyChart Bedside available for?

MyChart Bedside is available for all patients during a hospital stay. Proxies can be granted access to view MyChart Bedside.

How do I request a proxy to my MyChart Bedside account during my hospital stay?

- Ask your care team to help set up proxy access.
- Parents of children (0-11 years) can request access. Adolescent (12-17 years) and adult (18 years and above) patients will be required to complete a consent before access is granted to the designated proxy. The consent ensures we have our patients' permission to share health information.

What if some of my health information on MyChart Bedside is wrong, what should I do?

Your health information comes directly from your medical record. You may ask your care team to fix any incorrect information. The Health Information Management team can assist after your stay by calling **909-651-4191**, or emailing **medicalrecords@llu.edu**.

MyChart Bedside view from mobile.



I have medical concerns that are not listed on MyChart Bedside, why is that?

The list of medical concerns comes from health information entered by your care team during your hospital stay. There may be other health concerns for which you see a medical provider, but are not being actively managed during this your hospital stay. You can navigate to the MyChart view to see all your current and past medical visits.

When can I see my test results in MyChart Bedside?

Most test results are viewable the same day. You can navigate to the test result section to view. Some test results are sensitive, your care team will speak with you before releasing the results to MyChart Bedside.



Scan QR Code
for more information on
medical records.
[llu.org/patients-visitors/patients/
medical-records](https://llu.org/patients-visitors/patients/medical-records)

Does my login information stay saved on the tablet after I leave the hospital?

All information on the tablet used for MyChart Bedside is erased when you leave the hospital. Your privacy and security are our priority.

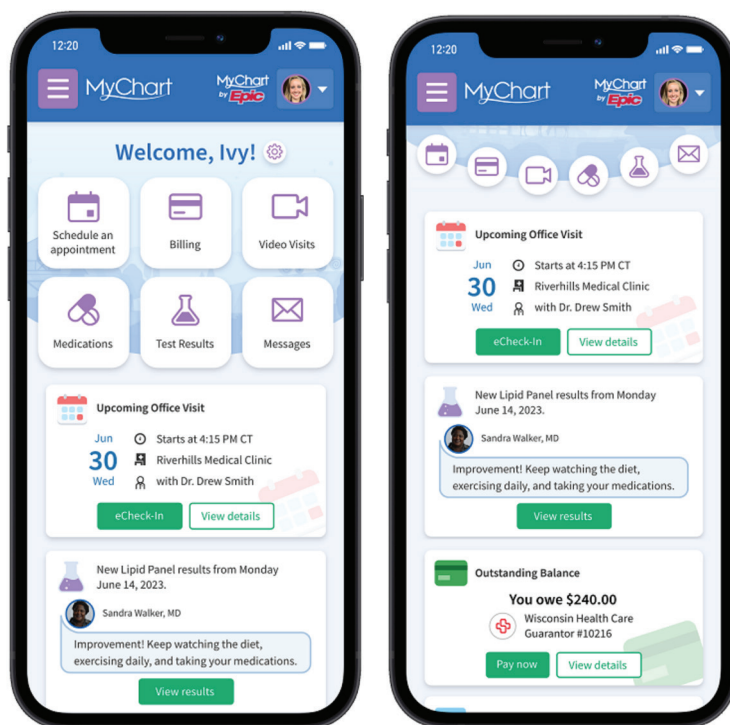
How do I order food on MyChart Bedside?

- This feature is not available in MyChart Bedside.
- Meal selections can be placed several ways:
 - ~ Call Nutrition Services at ext. 17223, or 909-651-7223 if using a cell phone.
 - ~ Request OnTray electronic meal ordering. A diet aide or call center staff can set this up, so a link is sent to your phone or email. Family members can also receive the link to order for you.
 - ~ Daily visit from a diet aide to obtain meal selections in person if assistance is needed.

How can I activate a MyChart account if I do not have one yet?

- The care team, registration staff, or unit secretary can send you an activation code to begin the MyChart activation process.
- You can view the "Accessing my LLU health account" tip sheet to activate your MyChart account. lluh.org/sites/lluh.org/files/docs/patients-visitors/mychart/my-llu-health-tips-english.pdf

MyChart view from mobile.



How do I access my health information after my hospital stay?

Once a patient is discharged from the hospital his or her hospital visit can be found in the Past Visits section of MyChart. Patients can access the Visit Notes and After Visit Summary for details on their hospital stay.



Scan QR Code

to learn more about MyChart and MyChart Bedside.
lluh.org/patients-visitors/patients/mychart-features

COMPARE MYCHART AND MYCHART BEDSIDE FEATURES

Feature	MyChart	MyChart Bedside
Home and Welcome	✓	✓
View Care Team	✓	✓
Upcoming Events and Schedule	Clinic Appointments	Hospital Stay Activities
Medical Notes	Clinic Notes	Hospital Notes
Medical Concern	✓	✓
Vitals	✓	✓
Test Results	✓	✓
Medication	✓	✓
Requests for Care Team		✓
Education	✓	✓
Secure Message Care Team	✓	
Health Summary	✓	✓
Dining Options		Coming Soon
Questionnaires	✓	✓
Consents or Document List	✓	✓
After Visit Summary and Discharge Checklist	✓	✓
Parent or Legal Guardian Access to View Health Information	Yes, inquire about proxy access	