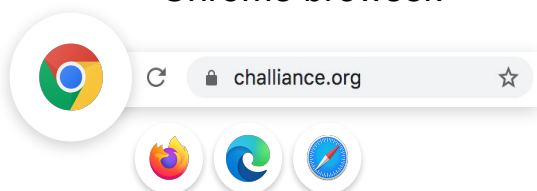




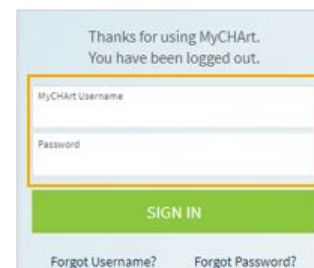
Patient User Guide

Managing MyCHArt Notification Preferences

- 1  On your computer, navigate to **MyCHArt** from the CHA website in a Chrome browser.



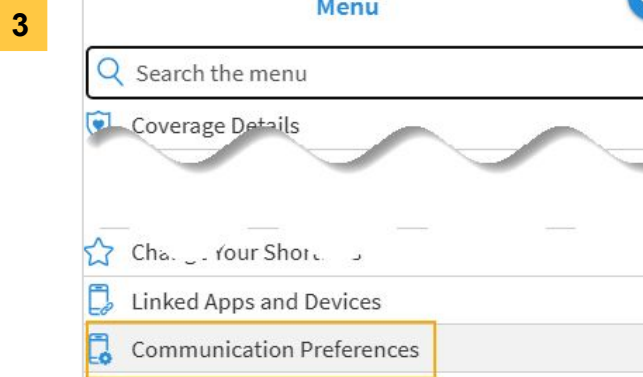
*Chrome browser preferred. Mozilla Firefox, Microsoft Edge, and Apple Safari compatible.



- a Go to challiance.org
- b Find **MyCHArt** in the upper left hand corner of the screen
- c Log into your **MyCHArt** account.



Click on **Menu** in the upper right hand corner of the screen



Scroll down or search for **Communication Preferences**

Need Help?

Call Health Information Management (HIM) at (617) 381-7266 from 8:00 AM - 4:30 PM ET Monday - Friday

Email us at mycharthelp@challiance.org

Use our online form: <https://www.challiance.org/help-center/mychart-contact-us-form>



Patient User Guide

- 4 You will now see the **Communication Preferences** menu

- 5 To turn on or off specific settings like Email or Text messages, you can use the toggle buttons

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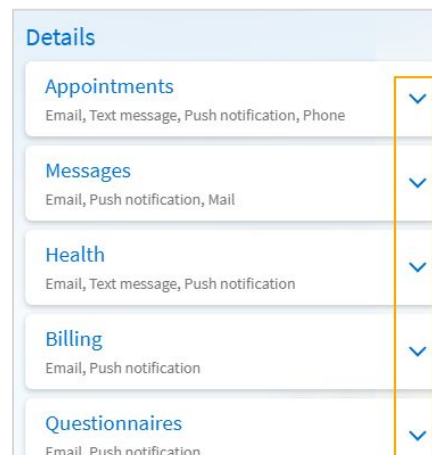
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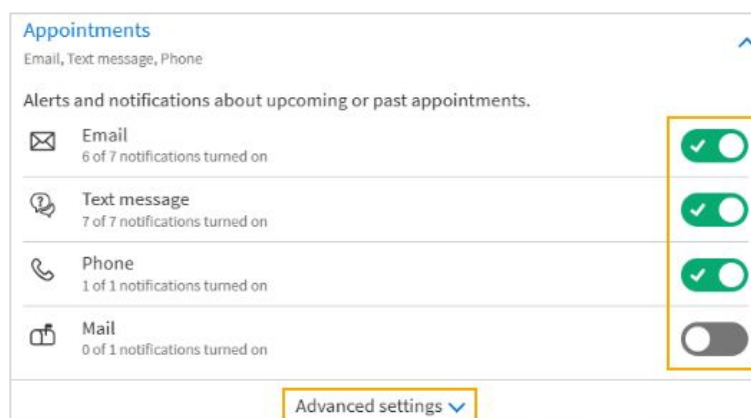
- To customize specific notifications like Appointments or Televisits, click on the Expand button ▼ to manage additional communication preferences



Details

- Appointments**
Email, Text message, Push notification, Phone
- Messages**
Email, Push notification, Mail
- Health**
Email, Text message, Push notification
- Billing**
Email, Push notification
- Questionnaires**
Email, Push notification

- Toggle on and off these preferences to your liking. For more detailed settings, click **Advanced settings ▼**



Appointments
Email, Text message, Phone

Alerts and notifications about upcoming or past appointments.

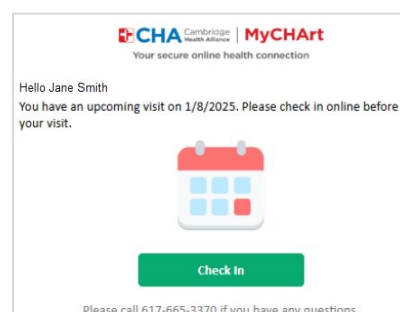
- Email**
6 of 7 notifications turned on
- Text message**
7 of 7 notifications turned on
- Phone**
1 of 1 notifications turned on
- Mail**
0 of 1 notifications turned on

Advanced settings ▼

- When finished, click **SAVE CHANGES**

- Depending on your communication preference and the type of notification being sent from CHA, they will come via SMS text message, email, phone call and/or letter.

NOTE: This does not include the push notifications from the MyCHART appt. To turn those on or off, please see next page

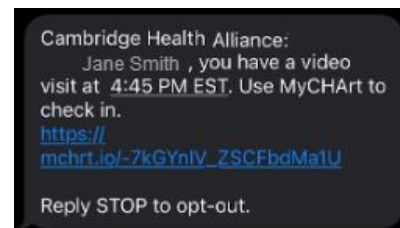


CHA Cambridge Health Alliance | MyCHART
Your secure online health connection

Hello Jane Smith
You have an upcoming visit on 1/8/2025. Please check in online before your visit.

Check In

Please call 617-665-3370 if you have any questions.



Cambridge Health Alliance:
Jane Smith, you have a video visit at 4:45 PM EST. Use MyCHART to check in.
https://mchart.io/-7kGYnIV_ZSCFbdMa1U
Reply STOP to opt-out.

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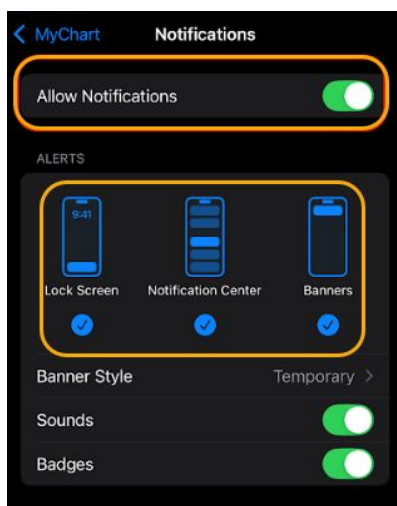


Patient User Guide

- 10** To turn the push notifications from the MyCHART app on or off, go to your App menu and select **MyChart**. From there, select **Notifications**



Then you can toggle **Allow Notifications** on/off and select where the notifications will appear



To watch a brief video on setting your Communication Preferences on your mobile device or desktop computer, please use the links below

[Set and Update Your Communication Preferences \(mobile\)](#)

[Set and Update Your Communication Preferences \(desktop\)](#)

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Patient User Guide

There are different types of notification settings that you can toggle on and off. They are described below

Appointments

- **Appointment Confirmation**
 - Allows you to confirm, cancel or reschedule your appointment.
 - Sent for both in-person visits and telehealth visits.
 - Sent 7 days before, 3 days before, 1 day before the scheduled appointment.
 - NOTE: Once you confirm the appointment, additional reminders will not be sent
- **Appointment Information**
 - This allows you to be notified when you can eCheck-In to your appointment. Not all appointments offer eCheck-In, and not all appointments that offer eCheck-In require it. eCheck-In allows you to review your medications and other important information, as well as complete screening questionnaires prior to your visit
 - Reminders are sent 3 days prior to the appointment and if e-check-in has not been completed yet, another reminder will be sent 24 hours prior to the appointment.
- **Appointment Letter**
 - Allows your clinic to send out paper letter with information of your appointment in the mail
 - Note: this is a letter only; there is no option for SMS or e-mail.
- **Clinic Announcements**
 - Currently not enabled for SMS notifications
- **Reminders**
 - This is a quick informational reminder for an appointment that is sent prior to the appointment.
 - You can set this to be triggered anywhere from 1 hour to 2 days prior to the appointment time.
 - It's recommended that this is set to same time as your Appointment Confirmation.
- **Scheduling Ticket**
 - Certain types of visits will use a "ticket" to allow you to self-schedule an appointment through MyCHART.
 - These notifications are sent to alert you when your provider's office has placed such a ticket
- **Status Updates**
 - Allows you to be notified when your appointment is Scheduled, Changed, Cancelled, and Rescheduled
 - These notifications are sent for both in-person and telehealth appointments
- **Surgery Notifications**
 - These are notifications for scheduled surgical cases, endoscopy, and bronchoscopy procedures.
 - Sent 15, 7, or 2 days prior to the scheduled procedure or surgery. If you respond to confirm your appointment, you will not receive the additional notifications.
- **Waitlist Offer**
 - Notifies you when an earlier appointment is available.
 - Allows you to respond whether you would like to accept the offer, keep your previously-scheduled visit, or remove yourself from the waitlist.

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Telehealth

- Allows how you would like to receive notifications with a link to join your Epic telehealth visit.
- Please note that certain group telehealth visits in Primary Care do not use the Epic telehealth platform; instead, the Appointment Confirmation gives instruction about how to join these telehealth visits

Messages

- **Bulk Communication**
 - Letters sent by your clinic
 - Can advise you of an overdue diagnostic screening yet to be scheduled
- **Communication Management**
 - Letters sent by your clinic
- **Letters**
 - Letters sent to you in My CHArt by your provider and their staff
- **New Message**
 - Alerts you to a message sent to you by your provider and/or their staff
 - Can be follow ups about labs, change in provider schedule, etc

Health

- **Document to Sign**
- **Health Maintenance Reminder**
- **Medical Document Request**
- **Messages About Your Health**
 - Messages sent you specific to your health
- **Test Results**

Billing

- **Balance Updates**
- **Billing Letter**
- **Estimate Ready**
- **Financial Assistance Letter**
- **Payment Processed**
- **Payment Reminder**
- **Statement**

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Patient User Guide

Questionnaires

- Questionnaire Available
- Questionnaire Due Soon

Account Management

- Access Updated
- Account Locked
- App Linked
- Contact Information Changed
- Device Linked
- New Link to Your Account
- Password Changed

○

News and Announcements

- Updates and information

To Do

- Daily Summary
- New Changes
- New Tasks
- Task Due - Appointment
- Task Due - Education
- Task Due - General
- Task Due - Health Tracking
- Task Due - Medication
- Task Due - Questionnaire
- Task Due - Self Created

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