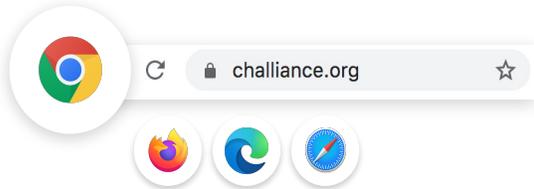




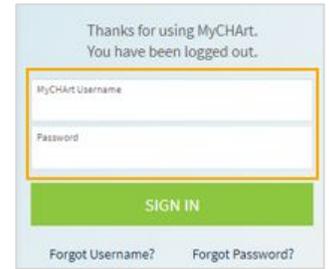
# Patient User Guide

## 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.



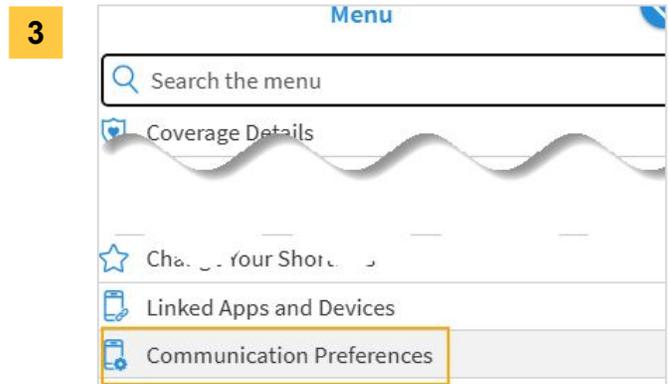
**a** Go to [challiance.org](https://challiance.org)

**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

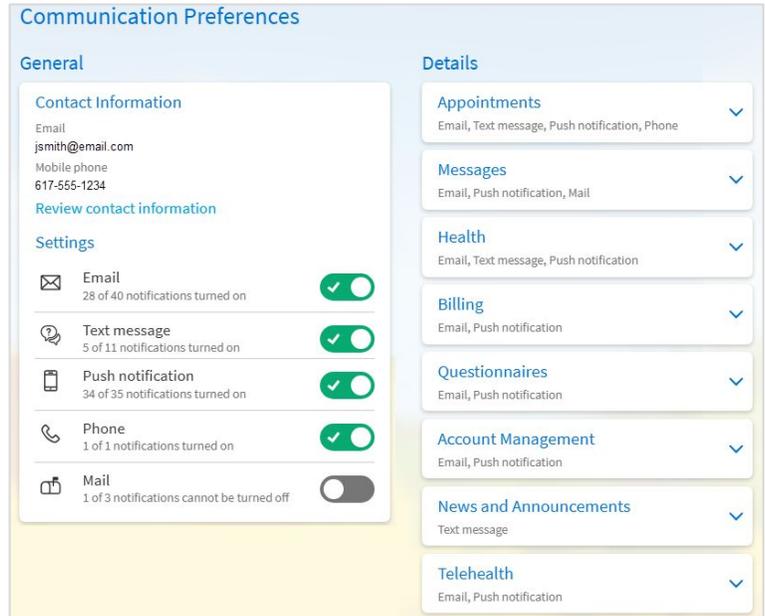
Email us at [mycharthelp@challiance.org](mailto:mycharthelp@challiance.org)

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

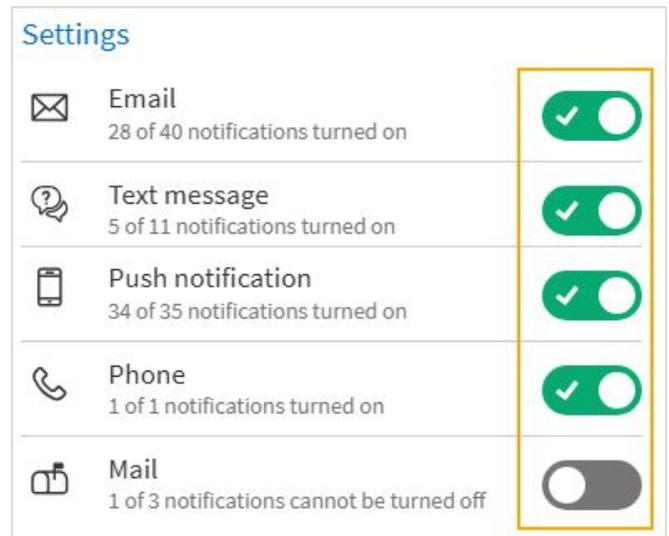


# Patient User Guide

**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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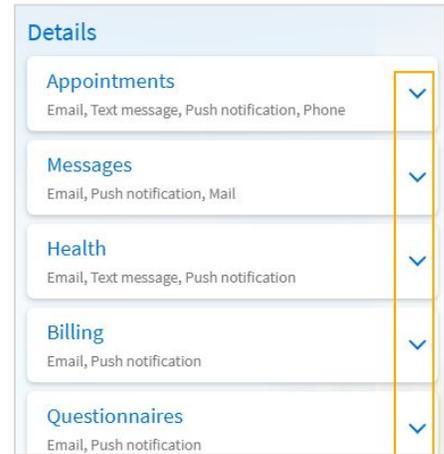
Email us at [mycharhelp@challiance.org](mailto:mycharhelp@challiance.org)

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

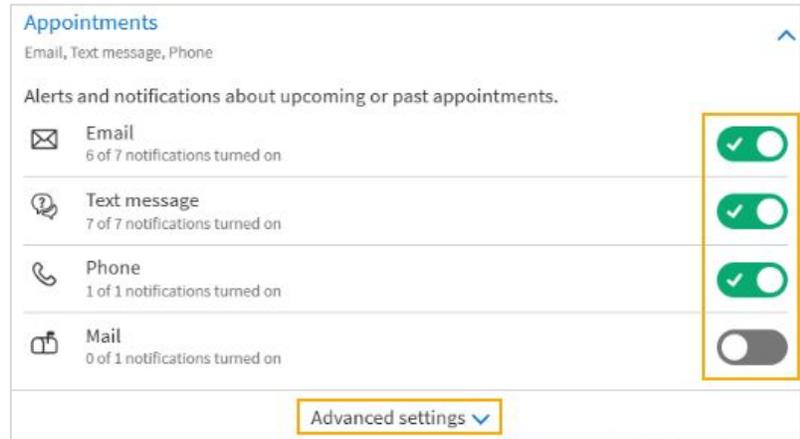


# Patient User Guide

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

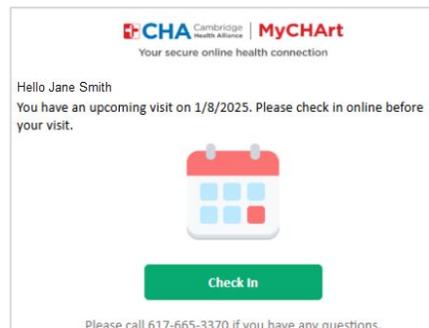


**7** Toggle on and off these preferences to your liking. For more detailed settings, click 



**8** When finished, click 

**9** 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



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# Patient User Guide

For Appointments, Surgical Procedures and Televisits, there are different types of settings you can toggle on and off

## 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 the appointment is confirmed, additional reminders will not be sent
- **Appointment Information**
  - This allows for notification when you can eCheck-In. 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.
    - NOTE: eCheck In is not required for your visit
- **Appointment Letter**
  - Currently not enabled for SMS notifications
- **Clinic Announcements**
  - Currently not enabled for SMS notifications
- **Reminders**
  - Informational reminder for an appointment sent 24 hours prior to the appointment.
- **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 notifications include scheduled surgical case confirmation messages
    - Sent 15, 7, or 2 days prior to a scheduled 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 the visit, or remove yourself from the waitlist.

## Telehealth

- Allows you to control how you would like to receive notifications related to telehealth video visits.
- You will receive a reminder 60 minutes prior to your appointment.
  - NOTE: A link to eCheck In is sent but it is not required for you to eCheck In..
- You will then receive the Join Video Visit notification with a link to directly join your scheduled visit 30 minutes prior to the scheduled video visit.

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