NHS

King's College Hospital
NHS Foundation Trust

MyChart

Welcome to our app for patients

Ask us about MyChart today
www.kch.nhs.uk/mychart

MyChart makes accessing your health records easier. You can use the MyChart app on your mobile, tablet or computer.

When you log in, you'll be able to:

- view your appointments, letters and test results
- keep your medical information up to date
- share your health record with family, a carer or other healthcare professionals

> Your care is important to us. If you do not use MyChart, you will continue to get letters and calls from your healthcare team.

How to sign up to MyChart

You can sign up to MyChart in a number of ways, including:

- via our website or app (see below)
- by asking our staff in clinics when you visit the hospital
- by contacting our MyChart helpdesk on 020 3299 4618 or via e-mail at kings.mychart@nhs.net

You may be provided with an activation code by your healthcare team, but you can proceed without one.

How to access MyChart

You can sign up to MyChart from your mobile, tablet or computer.

From your computer
Visit mychart.kch.nhs.uk/

From your mobile or tablet
Download MyChart from the App Store or Google Play. When you first open the app, select King's College Hospital NHS Foundation Trust.

When you open MyChart, click 'sign up' and sign up with your activation code or with your information if you have no activation code.

MyChart will ask if you want to set up two-step authentication. This is a security setting to keep your health record safe. It will check your contact details are right and ask you to set up a username and password. Choose something secure and memorable.

You will be asked if you want notifications sent to your mobile and your email. Finally, you will need to read and sign the terms and conditions.

After this you will be logged in to MyChart.

If you have any problems, please get in touch with our MyChart helpdesk on 020 3299 4618 or via e-mail at kings.mychart@nhs.net.

Children and young people
If you're 12 or younger
You will not have your own MyChart account. Your parent or carer can request and manage an account for you.

If you're 13 to 15 years old
Speak to your healthcare professional if you want your own account. A trained member of staff will decide if you can have your own account.

If you're 16 to 17 years old
If you're 16 or over, you can create your own MyChart account by signing up online.

You can also ask a member of your healthcare team or administrative staff to send you an activation code.

Proxy access
Parents and carers of a child or young person
If you are a parent or carer of someone under 18 having care with King's College Hospital NHS Foundation Trust, you can ask for proxy access. This lets you access and manage your child's health information on MyChart.

Carers of adult patients

If you care for an adult patient, you can ask their healthcare team for a proxy access account.

Removing proxy access

If you have proxy access to your child's MyChart account when they turn 13, they can ask to have you removed. Their doctor will need to make this change. Proxy access will automatically be removed when your child turns 18.

Sometimes proxy access might stay in place. Your healthcare team will talk to you about this.

If you're over 18 you can change who has proxy access to your information by logging into MyChart.

Getting help

If you need help, we're here for you. **Phone** 020 3299 4618, Monday to Friday, 9am to 4.30pm. Or **email** kings.mychart@nhs.net

If you need information in a different language or format, please contact the department your appointment is with.

More information

You can find more information about MyChart at
web www.kch.nhs.uk/mychart