

MyChart

Welcome to our app for patients



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



MyChart is a new service that 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 will be invited to sign up to MyChart by your healthcare team.

To create a MyChart account you will need an activation code.

You will get this code:

- in an appointment letter, text or email from us
- before or during your appointment
- at a MyChart check-in kiosk when you come for an appointment

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 first open the app.

When you open MyChart, click 'new user' and enter your activation code. You'll also need to add some personal details to confirm it's you. 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.

Proxy access for parents, guardians and carers

If you're a parent, guardian or carer for someone having care at one of our hospitals you can help manage a patient's care on MyChart using proxy access. This means you'll get your own MyChart login, but it will show the health information of the person you're responsible for.

If you're caring for someone under 18

- 12 years old and younger – your child cannot have their own MyChart login, but you can sign up for a MyChart account to see their health information.
- 13 to 18 years old – your child can ask for their own MyChart login. You can also ask for proxy access to see your child's health information.

Speak to your healthcare team to request proxy access. They can send you an activation code. Once you have an activation code, follow the steps in 'How to sign up to MyChart' to complete your account.

If you're caring for someone over 18

Adults can give you proxy access through their MyChart account.

Speak to their healthcare team to find out more.



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 5pm. 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

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