

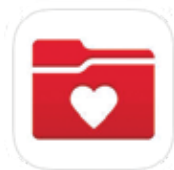
## To access MyNortonChart on your mobile device

Many of the same MyNortonChart services you can access by computer are available on a mobile device.



Once you have activated your Norton Healthcare MyNortonChart account, follow these instructions to start using the mobile application on your Apple or Android mobile device and/or tablet:

1. In the iTunes App Store or Android Market, search keyword "MyChart."
2. Download and install the free MyChart application.
3. Run the MyChart application from your smartphone and select Norton Healthcare from the list of health care providers.
4. Log in using your MyChart username and password. If you have not yet created an account, click "Sign Up" from your mobile device.



MyNortonChart is an important part of your overall medical care experience. If you have any questions or would like more information, visit **[NortonHealthcare.com/MyChart](https://NortonHealthcare.com/MyChart)**.

Important: MyNortonChart is not to be used for urgent needs. For medical emergencies, dial **911**.



[NortonHealthcare.com](https://NortonHealthcare.com)



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## Welcome to MyNortonChart

Connecting you to your health



## What is MyNortonChart?

MyNortonChart gives you convenient online access to portions of your medical information. Whether you're at work, on the road or at home, you can view most lab results, appointment information, medications, immunizations, allergies, send nonurgent messages to your provider and more. All information is stored securely.



**NOTE:** Patients who do not have a Norton-employed provider have access to MyNortonChart with limited features.

## What MyNortonChart means to you

You are an important part of your health care team. Staying healthy requires taking an active role in your wellness. MyNortonChart allows you to:

- Review your medications, immunizations, allergies and medical history.
- Receive email notifications when lab results are posted for viewing on MyNortonChart.
- Communicate with your Norton Healthcare provider for nonurgent medical advice.
- Get educational information about health conditions.
- Schedule or cancel appointments.
- View details of your past and upcoming Norton Healthcare appointments.
- Pay your bill.
- Connect with a provider through Norton eCare with a secure video visit or eVisit. For more information, visit [NortonHealthcare.com/eCare](https://www.nortonhealthcare.com/eCare).



## Peace of mind

We've taken extra steps to ensure that your private health information remains confidential. Your records are safe from unauthorized access because MyNortonChart is password-protected and information is delivered via an encrypted connection.

## How do I get started?

In order to start using MyNortonChart, you will need an activation code. There are three ways to get your code:

1. At your next visit with a Norton Healthcare provider, an activation code will be given to you on your After-Visit Summary.
2. Call **(502) 629-1234** to request a MyNortonChart activation code.
3. Request your activation code online at **NortonHealthcare.com/MyChart**. Choose "New User? Sign Up Now" and click "Request Online."

To activate your MyNortonChart account, you will need your activation code, your birthdate and the last four digits of your Social Security number. You will then create a username and password. It's important to do that as soon as you sign up, because your code will expire after 60 days. If your code has expired, go to **NortonHealthcare.com/MyChart** and follow the instructions for requesting an activation code.



## Connect to a family member's medical records (proxy access)

### What is proxy access?

MyNortonChart proxy allows you to access information in another person's medical record. Typically, parents will use this to access their children's accounts to schedule appointments, check immunizations, request prescription refills and coordinate other health-related information for their children. Others may use it to access a parent's or relative's record.

### How do I request proxy access?

1. From your MyNortonChart account, select the **Settings** icon at the top right of the home page. Select **Personalize**.
2. Go to the section called "**Who can view my record?**" Select either "**Request access to a minor's record**" or "**Grant an adult access to your record**." You also have the option of restricting access to a person's record.
3. Fill in all the details on the appropriate forms. Our health information management department will use the information you provide to obtain approval for your request.

### What happens next?

1. Once approved, the medical records you are able to access will appear in a bubble icon at the top left of the MyNortonChart home page.
2. Tabs that identify each person's record appear to the right of the screen. You can customize the view and select a color for each person whose medical record you have permission to access.