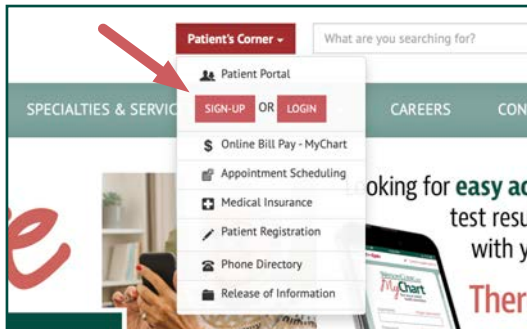


FREQUENTLY ASKED QUESTIONS:

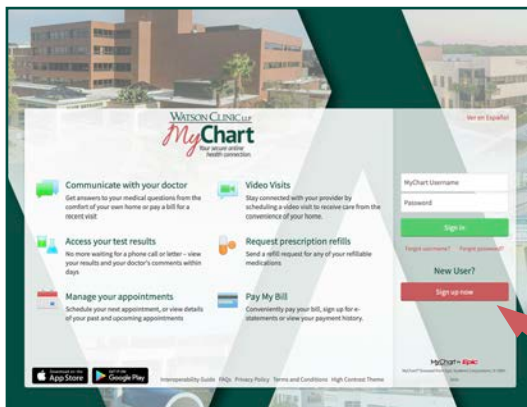
Where and how do I register?

Signing up is as easy as 1, 2, 3!

1. Visit www.WatsonClinic.com and click the Patient Portal button or link from the Patient's Corner drop down menu.



2. From the MyChart at Watson Clinic LLP website, click **Sign Up Now**. Enter the activation code provided to you by Watson Clinic and verify your personal information. If you do not have an activation code, click Sign Up Online to create an account using your personal demographic information.



3. Click **Next** to create your username and password.

Download the MyChart App!

Available through the App Store or Google Play, the MyChart mobile app helps you unlock all the benefits of the patient portal with ease. Simply visit the App Store or Google Play, type 'MyChart' in the search engine, downloads in moments and enter your username and password once you open the app.



Major questions or concerns can be directed to **863-680-7551** between the hours of **8 am and 5 pm, Monday - Friday.**

CI 4334



THE PATIENT PORTAL FOR THE ELECTRONIC HEALTH RECORD SYSTEM

A complete healthcare experience at your fingertips. Take control of your healthcare like never before.



SIGN UP TODAY!

MyChart at Watson Clinic LLP is a free and completely secure online system that empowers patients to engage in their healthcare like never before.

The MyChart at Watson Clinic LLP patient portal has implemented enhancements that make the system more convenient, accessible and beneficial to patients than ever before.

- Direct Scheduling is available in MyChart at Watson Clinic LLP! Patients can conveniently schedule their own appointments in real-time without any intervention from Watson Clinic staff. Select the provider along with the reason for the appointment then choose what time works best for you. Please be aware not all providers are participating in Direct Scheduling at this time. If your provider is not available, please use the Appointment Request feature to request appointments through MyChart. For those who want to schedule a same-day appointment for minor illnesses and injuries, this feature is available for Urgent Care South. Please note that you cannot select your provider when you schedule an appointment at Urgent Care South, only an approximate appointment time.
- Patients can review and update their medications, allergies and health issues, complete questionnaires and sign consents prior to their appointment using the eCheck-In feature.
- The Document Center found under the MyChart menu allows patients to request, view and download documents in one place. This includes visit summaries, images and record requests.
- Patients can request their medical records free of charge by completing the Release of Information form under the MyChart menu within their MyChart patient portal account.
- The Telemedicine feature empowers you to attend your next appointment with your doctor from the comfort of your own home. You can schedule a consultation with your physician through the video visit, telephone or private messaging options on your MyChart account. If unavailable on your portal, video visits may be scheduled by contacting your physician's office. Visit [WatsonClinic.com/Telemedicine](https://www.WatsonClinic.com/Telemedicine) for more details.
- Allows patients the ability to grant temporary, secure and one-time access to their medical information to any provider anywhere, even if the provider does not have an EHR. Patients can generate a share code from the Share Everywhere link within their MyChart account. After the patient has given the share code to the external provider, the provider can enter the code through ShareEverywhere.com to review the patient's information including allergies, medications, health issues, immunizations, test results and past visit summaries.
- Patients can view their medical information from other Epic organizations through one MyChart account.
- Patients can authorize third party apps and devices to access their medical information.
- Patients can upload their living will and/or advance directives into their medical record. Click on the End-of-Life Planning link under the MyChart menu to get started.
- In keeping with healthcare industry standards, there is a \$25 fee for the completion and processing of Family & Medical Leave Act (FMLA) certification forms. This fee is due prior to processing the forms by check or credit card payment. For credit card payments, please call 863-904-2628.
- An online bill payment center is available through MyChart allowing patients to pay their bill, sign up for e-statements, create payment plans, complete their payment profile and more without having to enter another username and password.
- As of November 1, 2020, test results and progress notes are uploaded immediately onto your MyChart Patient Portal account. You may see your results before your physician or medical provider has a chance to review them. If you need to discuss the results with your physician, please allow them a few days to review before contacting their office.

Please note: The portal is only for use between a physician and his/her current patients. It does not allow for any type of diagnosis or medical advice, and should never be used for an emergency situation or serious medical condition.

How is MyChart at Watson Clinic LLP an improvement over the previous patient portal network?

Account information from previous versions of the patient portal are not transferred to our MyChart system. For this reason, all Watson Clinic patients who wish to access their health records, initiate communications with their doctor's office, and enjoy all the benefits associated with Watson Clinic's patient portal system MUST sign up for a free account on the MyChart at Watson Clinic LLP webpage.

MyChart at Watson Clinic LLP is patient friendly, offers a multitude of features and provides fast access to your medical information. Along with standard messaging with your doctor's office, patients are able to request appointments and prescription refills, complete questionnaires, receive test results at the same time as their doctor, sync third party devices and apps, access an extensive library of health content and review documents sent by their physician's office.

The popularity and reach of the MyChart patient portal system is equally impressive. If you experience a medical emergency or ailment while you're outside of the Watson Clinic service area, you can authorize medical establishments who also utilize the MyChart system to access your health records. This results in a more informed plan of treatment and improved outcomes no matter where you are in the world.

