

New and Enhanced myD-H features coming in October 2018

Health Record Features

Scanned Document Availability

- **Health**
- Select **Document Center**
[Watch the video](#) (YouTube)
- Choose **My Documents**

Available scanned documents:

- Advanced Directives and Living Will
- Designated Personal Representative (DPR)
- Financial and Healthcare Durable Power of Attorney (DPOA)
- Order for Life Sustaining Treatment
- Vision Field Testing

Document Center

- **Health**
 - Visit Records
 - Request My Records
 - My Documents
 - Who's Accessed My myD-H Account

Self-Report flu shot/immunization received outside of D-H

- **Health**
- Select **Preventative Care**
- Recommended items will have a "Mark as complete" option
 - Only available for Flu Shots

Send a Message to your Provider/ Healthcare Team

- **Messaging**
[Watch the video](#) (YouTube)
- Select **Ask a Question**

Choose one of the options

- General Medical Question
- Symptom-Specific E-Visit
- Request a Medication Renewal

- Customer Service Question (Insurance Only)

Follow the prompts

Monitor who accessed your myD-H

- **Health**
- Select **Document Center**
- Choose **“Who’s accessed my myD-H record”** This will show when the patient has signed into their account and also if the proxy account has viewed the record

Visit Features

Appointments

Some departments and providers are allowing patients to directly schedule certain types of appointments (ex: Physical Exam) as long as they have been seen by that provider or their team in the past 2 years.

Direct Scheduling

- **Visits**
[Watch the video](#) (YouTube)
- Select **Schedule an Appointment**
- Select the provider you wish to schedule with
- If you do not see your provider, choose **Request an Appointment** at the top of the page
- If your provider is listed, select your provider
- Select the reason for your visit
- For providers that see patients in multiple locations you will be asked to select a location
- Select a date range and if a time is available that you like, choose it
- Verify your insurance
- Type in comments for your reason for visit.
- Select **Schedule**, and you will have an appointment for the selected date and time

Direct Rescheduling

- **Visits**
- Select **Appointments and Visits**
- Click on **Details** on the relevant appointment
- If the clinic allows Direct Rescheduling, you will click on the **Reschedule** button
- Follow the prompts to directly reschedule your appointment

Request an Appointment

- **Visits**
- Select **Schedule an appointment**, choose **Request an Appointment** at the top of the page
- Choose the Clinic Location, click on the green **Continue** Button
- Choose the Department, click on the green **Continue** Button
- Select preferred options from the drop down menus for provider, dates and times and then add a comment on the reason for the appointment
- Click the Green **Send** button

Electronic Signatures during Pre Check-in

- **Visits**
- Select **Appointments and Visits**
- Select **Details** on the upcoming appointment
- Select **Update Information** and you will be able to pay and/or sign available documents

Financial Features

Pay as a Guest feature will be added to the Sign In screen

- Please go to www.mydh.org
- Click on the dark blue **Pay as Guest** button
- The Guarantor account number and last name are required
- The Guarantor's social security number or Date of Birth can be used as an alternative

Billing

[Watch the video](#) (YouTube)

There are many options under the Billing icon. You can see outstanding balances, pay your bill, set up a payment plan, request financial assistance, view account details, view past statements, view past payments and sign up for paperless billing.

- **Billing**
- Select **Account Summary**
- Select **View Account Details**
- Choose the action desired

Apply for Financial Assistance

- **Billing**
- Select **Financial Assistance**

- Answer the questions as they are presented, clicking next after answering

Personal Features

Update Emergency Contact

- **Profile**
- Select **Personal Information**
- Scroll down to Family and Friends
- Hover over the box you would like to update
- Select the blue **Edit** button, make your changes and save
- You can also **Add a Relationship** for more than one contact

Communication Preference

- **Profile**
- Select **Notifications**
- Choose how you want to be notified on various health information. Email notifications cannot be turned off
- Make changes and **save changes**