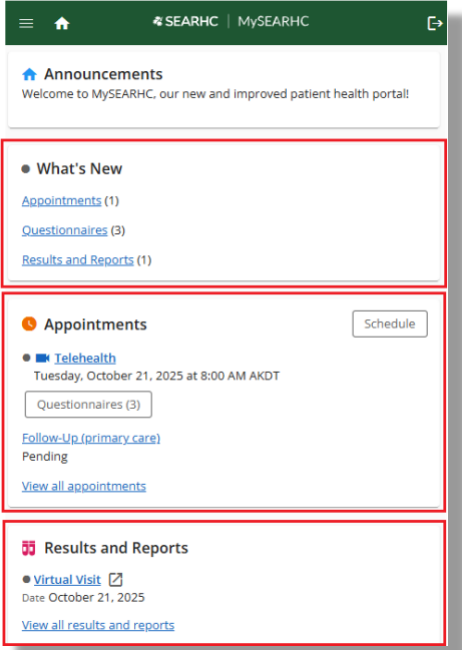



MySEARHC Quick Reference Guide

MySEARHC Overview

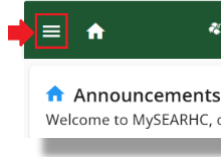
The following provides a brief overview of the MySEARHC patient experience following sign in. Should you need further support or assistance, additional Quick Reference Guides are available at searhc.org/MySEARHC and you may also contact the Patient Support Center at 907.463.0400. Thank you for choosing SEARHC.

<p>1</p> <p>Dashboard</p> <p>Upon signing on, the dashboard (home page) displays various information cards, and some include a snapshot of recent data from that area of the electronic health record.</p> <p>For example:</p> <ul style="list-style-type: none"> • What's New (e.g., lists quick links to new items available within the last three days) • Appointments (e.g., displays pending and upcoming booked appointments) • Results and Reports (e.g., lists recent lab results and reports) <p>NOTE: MySEARHC aligns with WCAG and ADA standards for accessibility.</p>	<p style="text-align: center;">Dashboard (home page)</p> 
<p>2</p> <p>Progress Bar</p> <p>With MySEARHC, pages dynamically load upon initial sign on and subsequently by navigating to other pages.</p>	<p style="text-align: center;">Example: Dashboard progress bar</p>  <p>NOTE: For pages with more data, the progress bar remains visible longer until all the content is loaded.</p>

3

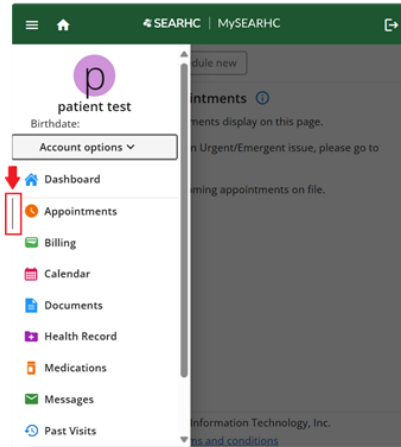
Menu Navigation

The full visible menu is located on the left-hand side of the page.
 NOTE: On smaller screens select the 3-line icon (menu) to view.



NOTE: The page currently selected, such as Appointments, will be indicated by a **vertical bold line** to the left of the page name.

Example: Currently viewing appointments



4

Accessing Profile page

Use this page to view or suggest profile edits to patient information and contacts.

- Select **Account options**
- Select **My Profile**

Updating Patient Information

Use this section to view or edit information such as preferred first name, pronouns, and address.

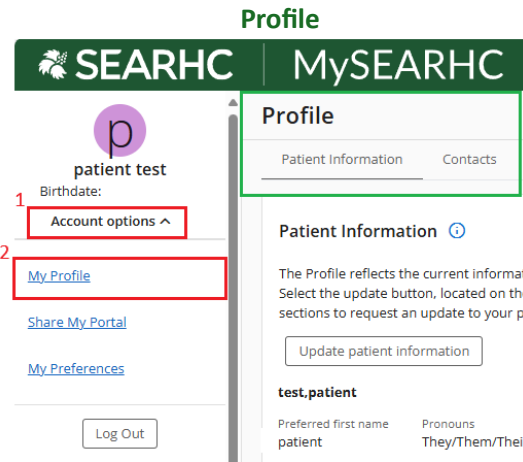
- Select **Update patient information**

Updating Contacts

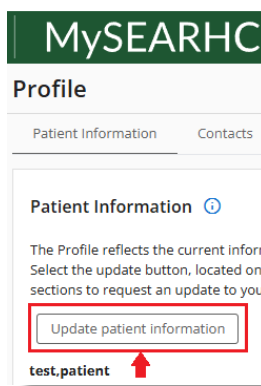
Use this section to view or edit emergency contacts.

- Select **Update contacts**

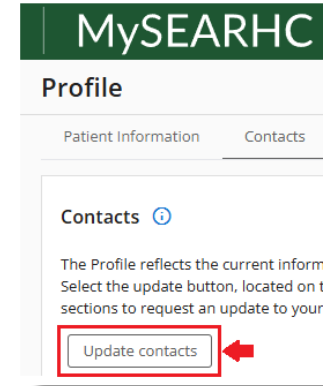
NOTE: MySEARHC sends profile edit requests to office staff for review. Approved edits display once they are processed.



Patient Information



Contacts



5

Accessing Preferences

Use this page to view or edit MySEARHC mass email preferences or to change password.

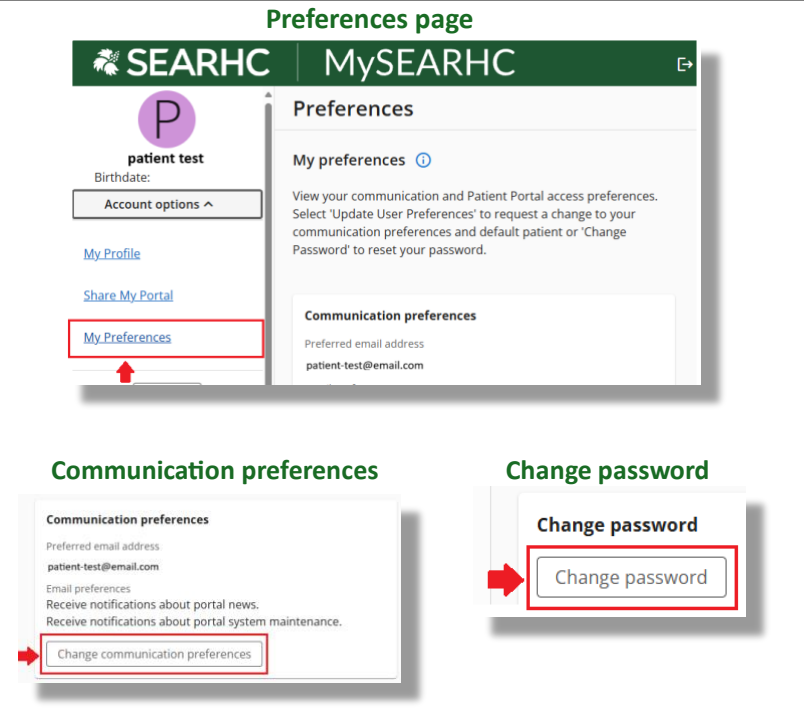
- From account options, select **My Preferences**

Changing Communications Preferences

- Select **Change communication preferences**








Changing password:

- Select **Change password**



6

MySEARHC: Key Feature Pages and Benefits






Icon	Feature Pages	Benefits
	Dashboard	Near Real-Time Updates: Conveniently access new items available, such as upcoming appointments, recent lab results, reports, messages, including access to external links for additional patient resources.
	Appointments	Appointment Management: Self-schedule select appointments. View, cancel, reschedule or pre-register for an appointment.
	Billing	Billing Transparency: Access detailed, itemized bills and make payments online.
	Calendar	View past and upcoming appointments in a calendar format.
	Documents	External Provider Record Sharing: Send your health summary (CCD) to care providers outside of SEARHC.
	Health Record	Easy Access to Health Information: View health history, such as allergies, current conditions, immunizations, wellness care, and download medical record (available on a pc).
	Medications	View current, active medications (prescribed and reported) and detailed monograph data.

NOTE: Features pages are subject to change (e.g., when new enhancements become available).

6

(Continued)

MySEARHC: Key Feature Pages and Benefits (continued)

Icon	Feature Pages	Benefits
	Messages	Secure Messaging: Communicate directly with your healthcare provider through secure messaging. See Messaging with a Provider Quick Reference Guide
	Past Visits	Access Post-visit Summaries: View post-visit summaries, care team members, and care resources sent to the portal.
	Questionnaires	Health Assessments: Complete pre-visit questionnaires, such as health assessment (PHQ-2), social history, Social Determinants of Health (SDOH), Bright Futures and more.
	Results and Reports	Easy Access to Health Information: View medical records, such as recent/past lab test results, office visit reports, operative notes, imaging reports and discharge summaries.
	Learn More	Select the blue “i” circle symbol to learn more information about a particular feature page (Appointments, Billing, Health Record, Medications, and Results and Reports). In addition, contact information or a hyperlink to the SEARHC website is provided for further assistance.

NOTE: Features pages are subject to change (e.g., when new enhancements become available).

7

Access MySEARHC via the MHealth app

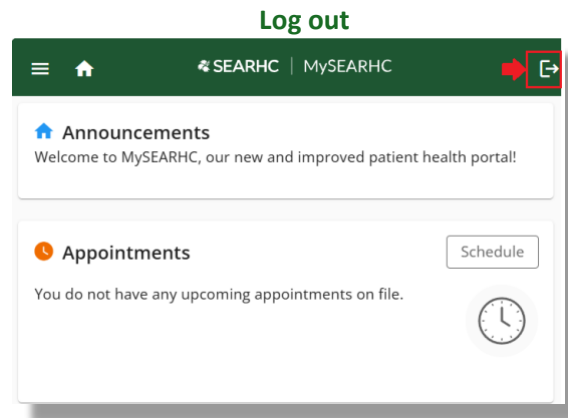
Search for ‘MEDITECH MHealth’ in the app store or select an app store link. [Learn How to install MySEARHC](#)



8

Log out of MySEARHC

- Select the **log out button icon** in the upper right of the page.



9

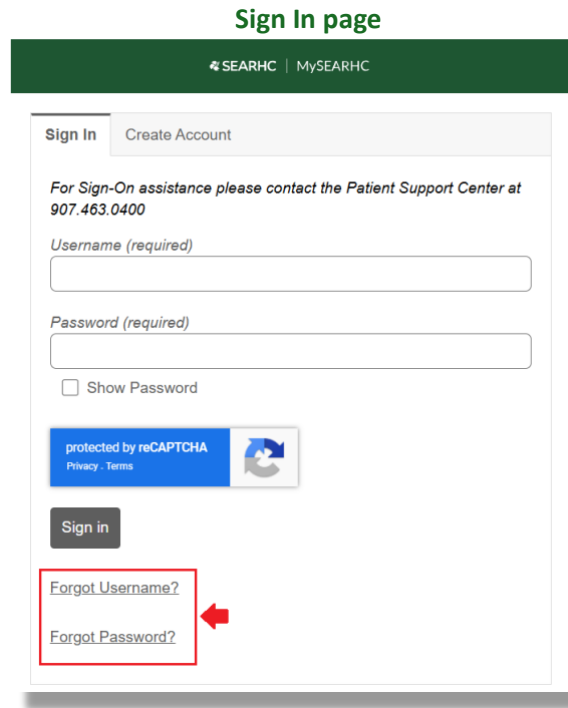
Sign on assistance (Do-It-Yourself)

Use the sign on page for sign on assistance.

- To retrieve your forgotten MySEARHC username, select [Forgot Username?](#)
- To reset your password, or if you've exceeded the maximum allowed login attempts (locked your account), select [Forgot Password?](#)

How to Guides:

- [MySEARHC Quick Reference Guide – Forgot Username](#)
- [MySEARHC Quick Reference Guide – Reset Password](#)



Looking for further help?

Contact the Patient Support Center at 907.463.0400