MyChart Bedside Mobile Application

The following document is intended as a _frequently asked questions_ resource for all staff who support the MyChart Bedside application for patient use on a mobile device.

The department should implement a protocol designating expectations. For example: Patients who (1) are staying longer than two days (2) have a user who can navigate and use the information and (3) have an interest in monitoring their stay while admitted.

It is the **patient's responsibility** to utilize their own device for monitoring their admitted stay. Upstate managed devices may be provided at the discretion of the unit's established policies.

1. **How does a patient sign up for the application?**
   A. Patients are directed to download the **MyChart** application. Then, the bedside nurse may activate the patient by selecting the gray MyChart icon in the patient's Storyboard. This icon is next to the patient's profile picture and opens in the MyChart Utilities activity. More instructions are provided in the Brightspace course.
2. **How is a patient able to see their information in Bedside?**
   A. Once a patient logs into their MyChart account, if they are admitted, the admission appears at the top of the display.
3. **How can I update my provider profile photograph?**
   A. Visit Jacobsen Hall, Payroll Services to take a new profile photograph to replace an existing employee photograph. Alternatively, email a new picture to Susan Miranda at mirandas@upstate.edu (solid background and face shot), and it can be updated for you. You will just need to pick it up the new badge at Jacobsen Hall. Please make sure to bring your old badge so that no fee will be charged. Once the new photo is completed with payroll, you will need to submit a TDX ticket for the Epic care team photo to be updated. TDX Ticket: Call 315-464-4115 or visit https://solutions.upstate.edu/TDClient/277/Portal/Home/
4. **How do I learn how to activate MyChart for the patient?**
   A. Instructions are provided in Brightspace Course titled "MyChart Bedside Training." Refer to the MyChart Bedside Tip Sheet for Upstate Managed Tablets or the MyChart Bedside Inpatient Mobile Workflow Guide. Patients with an existing MyChart application on their smart device will already have MyChart Bedside active. MyChart on the web will not display the current hospital stay.
5. **What education exists for patients to learn more about MyChart Bedside?**
   A. A video tutorial is embedded in the application at the bottom of the display.
6. **What education will appear to the patient when I assign it?**
   A. When an Epic Hyperspace user adds Education to a patient chart, the education that is described immediately under the title as **This Education can be completed in MyChart Bedside** will appear as a tile in the Bedside Tablet and Mobile device for the patient to review. If it does not have the statement under the title, then it will not appear under the **Education** feature.

7. **What should I know about Proxy Relationships for adolescents (ages 12-18)?**
   A. Patients 12-18 have access to create their own MyChart account. For proxy access to a 12–18-year-old, a parent will receive limited access and medical information is excluded. Adults with an existing proxy access to the child will automatically transition to limited access on the child's 12th birthday. If a patient has a MyChart Proxy, the same proxy will carry over to MyChart Bedside. This is because of regulations protecting a teen patient's ability to seek confidential health care.

8. **Will Bedside keep data from the prior admission/discharge on the same day/or a few days apart?**
   A. Bedside will only give information from the most recent admission.

9. **The default for "I Understand" in Education in My Chart Bedside says that it is 'Reviewed using Teach Back Method.' What is the role of the nurse if the patient indicated they understand?**
   A. The default setting for patients/proxies who indicate they understand in the '**Education**' section says "**Acceptance, Reviewed using Teach-Back method**" because it is understood the nurse will use the teach-back method per [Upstate's Policy CM P-10.](#) The patient or proxy will teach-back key points upon the nurse's prompting.

      *Excerpt: Teach-back technique **will occur with every encounter** with patients and families.*
      Staff should encourage interactive questions, keep the communication patient-centered, and avoid irrelevant details.

10. **How is MyChart Bedside interacting with the Phillips Monitor /and or Flowsheets?**
    A. The most recent data collected from Phillips and integrated into Epic's Hyperspace will display in the opening screen for the patient/proxy.

11. **How can I see what education a patient completed and who assigned it?**
    A. You can review a patient's education history using the **Care Plan/Pt Ed** report in the **Summary** activity. This report shows a patient's learning assessment and the education that they have received across encounters. The **highlighted orange areas** indicate where MyChart Bedside was used for the education. It can also be seen in the Education Activity by pressing the **-All-** quick button.

12. **Where can I see responses to the questionnaires I have assigned?**
    A. The questionnaire responses are seen in the **MyChart Bedside Questionnaires** read-only view of the navigator assessment. The patient reported responses will show with a person icon next to the text. The nurse will review the answers and click the **File** icon to save the responses. The auto-assigned questionnaires include:
       - Immunizations
       - Substance Use Disorder
       - Psychosocial
       - Social Drivers of Health

17. **What populations are excluded from this program?**
    - No to high-risk violence
    - No to incarcerated
    - No to restraints
    - No to patients in the care of Dept of Children and Family Services
    - No Suicidal patients
    - No to Non-English Speaking
    - No to eating disorder patients
    - No patients with concerns over guardianship
    - No to dementia/learning disability

18. What are the types of Proxy Access available for MyChart and MyChart Bedside?

Adult-Child Proxy (0-11)	Teen (12-18)	Adult-Adult (18+	Diminished Capacity
Proxy Access is given to an adult (parent, guardian etc.) as patients do not have access to create their own MyChart account in this age group. Proxy provides full access to the child's account for the adult.	Patients 12-18 have access to create their own MyChart account. Adult Proxies have limited access which excludes results and notes. Adults with an existing 'Adult-Child' proxy access to the child will automatically transition to 'Teen Proxy' on the child's 12th birthday.	Patients 18+ have access to create their own MyChart account. When granting proxy access to another patient aged 18+, they are given 'Adult-Adult' proxy access. This proxy relationship provides full access does not expire.	This access is determined by a manager. This may be considered for patients who have diagnoses or conditions that preclude them from being able to advocate/care for themselves; they are total care, unable to understand what is going on.
If a patient has a MyChart Proxy as above, the same proxy will carry over to MyChart Bedside.			
MyChart Bedside Inpatient Encounter Only	is the relationship to be used if a patient requests that a Proxy only has access to their Inpatient Encounter and does not want the proxy to have access to MyChart.		

19. Who do I contact?

What is the issue?	Who is responsible/ contact?
Tablet Storage	Nurse Manager, Charge Nurse
Charging	Unit Clerk or Nurse or designee & charging cords stay in storage
Equipment replacement	TDX Desktop Support
Deployment	TDX Desktop Support
Patient provisioning	Nurse (Admission Nurse)
Proxy questions	Nurse Manager, Charge nurse, Admin Supervisor
Frequent questions or training	TDX Ticket – IP Training
Technical	TDX Mac Support
Clinical	TDX Ticket – IP Training
Tablet application installs	TDX Desktop Support
Connectivity issues	TDX Desktop Support
Clearing patient Info	Nurse/ tap Reset
Cleaning device	Nurse or designee

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