

# HOAG CONNECT MYCHART PATIENT PORTAL USER GUIDE

## MYCHART ACCOUNT ACTIVATION INSTRUCTIONS

Select **“Sign Up Now”** to get started. If you have a MyChart activation code enter it here.

As we continue to optimize Hoag Connect MyChart, you may notice your comprehensive health records aren't in your chart quite yet. Our team is working hard to load all of your health records into the system as soon as possible. We appreciate your patience during this transition.

Hoag offices including Hoag Medical Group, Hoag Urgent Care and Hoag Concierge Medicine are pleased to now offer you access to your medical records through Hoag Connect MyChart®.

- Communicate with your doctor**  
Get answers to your medical questions from the comfort of your own home.
- Access your test results**  
No more waiting for a phone call or letter - view your results and your doctor's comments within days.
- Request prescription refills**  
Send a refill request for any of your refillable medications.
- Manage your appointments**  
Schedule your next appointment, or view details of your past and upcoming appointments.

**Already use Hoag Hospital MyChart?**

You'll still need to sign up for Hoag Connect MyChart in order to interact with your provider's office, but you can link both accounts together following the prompts in the application. If you have questions about your accounts, visit our [Frequently Asked Questions](#).

For questions about your medical care, contact your provider's office. If you need help with Hoag Connect MyChart, email [memberservices@hoag.org](mailto:memberservices@hoag.org).

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

MyChart® powered from Epic Systems Corporation. © 2009 - 2020

If you do not have a code, click **“Sign Up Online.”**

**Please Identify Yourself**

To sign-up without an activation code click [here](#).

All fields are required.

**MyChart Activation Code**  
Enter your Activation Code as it appears on your enrollment letter (your code is not case sensitive). You will not need to use this code after you complete the sign-up process.

XXXX - XXXX - XXXX

**Date of Birth**  
Enter your date of birth in the format shown, using 4 digits for the year.

mm / dd / yyyy

**NEXT**


**No Activation Code?**

**Sign Up Online**

[Interoperability Guide](#) [FAQs](#) [Privacy Policy](#) [Terms and Conditions](#) [High Contrast Theme](#)

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Complete the required demographic information and third-party identity verification process.



## Sign Up Online

We need some information in order to grant you a MyChart account. Enter your demographics here and in the next step we will verify your identity using questions from a third-party verification system. If you have any questions, please contact your clinic.

\* Indicates a required field

### Name

<small>* First name</small>	<small>Middle name</small>	<small>* Last name</small>
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### Address

\* Address information is required.

\* Country  
 United States of America ▼

\* Street Address

<small>* City</small>	<small>* State</small> ▼	<small>* ZIP</small>
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County ▼

### Other Information

\* Date of birth

\* Legal Sex

Female	Male	Unknown	Nonbinary	X
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Last four digits of SSN

<small>* Email address</small>	<small>* Verify email address</small>
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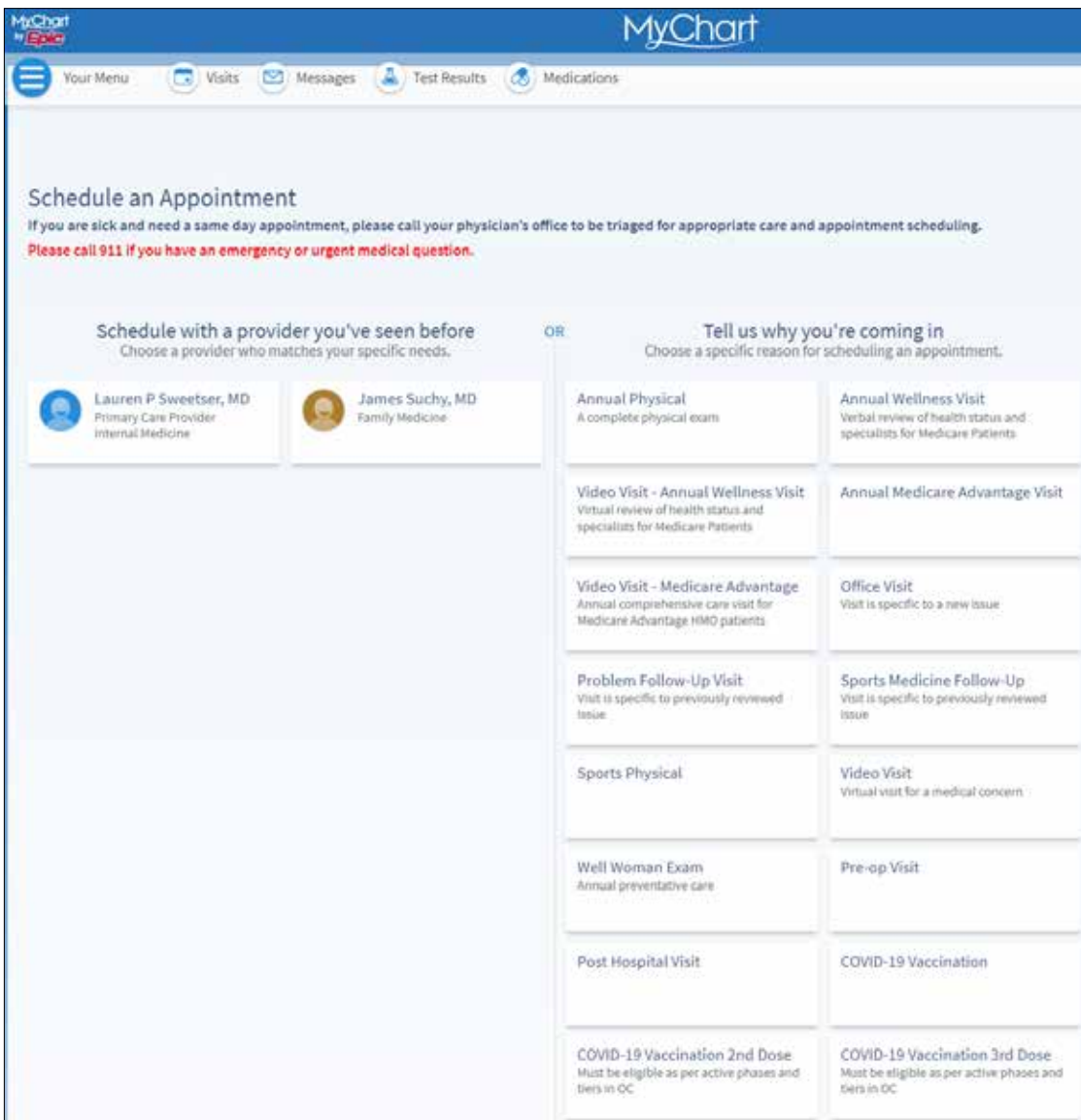
\* Home phone

NEXT

View upcoming and previous visits. Schedule, cancel, and reschedule appointments by selecting “Visits.”



Schedule an appointment.



Select your reason for visit or choose the physician you would like to see and your preferred location.

## Schedule an Appointment

If you are sick and need a same day appointment, please call your physician's office to be triaged for appropriate care and appointment scheduling.  
**Please call 911 if you have an emergency or urgent medical question.**

START OVER

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✓ Reason for visit [Edit](#)  
Annual Physical

Locations

Providers

Time

Verify and schedule

### Which locations work for you?

Any location  
Schedule at any available location.

Hoag Medical Group Foothill Ranch - Internal Medicine  
26672 Portola Parkway Suite 104  
Foothill Ranch CA 92610-1756

Hoag Medical Group Huntington Beach - Family Medicine  
19582 Beach Boulevard Suite 280  
Huntington Beach CA 92648-5994

Select the time.

## Schedule an Appointment

If you are sick and need a same day appointment, please call your physician's office to be triaged for appropriate care and appointment scheduling.  
**Please call 911 if you have an emergency or urgent medical question.**

START OVER

---

✓ Reason for visit [Edit](#)  
Annual Physical

✓ Locations [Edit](#)  
Hoag Medical Group Foothill Ranch - Internal Medicine

✓ Providers [Edit](#)  
Lauren P Sweetser, MD

Time

Verify and schedule

### What time works for you?

Start search on

10/28/2021

Times

All available times

Filter times

Not seeing what you want? [Send an appointment request message instead.](#)

**Thursday November 11, 2021**

7:20 AM

10:00 AM

10:20 AM

10:40 AM

11:00 AM

11:20 AM

**Monday November 15, 2021**

8:20 AM

8:40 AM

9:00 AM

9:20 AM

9:40 AM

10:00 AM

11:00 AM

11:20 AM

1:00 PM

1:20 PM

1:40 PM

2:00 PM

2:20 PM

2:40 PM

3:00 PM

**Tuesday November 16, 2021**

7:20 AM

7:40 AM

8:40 AM

9:00 AM

9:20 AM

9:40 AM

10:00 AM

10:20 AM

10:40 AM

11:00 AM

11:20 AM

1:40 PM

2:00 PM

2:20 PM

2:40 PM

Verify your personal information by selecting “This information is correct.”

### Schedule an Appointment

If you are sick and need a same day appointment, please call your physician's office to be triaged for appropriate care and appointment scheduling.  
**Please call 911 if you have an emergency or urgent medical question.**

START OVER

Reason for visit: Annual Physical  
Locations: Hoag Medical Group Foothill Ranch - Internal Medicine  
Providers: Lauren P Sweetser, MD  
Time: Thursday November 11, 2021 7:20 AM

Verify and schedule

#### Verify your personal information

##### Contact Information

Going somewhere for a while?  
[Add a Temporary Address](#)

EDIT

##### Details About Me

Preferred First Name	Not entered	Legal Sex	Female
Gender Identity	Female	Sex Assigned at Birth	Female
Sexual Orientation		Marital Status	Married
Race		Ethnicity	Not Hispanic, Latino/a, or Spanish origin
Ethnic Background	Not entered	Language	English
Religion	Not entered		

EDIT

**This information is correct**

Join the wait list if you wish to be notified for an earlier appointment and schedule.

### Schedule an Appointment

If you are sick and need a same day appointment, please call your physician's office to be triaged for appropriate care and appointment scheduling.  
**Please call 911 if you have an emergency or urgent medical question.**

START OVER

Reason for visit: Annual Physical  
Locations: Hoag Medical Group Foothill Ranch - Internal Medicine  
Providers: Lauren P Sweetser, MD  
Time: Thursday November 11, 2021 7:20 AM

Verify and schedule

You're almost done...  
Click the Schedule button if everything looks correct.

#### Annual Physical with Lauren P Sweetser, MD

Thursday November 11, 2021  
Arrive by 7:00 AM  
Starts at 7:20 AM (40 minutes)

Hoag Medical Group Foothill Ranch - Internal Medicine  
26672 Portola Parkway Suite 104  
Foothill Ranch CA 92610-1756  
949-557-0750

What is the most important thing you want addressed during this visit?

Visit Instructions  
Please bring any insurance information and a copayment if required by your insurance company.

Before scheduling...

Join the wait list and be notified if earlier appointments open up

Favorite this appointment to easily schedule again later

Schedule

15

## CANCEL/RESCHEDULE

Click on your upcoming visit.

### Appointments and Visits

Schedule An Appointment

Organization: All Show: Upcoming and Past

#### Upcoming Visits

Future Visits

**DEC** Office Visit

**2** Dr. L. Sweetser

**2021** Hoag Medical Group Foothill

Ranch - Internal Medicine

Arrive by 2:40 PM PDT

Starts at 3:00 PM PDT

Select “Reschedule Appointment” or “Cancel Appointment.”

### Appointment Details

**Office Visit with Dr. L Sweetser**

**Thursday December 02, 2021**  
 Arrive by 2:40 PM PDT  
 Starts at 3:00 PM PDT (20 minutes)

[Add to Calendar](#)

**Hoag Medical Group Foothill Ranch - Internal Medicine**  
 26672 Portola Parkway Suite 104  
 Foothill Ranch CA 92610-1756  
 949-557-0750

[Get Directions](#)

#### Prepare for Your Visit

Want an earlier time? [Get on the Wait List](#)

All questionnaires for this appointment will be available for you to answer on Thursday November 25, 2021.  
 Save time at the clinic by filling out the following questionnaire:

[Patient Medical History](#) (Not Started)

#### Visit Instructions

Please bring any insurance information and a copayment if required by your insurance company.

#### Keep this barcode ready for when you arrive

This barcode might be scanned to help you check in.

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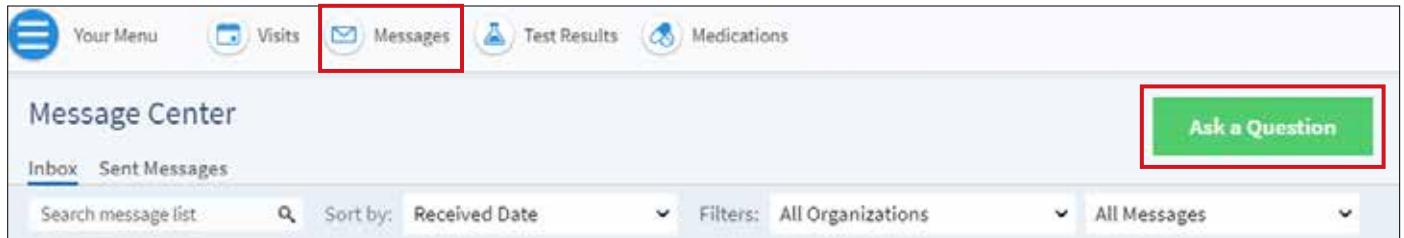
[Reschedule Appointment](#)

[Cancel Appointment](#)

Back to Visits List Page


## MESSAGES

Select “**Messages**” and click “**Ask a Question.**”




If you have your MyChart accounts linked, you are able to select which entity you would like to message, Hoag Connect MyChart or Hoag Hospital MyChart. To view your inpatient or imaging hospital records, please use Hoag Hospital MyChart. To view your outpatient office records, including Hoag Medical Group, Hoag Urgent Care, Hoag Specialty Clinic, Hoag Concierge Medicine, Hoag at Home, and Hoag Physician Partner Offices please use Hoag Connect MyChart.

Which organization would you like to send a message to?



**Hoag Connect MyChart**































**Hoag Hospital MyChart**

Here you can directly message your physician through “**New Medical Question**”, request a refill through “**Request a Medication Refill**” or ask a question about your bill or insurance through “**Customer Service Question.**” Scheduling, rescheduling and cancellations can be done through the visit screen.

## REFERRALS

To view referrals, click on **“Your Menu.”** Referrals are located under **“Insurance.”**

Your Menu	
	Search the menu
	Ask a Question
	Letters
	Clinic Calls
<b>My Record</b>	
	COVID-19
	Visits
	Test Results
	Medications
	Health Summary
	Plan of Care
	Preventive Care
	Questionnaires
	Upcoming Tests and Procedures
	Medical and Family History
	Health Reports
	Document Center
	Request Records
<b>Billing</b>	
	Billing Summary
	Financial Assistance
	My Billing
<b>Insurance</b>	
	Insurance Summary
	Coverage Details
	Claims
	Referrals
<b>Sharing</b>	
	Share My Record
	Share Everywhere
	Link My Accounts
	Lucy

### Medications

Request a refill for a medication, or remove medications that you are no longer taking.

### Request Records

As a Hoag patient, Hoag MyChart provides you access to your account and medical record. This includes visit summaries, immunizations, test results, medications, allergy information and letters. Information that is not published to your Hoag Connect can be requested using this online Request for Information form. These requests can take up to 5-7 business days. You will receive an e-mail notification when your request is processed. Your updated records will display on the Request Records page, and can be downloaded or printed for personal use.

### Referral

View and manage your referrals. To inquire about referrals, you may send a Customer Service Request.

### Link My Accounts

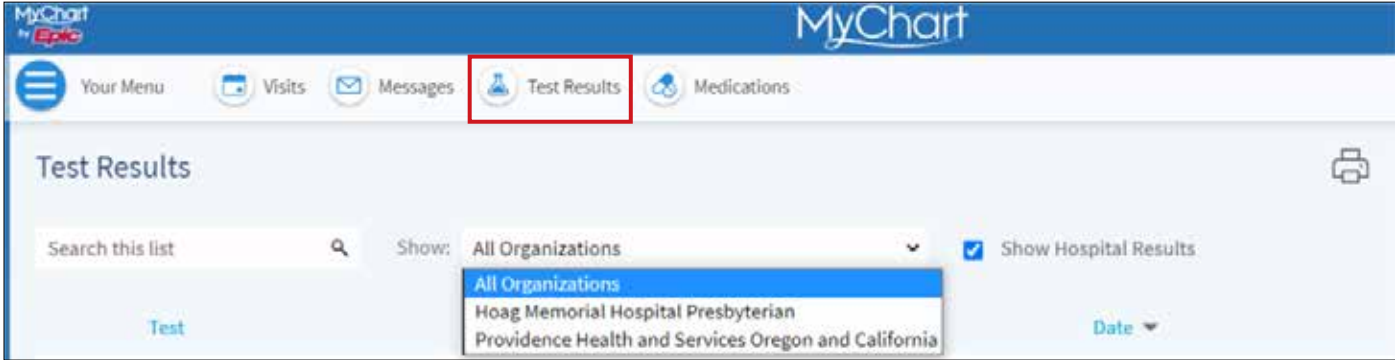
You can now use MyChart to view your health information from other organizations where you and your family have records. When you connect your accounts from the participating organizations, you may be able to see the following types of information in your MyChart account:

- Allergies
- Health Issues
- Messages
- Visits
- Care Team
- Medications
- Test Results



# TEST RESULTS

To view test results, select “**Test Results.**” You can view all test results, or view by organization.



\*Desktop application view. May not be available in mobile application.

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[HoagMedicalGroup.com](http://HoagMedicalGroup.com)