

*\*Not available in all clinics*

To ensure you get ample time with your care team to discuss your medical concerns, it is important to choose the appropriate appointment type.

Once you select the make an appointment button, click on the schedule appointment link. Choose the most appropriate appointment type

Reason for visit	Select one...
	Select one...
	Office visit for a non-urgent concern
	<b>Well-child check</b>
	Physical exam

Office Visit for Non-Urgent Concern

Cough, follow up, pain, sick visit, test result, wound check

Well Child Check

Yearly/monthly check up (which may include immunizations)

Physical Exam

Physicals for school, work, camp, sports and Pap or pelvic exams for women

After verifying address, enter in your preferred appointment dates and times.

Preferred dates: From:  To:

Preferred times:	Mon	Tues	Wed	Thur	Fri
Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If there are no available slots with the requested dates or times, please use the blue Request Appointment hyperlink and a message will be sent to your doctors' office.



## My Health Online

To access My Health Online and your personal information, go to:

[www.myhealthonline.sutterhealth.org](http://www.myhealthonline.sutterhealth.org)

Questions or technical problems?  
Call 1-866-978-8837

*This service is available through Sutter Health by your participating medical practice.*

## ONLINE PATIENT SERVICES

### Your Guide To Using My Health Online



*This service is available through Sutter Health by your participating medical practice.*

# My Health Online



My Health Online is a great way to stay connected with your care team. You will stay up to date on your health information.

Some features include:

- Updating your health history
- Make an appointment
- Renew Medication Prescriptions
- Messaging your care team
- Review test results

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## My Health Online on your mobile device

You also have access to convenient services on the go from your iPhone, iPad, iPod touch or Android.

Download the mobile (MyChart) app—either from your iPhone App store or Android market.



My Health Online allows you to request refills on your medications.

**Before using this feature, please check with your pharmacy to verify you have no refills remaining on your medication.**




If you have refills remaining, please contact your pharmacy first.

For people on the go, you are able to request a refill from your mobile device.

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For videos and instructions on how to navigate most areas in MHO, find the “Learn More” box in the upper right corner of the screen. You will see blue hyperlinks for your reference.

**Learn more:**

-  [Video Demo](#)
-  [Quick Reference Guide](#)
-  [Get Adobe® Reader software](#)

My Health Online offers a convenient way to stay in touch with your care team.

This feature allows you to send a non-urgent message to your care team. Typical response time is 1-2 business days.

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When using this feature:

- Be specific regarding concerns
- Include your health conditions
- Describe your symptoms
- Note onset and duration of problems and things that make it better or worse
- Include best number to reach you if the care team needs to call you
- Do not send messages regarding someone else through your account

The more specific your message is, the more efficient your care team will be at responding to you.

**\*Be sure not to create multiple messages for the same concern.**

