



Emergency Department eCheck-in through MyChart



Frequently Asked Questions

Q. I don't have MyChart, how do I get signed up?

You do not need MyChart to complete this eCheck-in, but we will send you an activation link to your email. From your smartphone you can download the MyChart app to log in or visit www.mychart.tmc.org.

If you do not have MyChart and do not want to set up an account at this time, you can still complete self-registration via the email message we sent to your email address on file.

Q. When can I register for my Emergency Department visit?

You will need to see a provider before you can register for your ED visit. Once you have seen a provider, you will be sent an email to register.

Q. My email address is on file; why didn't I get an email to self-register after the doctor saw me?

A staff member can verify your contact information is correct (i.e., phone number or email address). The provider may not have yet indicated that the initial contact occurred with you to initiate self-registration.

Q. Why can't I just do this with a staff member like I have before?

You certainly can, but with staffing shortages or high volumes it may take longer for someone to register you. This gives you the ability to make this process quicker for yourself.

Q. What if I don't have a smartphone or tablet with me? Can I still be seen?

Yes, you can still be seen and get registered for the visit. Registration representatives are still available to come to the bedside to register you.

Q. Can the person who brought me to the ED complete the self-registration for me?

Yes, if you would like, you can give a designated individual with you your smartphone to complete the registration. For patients ages 0-17 a parent must have MyChart access, as a Proxy to the patient's record, to be eligible for self-registration access.

Q. Once I complete the self-registration where does it go?

Registration staff use the Trackboard which will be updated to show you have completed the self-registration. Staff will come to the bedside if any additional information is required or a co-pay is due.

Q. What if I did not use self-registration at all? What happens to the link?

The link is a single-use link and only available while you are currently admitted in the ED. Upon use of the link, or after discharge, the link will simply take you to sign in or sign up for MyChart.

Q. What if a patient is not able to complete self-registration (e.g., unconscious, too sick, mental health status)?

Registration has processes in place for these scenarios and will work with clinical staff to determine when it is appropriate to complete registration with a patient or when friends/family may be available to complete registration.