

Patient Handbook

The Vancouver Clinic

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Choosing a Provider

Do I get to choose a primary care provider?

You may choose from among any of our providers who are accepting new patients.

Which primary care providers are taking new patients?

Please visit tvc.org/providers to learn which providers have openings.

What options do I have with respect to primary care providers?

There are several types of primary care providers to choose from, depending on the type of care you and your family need.

Family Medicine providers care for the general medical, psychological and developmental needs of patients of all ages.

Internal Medicine providers focus on adult patients and have had special training in the prevention and treatment of adult diseases.

Pediatricians specialize in caring for children and adolescents from birth through age 18.

How do I choose the right primary care provider for me?

Many patients choose their providers based on specialty, gender, and language(s) spoken. You may visit tvc.org/providers to search based on these factors. You may also review provider photos and biographies to learn more about their educational background as well as professional and personal interests.

What kinds of medical professionals work at TVC?

Our providers represent a broad array of specialties and services. Please visit tvc.org/specialties and tvc.org/services to learn more.

What's the difference between a D.O. and an M.D.?

While both are licensed physicians, slight differences in their training means each has a unique perspective of care. Read about the difference between a D.O. and an M.D. [here](#).

Do you have providers who speak languages other than English?

Yes; you may search for specific language preferences by visiting tvc.org/providers.

Do you provide interpreters for non-English speaking patients?

Please let us know when you call for an appointment if an interpreter is needed and we will request a certified interpreter for you. Please note that family members are not allowed to serve as interpreters for patients.

Can I specifically request a male or female provider?

If you have a preference, please let us know when you call to make your appointment. We will do our very best to accommodate you, depending on the availability of your preference in the department you wish to be seen.

Will I always be able to see my own provider?

We strive to schedule your appointments with the providers who know you best. When your provider is not available, our Patient Service Representatives will work with you to assure your health needs are met.

How do I find a new primary care provider if mine leaves TVC?

We will contact you and assist you in finding a new provider.

Making an Appointment

How do I schedule an appointment?

Please call our Patient Service Center at 360-882-2778. For Urgent Care appointments, schedule online [here](#).

Who do I reach when I call your Patient Service Center?

Our Patient Service Center is staffed by Patient Service Specialists, highly trained members of your TVC healthcare team.

What information will the Patient Service Specialist need from me to schedule an appointment?

Please be ready to give the following information about the patient for whom you are making an appointment:

- Full name, including middle initial
- Current phone number and address
- Date of birth
- Insurance information (from your insurance card)
- Reason for the visit/nature of the medical concern

Do you accept my insurance?

We contract with most major insurance plans in our region. Please go to tvc.org/insurance for a current list. We encourage you to contact your insurance plan to verify your coverage, especially if you have a new health plan or are visiting us for the first time. If you have further questions about your insurance, please contact our Billing Department at 360-397-4040.

Will you remind me about my appointment?

If you have provided consent, we will send you an electronic appointment reminder via call and text message two business days before your appointment date. You can confirm, reschedule or cancel your appointment via this reminder. If you confirm your appointment, you will receive an additional reminder via text message only the evening before or morning of your appointment.

What if I'm late for an appointment?

If you are late to your appointment you will be offered options, depending on your provider's practice. Some possible options include:

- Reschedule your appointment for another day
- Make an appointment with your provider for later in the day, if available

- Make an appointment with another provider, if available

What if I can't make my appointment or I need to reschedule?

We understand that unexpected situations come up. If you need to cancel your appointment, please call 360-882-2778 at least 24 hours in advance. Depending upon the circumstances, appointments missed without 24 hours' notice (excluding weekends and holidays) may be subject to a late cancellation fee.

Will my provider be able to take care of all my concerns in one visit?

Depending on the nature and complexity of your concerns, your provider may ask you to schedule a follow-up appointment to give each of your concerns the time it deserves, thereby ensuring the best possible care.

Can I schedule all of my children be seen during the same appointment?

While each of your children will require a separate appointment in order to give each child the best possible care, the Patient Service Specialist will be happy to assist you in arranging convenient back-to-back appointment times for them.

How long after receiving a referral to a specialist will it take to receive a call to schedule my appointment?

Your wait time will vary, depending mainly on your insurance carrier's guidelines and process for pre-authorization, as well as your specific insurance plan. While the standard wait time is 3-5 business days, it may take longer. If you have questions, please call our Patient Service Center at 360-882-2778 for an update on the status of your referral.

When I Go For My Appointment

Are there bus routes that stop close to each of your locations?

Yes. To find the bus lines serving each of our clinics, please visit our website at tvc.org/locations.

How do I get to the (Battle Ground, Columbia Tech Center, 87th, Salmon Creek, Washougal) Clinic?

Directions to each of our clinics are available on our website, at tvc.org/locations.

How do I find my provider's office?

Please visit our website at tvc.org to find your provider's suite number.

What should I bring to my appointment?

Please bring the following to every appointment, even if you think we have it on file:

- A valid, government issued driver's license or other photo identification
- Your insurance card
- An up-to-date list of medications you take (if you can't bring a list, bring the medications)
- Your co-pay, if your insurance requires one

Please note that we will ask for your address, phone number and a copy of insurance card each time you visit. We apologize for any inconvenience, but it is the best way to ensure we bill your insurance accurately and promptly.

Can I bring someone with me to my appointment?

Yes; however, depending on the nature of your visit, your companion may be asked to wait for you in the waiting room.

Can I bring my children into the room during my appointment?

We strongly encourage you to arrange for someone to look after your children during your appointment so that you and your provider can give your healthcare concerns the full attention they deserve. We ask that children not be left unsupervised in the waiting area, since office staff are occupied assisting other patients.

How can I get the most out of my appointment?

The following steps can help you get the most from your appointment:

- Arrive 15 minutes ahead of your scheduled appointment time
- Have your ID, insurance card(s) and any co-pay ready at check-in
- Write down the most important reason(s) for your visit
- Bring completed questionnaires or forms previously given to you by your provider or sent to you via MyChart@TVC
- Bring an updated, written list of medications (including dosage) you currently take, as well as any you have stopped taking (patients who use MyChart@TVC can print out a current medication list)

How long should I expect to be in the waiting room before seeing my provider?

While every effort is made to honor your scheduled appointment time, wait time varies with daily fluctuations in your provider's schedule. If you wait more than fifteen minutes, please alert the Patient Service Representative.

Can I use my computer and other wireless devices in TVC waiting rooms?

Yes. TVC facilities are equipped with free Wi-Fi.

Can I use my mobile phone in TVC waiting rooms?

Yes. Thank you in advance for your consideration of other patients in the waiting room when using your mobile phone.

Why are patients who arrive after me called back to see the provider before me?

Patients can be called back for appointments with other providers or departments that share the same waiting room.

What should I expect when the Medical Assistant (MA) brings me into an exam room?

The job of the MA is to collect and record important information to help your provider. Depending on the reason for your visit, the MA may:

- Measure and record your vital signs (weight, height, blood pressure, temperature)

- Review which medications you are taking and any you have discontinued
- Ask you to describe the reason for your visit

Does the Medical Assistant (MA) have access to my entire health history?

MA's have the same access to your electronic medical record as your provider but, like all of TVC's healthcare professionals, they review your chart only on a need-to-know basis. Because the MA's job is to collect and record important information to present to your provider, s/he focuses on information relevant to your most current condition and concern unless otherwise instructed by your provider.

Will I always have the same Medical Assistant (MA)?

While many providers have one or two MAs who usually assist them, other departments use a team model in which MAs may assist numerous providers.

Why am I asked to repeat information that is already in my medical record?

While an MA or your provider may ask you for information you believe is already part of your medical record, it is important that s/he hears the most updated information in your own words.

Will I have to disrobe during my appointment?

The nature and location of your concern determines how much clothing will need to be removed for careful examination and/or proper treatment. If you are asked to disrobe, you will be given a gown and/or draping sheets so that only the minimum area needing examination or treatment is exposed. Your comfort level is of the utmost importance to us, so please don't hesitate to let us know how we can make you as comfortable as possible.

Will my provider write down important information for me to take home?

At the end of your visit, your provider will print or send you an electronic After Visit Summary (AVS). The AVS contains important information about your visit, including:

- The reason for your visit
- Your diagnosis
- Your vital signs
- Test preparation or medication instructions
- An updated medication list
- Tests that may have been ordered
- Future appointments
- A history of your medical problems (known as a "problem list")
- Immunization history
- Due dates for future health maintenance screenings and vaccinations

If there are other aspects of your visit that you would like your provider to write down for you, please ask.

What should I do if I have a question after a visit or between appointments?

We recommend that you first review your most recent After Visit Summary (AVS), a document you receive at the end of each visit. If you have MyChart@TVC, you can view your AVS online. You may

find the answers you seek in your AVS. It is a detailed record that includes the reason for your visit, diagnosis, vital signs, instructions, current medications, and tests that have been ordered. The AVS also tracks future appointments, your medical and immunization histories, as well as due dates for future health maintenance screenings and vaccinations.

What should I do if I still have questions after reading my After Visit Summary (AVS)?

If you still have questions after reviewing your AVS, you can contact your provider's team in one of two ways:

- Send your provider a message through your MyChart@TVC. This is the most effective and convenient way of communicating with your provider's office for most needs. We strongly urge you to use this as your primary form of communication with TVC for all non-urgent matters.
- Call the Patient Service Center at 360-882-2778. A Patient Service Specialist will take your message and route it to your provider. If your question is non-urgent and you don't yet have MyChart@TVC, we encourage you to ask the PSS to enroll you before ending the call. You may also sign up when checking in for any TVC appointment.

When I Get Care at the Urgent Care Clinic

Where are the Urgent Care Clinics located?

There are Urgent Care Clinics at our Battle Ground, 87th Avenue, Columbia Tech Center and Salmon Creek locations.

What are the hours for the Urgent Care Clinics?

Urgent Care Clinics are open Monday-Friday, 8 a.m. - 8 p.m. On Saturdays, Sundays and holidays Urgent Care Clinic hours are 9 a.m. - 5 p.m. All Urgent Care Clinics are closed on Thanksgiving and Christmas. To check for schedule variations, please go to tvc.org/specialties/urgent-care.

Can I schedule appointments to be seen in an Urgent Care Clinic?

You can schedule an Urgent Care appointment online [here](#). Please note that patients who may need more immediate assistance are given priority, in which case your appointment may be delayed.

Do I need an appointment to be seen in an Urgent Care Clinic?

All of our Urgent Care Clinics accept walk-in patients.

How long should I expect to wait to be seen at an Urgent Care Clinic?

Your wait may vary since walk-in patients are seen on a first-come, first-served basis in Urgent Care Clinics. Please note that patients who may need more immediate assistance are given priority.

Can I find out how many people are waiting at each Urgent Care Clinic?

You can track, by site, the number of people waiting for care by visiting tvc.org.

Will I be charged a specialty fee if I go to an Urgent Care Clinic?

Your Urgent Care insurance copay will be billed as a regular office visit.

What can I be treated for in an Urgent Care Clinic?

In an emergency, call 911 or go to a hospital emergency room. We are able to treat most illnesses and injuries, (and will refer you for further care when necessary). We also offer laboratory services, imaging and some types of immunizations. For nurse advice please call 360-882-2778 Monday-Friday 7 a.m. - 7 p.m., and Saturday 8:30 a.m. - 12:30 p.m.

What are the payments options if I don't have health insurance?

We accept many forms of payment, including cash, check and credit card with a \$200 deposit. Please advise the Patient Service Representative upon checking in if you are uninsured.

How do I contact the Urgent Care Clinics directly?

You can reach your closest Urgent Care Clinic with the following phone number:

- Battle Ground: 360-397-3994
- Columbia Tech Center: 360-397-3993
- 87th Avenue: 360-397-3991
- Salmon Creek: 360-397-3992

When I Have Needs Between Appointments and After Hours

How do I contact my provider if I have a question between appointments?

There are two ways:

- Email your provider's office a message through your MyChart@TVC. We highly recommend MyChart@TVC as the best and primary way to communicate your non-urgent needs.
- Call the Patient Service Center at 360-882-2778. A Patient Service Specialist will take your message and route it to your provider's office.

Can I email my provider?

Yes. MyChart@TVC subscribers can send e-messages directly to a provider's office. Sign up for your free MyChart@TVC at mychart.tvc.org.

Why is it better to contact my provider through a MyChart@TVC message or the Patient Service Center instead of calling directly during office hours?

Providers and their assistants are typically caring for scheduled patients throughout the day. Sending a message through MyChart@TVC (the best way to communicate your non-urgent needs) or a Patient Service Specialist ensures that your message becomes part of your medical record, allowing both you and your provider to look back on important communications.

How long will it take to hear from the nurse or my provider's office if I call with a question?

Providers and their assistants are typically caring for scheduled patients throughout the day, so our Patient Service Specialists will send your message electronically. Your provider's support staff will return your call as soon as possible. If your call is medically urgent, the Patient Service Specialist will connect you with a nurse.

How do I contact an Advice Nurse?

Established primary care TVC patients may reach an Advice Nurse by contacting the Patient Service Center at 360-882-2778.

What if I need after-hours care?

If you are having a medical emergency, please call 911 to seek immediate care.

If you are an established TVC patient calling after 7 p.m., our answering service will take your call. Your telephone number will be forwarded to an on-call provider, who will return your call as soon as possible and assist you in determining the best course of action. Please be sure to remove any call blocking service you may have on your phone service to avoid a delayed response.

When My Provider Orders Tests

When I Go for Labs

Can I get tests ordered by my provider done at TVC?

Yes.

What are the hours for TVC laboratories?

- Battle Ground: Monday-Friday, 7:30 a.m. - 5:30 p.m.
- Columbia Tech Center: Monday-Friday, 7:30 a.m. - 5:30 p.m.
- Salmon Creek: Monday-Friday, 7:30 a.m. - 5:30 p.m.
- 87th Avenue: Monday-Friday, 7 a.m. - 5:30 p.m. and Saturday 8 a.m. – 12 p.m.

Can I have blood drawn at any Clinic location?

All TVC laboratory locations (Battle Ground, Columbia Tech Center, Salmon Creek, 87th Avenue) are staffed to provide services for patients of all ages.

How do I know if I have to fast for my upcoming blood work?

Your provider will give you fasting instructions, if necessary. Most blood tests do not require fasting.

How long does it take to get lab results?

Turn-around time varies, depending on type of test. Your tests results will be released to you as soon as possible after they are reviewed by your provider.

How do I get my lab results?

There are several ways you may be informed of results, depending on type of test. While many results are posted to your MyChart@TVC, some results may be delivered via letter, phone call, or office visit.

MyChart@TVC is the most effective and convenient way of communicating with your provider's office for most needs. We strongly urge you to use this as your primary form of communication for all non-urgent matters. You can sign up for a MyChart@TVC at any department or by calling the Patient Service Center at 360-882-2778.

How do I get a copy of my lab results?

You can request a hard copy of your results by sending a request to the ordering provider's office via your MyChart@TVC or calling the Patient Service Center at 360-882-2778.

Do I need pre-approval from my insurance company to pay for lab work?

Please check with your insurance carrier if you are uncertain or have questions. In our experience, specialized testing (including samples sent to outside labs) may require pre-approval, while routine blood work typically does not.

Do I need pre-approval from my insurance company to pay for lab work sent outside of TVC for analysis?

Please check with your insurance carrier if you are uncertain or have questions.

What should I do if I'm uneasy about having blood drawn?

We understand that many people are uneasy about having blood drawn. Our laboratories are equipped with privacy curtains that can be drawn upon request. We can also accommodate patients who prefer to lie down during the procedure. Your comfort is our priority, so please tell your technician about any concerns you may have.

When I Go For Imaging

Can I self-refer for imaging?

You may self-refer for a screening mammogram, but need a provider's referral for a diagnostic mammogram, an X-ray, ultrasound, MRI scan, CT scan, bone density scan, nuclear medicine scan and PET/CT scan.

Do I need an appointment for an imaging test?

Once your provider has placed an order for an X-ray, you may walk in. Appointments are needed for both screening and diagnostic mammograms. A scheduler will contact you to find a convenient time for ultrasound, MRI scans, CT scans, bone density scans, nuclear medicine scans and PET/CT scans.

What should I expect for an imaging test?

Please plan to remain still. The approximate times for tests may vary:

- An X-ray takes approximately 10 minutes.
- Please plan 20 minutes for a routine screening mammogram and an hour for a diagnostic mammogram.
- An ultrasound takes approximately 45 minutes.
- Please plan approximately 45 minutes for your MRI scan, unless instructed otherwise by the scheduler. For an MRI, you will be given ear protection and may listen to music if you choose. You may also be given contrast material to enhance the images.
- Bone density scans take about 20 minutes.
- Nuclear medicine scans can vary widely. The length of time will be addressed at the time of scheduling.
- After receiving contrast materials for a PET/CT you will be asked to wait for 45 minutes prior to beginning the scan. You can expect to be at the imaging facility for 1.5 to 2 hours.

Can I bring someone with me during my imaging test?

For safety reasons, only patients and medical staff are allowed in the exam room. You will remain in constant communication with the technologist throughout the exam.

Can the technologist who performs my test give me the results?

The technologist who performs your procedure will not be able to give you results because your results must be reviewed by a radiologist, a medical doctor who specializes in interpreting images.

When can I expect the test results?

Most exams are interpreted by a radiologist and available to your provider the same day they are performed. X-rays performed over the weekend are not interpreted until Monday. Once the exams are interpreted, please allow 2-3 business days for your provider to review and plan an appropriate course of care.

When I Go for a Procedure

Where do I go for my procedure?

Please refer to the written instructions you received from your provider's team for the location of your procedure. Please note that it may be different from your provider's office location.

How do I prepare for my procedure?

To help prevent infection, please shower and brush your teeth before arriving for your procedure. Please refer to the written instructions you received from your provider's team for any additional preparation needed for your specific procedure.

What medications am I allowed to take before my procedure?

Please refer to the written instructions you received from your provider's team regarding medications to continue or stop before your procedure. Please note that some medications must be discontinued well in advance of the procedure date.

What and when can I eat and drink before my procedure?

Please refer to the written instructions you received from your provider's team.

What paperwork do I need to complete prior to my procedure?

Please fill out any pre-procedure questionnaire(s) given to you by your provider's team and bring the completed form(s) with you to your procedure.

What is the check-in process for my procedure?

Please double-check any written instructions before checking in, with special attention to the location and time of your procedure. We may contact you to request that you check in earlier than your scheduled appointment time in order to prepare you for the procedure. You will check in at the front desk. A nurse or medical assistant (MA) will then bring you back to an admission bay or procedure room. After the nurse or MA prepares you, the doctor will talk with you just prior to your procedure.

Who can take me home after my procedure?

If you plan to receive sedation during your procedure you will need to be driven home by a friend or family member over the age of 18, or make arrangements with a medical transport service. Please note that neither taxi cabs nor public transportation qualify as medical transport and therefore will not be able to transport you in these circumstances.

What should I wear to my procedure?

Please wear comfortable clothes and, for your safety, flat shoes that will be easy to walk in after your procedure. If you are expecting a cast or boot please wear clothes that will fit over the device.

Who can come with me to my procedure?

Due to space and privacy concerns, one adult companion may join an adult patient prior to the procedure. If the patient is a minor, both parents (or legal guardians) may accompany the patient before the procedure starts. Companions and family may not stay with patients during the procedure; only medical staff is allowed in procedure rooms.

Can I take pictures during my procedure?

To protect patient privacy, photos, videos and recordings are not allowed in the patient care areas.

When I Have Outpatient Surgery at TVC

How do I schedule my outpatient surgery at TVC?

Call the provider's department to schedule your surgery. Please note that you will only be given a date, since the surgical schedule needs to remain flexible. The schedule is finalized around 2 p.m. the day prior to your surgery. After it is finalized you will receive a call and be given a specific check-in time.

Where do I go for my outpatient surgery at TVC?

The Vancouver Clinic Ambulatory Surgery Center (ASC) is located in suite 320 at our 87th Avenue campus (700 NE 87th Avenue, Vancouver, WA). Please note that your provider's office may be at a different TVC site.

How do I prepare for my outpatient surgery at TVC?

To help prevent infection, please shower and brush your teeth before arriving for surgery. Please refer to the written instructions you received from your provider's team for any additional preparation needed for your specific surgery.

What medications am I allowed to take before my outpatient surgery at TVC?

Please refer to the written instructions you received from your provider's team regarding medications to continue or stop before surgery. Please note that some medications must be discontinued well in advance of the surgery date.

When do I stop eating and drinking before my outpatient surgery at TVC?

Please refer to the written instructions you received from your provider's team. These instructions will be also be given during a pre-op phone call you will receive after 2 p.m. the day prior to your surgery.

What paperwork must I complete before arriving for my outpatient surgery at TVC?

Please fill out the “Patient History Questionnaire” given to you by your provider’s team. Bring the completed form to your appointment.

What is the check-in process for my outpatient surgery at TVC?

Please check in at the front desk of TVC’s Ambulatory Surgery Center (700 NE 87th Street, suite 320, Vancouver, WA). After checking in, a nurse or medical assistant will escort you to an admission bay and prepare you for surgery. Your providers will visit with you just prior to your surgery.

What should I wear to my outpatient surgery at TVC?

Please wear comfortable clothes and, for your safety, flat shoes that will be easy to walk in after your surgery. If you are expecting a cast or boot, please wear clothes that will fit over the device.

Who can take me home after my outpatient surgery at TVC?

If you plan to receive sedation during surgery you will need to be driven home by a friend or family member over the age of 18, or make arrangements with a medical transport service. Please note that neither taxi cabs nor public transportation qualify as medical transport so will not be able to transport you in these circumstances.

Who can come with me to my outpatient surgery at TVC?

Due to space and privacy concerns, one adult companion may join an adult patient in the admission bay and recovery room at TVC’s Ambulatory Surgery Center. If the patient is a minor, both parents (or legal guardians) will be allowed to accompany the patient in these areas. Companions and family may not stay with patients during surgery; only medical staff is allowed in the surgical suites.

Can I take pictures during my outpatient surgery at TVC’s Ambulatory Surgery Center?

To protect patient privacy, photos, videos and recordings are not allowed in the patient care areas.

Where are my belongings stored while I’m in surgery?

Your belongings will be placed in a “belongings bag” and placed in a secured locker. The locker key will stay with you on your stretcher until it is used to return your belongings to you in the recovery room. Please do not bring valuables to your appointment.

Understanding Costs, Health Insurance and Billing

How much should I expect to be charged for an office visit?

The cost varies, and is based on the services you receive from your provider, as well as any health insurance you may have. Please contact your insurance company to discuss estimates for services.

What types of insurance are accepted?

We contract with most major insurance plans in our region. Please go to tvc.org/insurance for a current list. We encourage you to contact your insurance plan to verify your coverage, especially if you have a new health plan or are visiting us for the first time. If you have further questions about your insurance please contact our Billing Department at 360-397-4040.

Does my insurance plan require a referral to see a specialist?

The terms of your insurance policy determine whether or not you need a referral to see a specialist. Please contact your insurance plan for this information. Your insurance plan's contact information can typically be found on the back of your insurance card. Some plans may also list this information on their websites.

Will you bill my health insurance plan for me?

We will bill your health insurance plan for services provided. Please bring a government-issued identification card and a current insurance card to every appointment.

What if I have more than one insurance plan and don't know which is primary?

Please contact your health insurance plans to clarify which provides your primary coverage.

How should I notify TVC of changes to my health insurance?

Please contact our Patient Service Center at 360-882-2778 whenever you have changes to your health insurance. Make sure to bring a current health insurance card (along with identification and any co-pay) to every appointment.

Can I update my health insurance information using MyChart@TVC?

Not at this time.

Do you wait for a response from my insurance plan before billing me?

Yes.

Will I be sent a paper copy of my bill if I have MyChart@TVC?

Yes.

Why might I still owe a balance if my health insurance plan has processed my claim?

An account balance may be related to factors such as unpaid copayments, coinsurance, unmet deductible, and/or non-covered services. Please contact your health insurance carrier directly for clarification.

When is payment due for the part of my bill for which I'm responsible?

Your payment is due in full when you receive your first account statement.

What forms of payments are accepted for the part of my bill for which I'm responsible?

You can mail a check, pay online via either tvc.org/pay-my-bill or your MyChart@TVC, pay at your doctor's office, or make a payment by calling our Billing Department at 360-397-4040. If you don't have MyChart@TVC, you can sign up at your next visit or call the Patient Service Center at 360-882-2778.

What if I cannot pay my bill in full?

We offer flexible payment options. If you're unable to pay your account balance when it is due, please contact our Billing Department at 360-397-4040.

Why might I receive a bill from another medical facility for laboratory services ordered and collected at TVC?

In some cases, medical tests ordered by your TVC healthcare provider may be completed by other medical facilities specializing in those tests. When this happens, you will be billed separately for the part of the testing provided by TVC and the part provided by the group completing the testing. If you have questions about your bill from another medical facility, please contact that facility directly.

What should I do if I disagree with or don't understand my bill?

We carefully follow all federal, state and local rules and guidelines that govern coding and billing. If you would like to discuss your bill, please contact our Billing Department at 360-397-4040.

MyChart@TVC

Using MyChart @TVC

What is MyChart@TVC?

MyChart@TVC is a secure web-based portal application that gives patients access to their medical records via the internet.

What are the benefits of MyChart@TVC?

You can use MyChart@TVC to:

- Schedule appointments with providers you've seen within the past 24 months
- See past and future appointments
- View many test results
- Send and receive secure electronic messages to and from your healthcare team
- Request prescription refills
- Review medications, allergies, current health issues, preventative care, medical history and immunization history
- Pay bills and see account details

Is there a fee to use MyChart@TVC?

MyChart@TVC is available without charge to all patients.

What is the privacy policy regarding electronic medical records on MyChart@TVC?

Federal and state laws govern privacy practices related to all medical records. Our medical record system is fully compliant with these laws. We protect your name and email address with the same care and confidentiality we give your health records. [Click here](#) to read our Privacy Practice in full.

Is my medical record secure when using MyChart@TVC?

Information accessed via MyChart@TVC is secured using a personal login and password. We use the same technology as online banking to encrypt all MyChart@TVC information. TVC Notice of Privacy Practices is available at tvc.org/notice-of-privacy-practices.

What browser do I need to use MyChart@TVC?

To use MyChart@TVC you will need a recent version of Microsoft Internet Explorer (version 9 or later), Safari, Firefox, or Google Chrome. Using any other browser could result in unpredictable behavior, or

may not work at all. You can also access MyChart@TVC via the MyChart@TVC Mobile Application available for iOS and Android based smartphones.

How do I sign up for MyChart@TVC?

There are two ways to sign up for MyChart@TVC.

- Call the Patient Service Center at 360-882-2778 (between 7 a.m. and 7 p.m. Monday through Friday and 8:30 a.m. - 12:30 p.m. on Saturdays)
- Ask about and enroll in MyChart@TVC during an upcoming clinic visit

In each instance, you will be given a MyChart@TVC activation code. This code will let you login and create your own user ID and password.

What electronic device can I use to access MyChart@TVC?

You can access MyChart@TVC using any Apple or Android mobile or PC device.

Can my spouse or partner share one MyChart@TVC account?

Due to federal and state laws governing privacy of medical records, each adult must establish a separate account.

Can I use my personal MyChart@TVC to ask questions about a family member?

You may not use your MyChart@TVC to ask questions about a family member because any correspondence originating from your MyChart@TVC becomes part of your medical record (instead of the record belonging to the patient on whose behalf you ask questions). Misfiled medical information could create important gaps in your family member's medical record and potentially jeopardize future care.

Can I use MyChart@TVC to view my child's medical record?

A parent (or legal guardian) who has MyChart@TVC may use it to access their child's medical record if the patient is 12 years old or younger. If you need access to your child's medical record, please tell the representative who enrolls you in MyChart@TVC.

NOTE: Patients aged 13 and older are eligible for their own MyChart@TVC, and can ask to enroll at their next appointment.

Can I use MyChart@TVC to access the medical record of a person for whom I have Power of Attorney?

If you have the appropriate legal documentation (e.g., Power of Attorney, court documents, etc.) you may contact Medical Affairs at 360-882-2778 to arrange the permitted access.

When can I expect a reply when I send a MyChart@TVC message to my provider's office?

Our goal is to acknowledge your message within four hours.

How long will it take for my test results to be available on MyChart@TVC?

Turn-around time varies, depending on type of test.

Why are certain test results not shared on MyChart@TVC?

There are several ways you may be informed of results, depending on type of test. While many results are posted to your MyChart@TVC, some results may be delivered via letter, phone call, or office visit.

What should I do if I find incorrect or outdated health information on MyChart@TVC?

Information on MyChart@TVC comes directly from your medical record at The Vancouver Clinic. Please bring medical record errors and updates to our attention by calling the Patient Service Center at 360-882-2778.

How can I update my personal information on MyChart@TVC?

You may update changes to all your personal information by visiting mychart.tvc.org. Log into MyChart@TVC, then go to the “Preferences” section to make changes.

What should I do if my MyChart@TVC activation code doesn't work?

For your security, your activation code expires after 45 days and is no longer valid after the first time you use it. Call 360-882-2778 for reactivation.

Is my activation code my MyChart@TVC user ID?

No. Your activation code is used only to log into MyChart@TVC for the first time. At that time, you will be asked to create a unique ID and password.

What should I do if I forget my MyChart@TVC password?

Go to mychart.tvc.org. Click on the “forgot password” link on the sign-in page and follow the prompts to reset your password.

What should I do if I get an email to check MyChart@TVC and I can't figure out what's new?

Please call the Patient Service Center at 360-882-2778 and a Patient Service Specialist will assist you.

How do I know when to check MyChart@TVC?

Whenever new information (e.g., test results, message, etc.) is posted you will receive a general notification via email directing you to check your MyChart@TVC.

As a 13 year old patient, am I required to allow my parent (or legal guardian) access to my medical record or MyChart@TVC?

Federal and state laws govern the privacy practices with regard to medical records. Parents (or legal guardian) require your written consent to access any medical records of patients 13 years of age or older.

Using the MyChart App

What is the MyChart app?

MyChart Mobile is an app that allows patients to access their MyChart@TVC portal from mobile devices.

What devices support the MyChart app?

Both Android and Apple devices support the MyChart app.

Where can I get the MyChart app?

You can download the free MyChart app for the iPhone from the Apple App Store. The MyChart for Android app can be downloaded from the Playstore.

Using MyChartCentral and Lucy

What are Lucy and MyChartCentral?

Lucy is an electronic personal health record that gives you a permanent home to organize all your medical information. MyChartCentral is the portal from which you can access Lucy, MyChart@TVC, and other MyCharts you may have with other organizations.

How does MyChartCentral benefit me?

MyChartCentral benefits patients in two ways:

- MyChartCentral provides you with “Lucy,” a portable electronic personal health record that gives you a place to organize and permanently store all your medical information.
- MyChartCentral simplifies access to your medical information by letting you use a single username and passcode for all your MyCharts.

How does Lucy benefit me?

Lucy benefits you in three ways:

- You can create and store a complete, updated personal health record in one place.
- You can share your personal health record with your healthcare team at The Vancouver Clinic and with any other participating organizations. Sharing current information across your healthcare organizations allows your providers to better coordinate your care.
- If you need to leave your current healthcare organization(s) for any reason, Lucy will follow you, making it easy for you to share your medical information with new providers.

Isn't my health information the same at all my healthcare organizations, even without using Lucy and MyChartCentral?

The information that each of your healthcare organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What are the benefits of MyChartCentral if I have only one MyChart?

Even with a single MyChart, you can still use Lucy as your personal health record. MyChartCentral then lets you access your MyChart and Lucy with a single user name and password.

If I make changes in MyChart@TVC or Lucy, is the other record automatically updated?

No. Changes made in one record are not automatically reflected in the other.

Is my medical record secure when using MyChartCentral and Lucy?

Access to information on MyChartCentral and Lucy is controlled through secure access codes, personal login identification, and passwords. We use the industry's latest technology to automatically encrypt your MyChartCentral and Lucy usage.

What should I do if I find incorrect or outdated health information in Lucy?

Information in Lucy pertaining to The Vancouver Clinic comes directly from your medical record. Please bring medical record errors and updates to our attention by calling the Patient Service Center at 360-882-2778.

How do I sign up for MyChartCentral and Lucy?

- Log into your MyChart@TVC
- Select the My Medical Record tab
- Click "Lucy" and follow the instructions

How do I access MyChartCentral and Lucy?

After signing up, you can access MyChartCentral and Lucy by going to mychartcentral.com. You can also access MyChartCentral by selecting the Medical Records tab in your MyChart@TVC.

How can I get help if I have a question about MyChartCentral or Lucy?

While you are in MyChartCentral, Lucy or from the MyChartCentral log in page, click the Request Help hyperlink at the bottom of the screen. After you submit the form, you will receive a response via email within two business days.