MyChart FAQ
Community Health Center
Fort Dodge • Mason City • Dayton • Eagle Grove

What is MyChart?
MyChart is a secure patient portal that lets you communicate with your care team, pay bills, view test results and more, in one secure place.

Is there a fee for using MyChart?
No. MyChart is free to use for all Community Health Center patients.

How do I sign up for MyChart?
To sign up for MyChart, go to our website chcfd.com and look for the link on the homepage. Follow the registration process to create your account. You can also download the MyChart app in the app store and register in the app.

Is MyChart secure?
Yes, MyChart utilizes advanced security measures to protect your health information. Your data is accessible only through your unique username and password.

Can I access MyChart from my mobile device?
Yes, MyChart has a mobile app available for download on iOS and Android devices. You can access your account and information from your smartphone or tablet.

What should I do if I forget my MyChart password?
If you forget your password, click on the "Forgot Password" link on the MyChart login page. You'll be guided through the process of resetting your password.

What information can I access through MyChart?
MyChart provides access to your test results, medications, allergies, immunization records, upcoming appointments, and more.

Can I message my care team through MyChart?
Yes, MyChart allows secure messaging between you and your care team. You can ask non-urgent medical questions, request prescription renewals, and discuss concerns.

How do I request an appointment using MyChart?
You can request appointments through MyChart by selecting the "Appointments" section. Depending on your provider, you might be able to view available time slots and choose the one that fits your schedule.

Can I refill my prescriptions using MyChart?
You can request prescription refills through MyChart. Locate the "Prescriptions" section and follow the prompts to request a refill. Your provider will review the request before approving it.

Can I view my family member's health information on MyChart?
Yes, depending on the circumstance you may be able to have proxy access to your family members MyChart.

How do I update my personal information on MyChart?
Once logged in to MyChart, go to the "Preferences" section to update the information you would like to change.

If I send a message to my care team, when can I expect a reply?
Response times may vary. You can expect a response within 24-48 hours Monday through Friday. If you have an emergency, call 911.