What is a unified health experience or Happy Together in MyChart?

A unified health experience or as we call it Happy Together in MyChart allows the patient to see their health information from another organization in your Kettering Health Network MyChart. You may be able to view your medications, problems, allergies, schedules and message your physician at both facilities.

*Both organizations must have an active MyChart for the patient and be participating in the framework to exchange information to another organizations MyChart. If this is available you will see the ability to link upon login.

If you have an account to link to your MyChart you will be presented this option upon logging in. You can accept to Connect Account and will be asked to verify your account by answering questions such as your phone number, your MyChart name etc. on file at the organization that you are attempting to link to your KHN account.

I can't link to my account from another organization:

If you see another account that is available to link to but it will not connect more than likely your MyChart at the organization is inactive. Reach out to that organization that you are trying to connect to and have your account reset.

What if I choose to link my account later?

You may link your account later by going to your Kettering Health Network MyChart Home Page, then Profile and then Manage My Account. You can select the organization that you would like to link to and follow the instructions on how to link the account.

I have proxy access but I am unable to see my proxy information from the other organization:

You must have proxy access at both Kettering Health Network and the other organization. If you are expecting to see the other organization's proxy information you will need to contact the other organization and verify that you have proxy set up in your account correctly.

What does this **mean?**

This symbol means your documentation is coming from another organization and not from Kettering Health Network**.**

How do my allergies and health issues appear?

Allergies from both Kettering Health network and the other organization appear as a single list on your Allergies page. Health issues appear in a single list in the Current Health Issues page. If you see the external allergies and health issues and they match they only appear one time.

How do my medications appear?

Your medications appear on the Medications page and are separated into tabs by organization. All medications documented at Kettering Health Network and the other organization appear in their own tabs.

How do my test results appear?

Your test results from both Kettering Health Network and the other organization appear as a single list on the Test Results Page. Results from the other organization are only retrieved if the you have an active MyChart account at the other organization and they are linked.

How do my Messages, Appointments and Scheduling Appointments appear?

Your messages and appointments appear in a combined view only if you have an active MyChart account at the other organization. You can reply directly to the other organization's provider in the Message Center by selecting the message from the provider and then clicking reply. You can also initiate a message to the provider from the Ask a Question in the Message Center. (Your provider at the other organization must be enabled for messaging or you will not be able to initiate a message)

The Appointments and Visits page show past and upcoming appointments from Kettering Health Network and the other organization that you are linked to. You can click an appointment to load the visit information associated with it and schedule an appointment with the other organization's provider. (If you are unable to schedule in the other organization's MyChart with the provider you will not be able to schedule in your linked account)

How can I get help from the other organization?

There should be a Contact Us Link or FAQ in your other organizations MyChart.

What is the red notification bubble in the Other Providers section of the home page:

The red notification bubbles appear if you have notifications available in the other organizations MyChart. You can click on the organization icon to jump into the other organizations MyChart.

What if the information from the other organization is incorrect?

You will need to contact the other organization to have your information updated.

What if my Kettering Health Network information is incorrect?

You can work with your provider to update your information at your next visit or you can fill out the Request for Amendment under the Health Section at the top of your MyChart.