MyCTCA.com

What is MyCTCA.com?
A web-based tool that enables you to connect with your care team, manage your appointments and view information in your medical record.

What can I do at MyCTCA.com?
- Request prescription renewals
- View lab results, prescriptions, allergies, vitals and health issues
- View medical documents
- View, request and cancel appointments, view appointment schedule history and future and print your appointment schedule
- View your demographic information
- Exchange secure health messages with your healthcare team via email
- Share specific parts of your medical record with your caregivers and/or doctors

When should I use MyCTCA.com vs. call my Care Manager?
- You can still call your Care Manager with questions at any time. Your CTCA care team is always happy to speak with you. MyCTCA.com provides another option for communication with your clinical team and managing your care, from the convenience of your home any time of day.
- If you are experiencing a medical emergency, call 911 immediately.

How will I know that I have a message at MyCTCA.com?
- You will receive an email alerting you that a message is waiting for you at MyCTCA.com. Once you log in, all new messages in your MyCTCA.com inbox will be **bolded**.
- Content, messages and results will be updated each time you log in.

What if I have questions about my results posted on MyCTCA.com?

Please call Your Care Manager:
Midwestern Regional Medical Center (Zion, IL) 888-969-2822
Eastern Regional Medical Center (Philadelphia, PA) 866-384-8206
Southwestern Regional Medical Center (Tulsa, OK) 800-788-8485
The privacy and security of your medical record is important to us. Please remember these safety tips:

- Be very careful about sharing your user name and password. That information allows access to your medical records.
- All messages exchanged within MyCTCA.com should only pertain to your health and medical care.
**Accessing MyCTCA.com:**
If you have technical problems or difficulty logging in, please contact Technical Support: 1-877-448-1725

You will be asked, in the registration process, for a personal email. This is the email used for notifications.

**First time users:**
You will need your medical record number to start the registration process.

**GO to MyCTCA.com to get started**
First time users will select Register to complete a one-time registration.

The first step is to enter your email address and select your primary role

<table>
<thead>
<tr>
<th>Registration</th>
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<tbody>
<tr>
<td>Email Address</td>
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</table>

Your Primary Role

- Patient
- Caregiver
- Physician
- Employee

Next
Enter your Medical Record Number, select your treating hospital, enter last 4 digits of your SSN, DOB and Zip Code

<table>
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<tr>
<th>Registration</th>
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<tr>
<td>Medical Records</td>
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<td>Hospital</td>
<td>MRN_SRMC</td>
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</table>

You will see a registration summary

Registration Summary

Thank You for registering with the myCTCA Portal. A confirmation email has been sent to you with a link to set your password.

If any of the data you entered is incorrect, the below message will appear and you will have to enter the correct data

Registration

⚠️ Registration was unsuccessful. Please correct the errors and try again.

- Registration unsuccessful. Please correct the errors and try again. The validation data is invalid.
Your confirmation email will contain a link to login and reset your password

Password Reset

<table>
<thead>
<tr>
<th>Username</th>
<th><a href="mailto:nellie.settler@ctca-hope.com">nellie.settler@ctca-hope.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>New Password</td>
<td></td>
</tr>
<tr>
<td>Confirm new password</td>
<td></td>
</tr>
</tbody>
</table>

Reset Password
Once logged in you will see the MyCTCA.com homepage. From the homepage, you may view different options using the right or left navigation bar.

Secure Mail

New portal messages will be at the top of the inbox
Click on New Message to compose new messages to your care team.

Secure Health Message

If this is a medical emergency call 911 or your local emergency number for assistance. If you need an immediate response please call your Care Manager. We will respond to your email message within one (1) business day.

From: MRMC, RMSTWO
To: Care Team, DeBusk

Subject
Comments

Type your message here

Click here to send your message
View appointments by day, week, month or list view

Appointments

Request New Appointment
Double click on appointment to see details

<table>
<thead>
<tr>
<th>Scheduled Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
</tr>
<tr>
<td>Resources</td>
</tr>
<tr>
<td>Start</td>
</tr>
<tr>
<td>End</td>
</tr>
<tr>
<td>Status</td>
</tr>
</tbody>
</table>
| Facility        | Midwestern Regional Medical Center  
|                 | 2520 Elisha Avenue  
|                 | Zion, Illinois 60099      |
| Main Phone      | (847) 872-4561              |
| Scheduling      | (800) 458-1975              |
| Accommodations  | (866) 751-2822              |
| Transportation  | (866) 751-2822              |
| Patient         |                            |
| Instructions    |                            |
| Scheduler Notes |                            |

Close
**Medical Records**
Displays recent lab results, allergies, prescriptions, vitals and health issues as listed in your medical record.

You can graph your vitals by selecting ‘vitals graphs’
Example of a graphed vitals

Vital Signs Graphs

Pick Graph: Heart Rate

Heart Rate

Thursday, Dec 1, 2011
BPM 72

23. Sep
21. Dec
21. Ju
You can group results by any of the column headers in that section
Example of a group by:

### Lab Results

<table>
<thead>
<tr>
<th>Entered</th>
<th>Status</th>
<th>Value</th>
<th>Units</th>
<th>Reference Lim</th>
<th>Item Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/7/2011 4:18:08 AM</td>
<td>null</td>
<td>33</td>
<td></td>
<td></td>
<td>Urine HIAA-5</td>
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<tr>
<td>5/7/2011 4:18:08 AM</td>
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<td>96</td>
<td></td>
<td></td>
<td>Total Urine Volume</td>
</tr>
<tr>
<td>3/25/2011 7:31:25 AM</td>
<td>null</td>
<td>64 mLs</td>
<td>[mLs]</td>
<td></td>
<td>Total Urine Volume</td>
</tr>
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</table>

### Acetaminophen Level - 6 Item(s)

<table>
<thead>
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<th>Entered</th>
<th>Status</th>
<th>Value</th>
<th>Units</th>
<th>Reference Lim</th>
<th>Item Name</th>
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<tbody>
<tr>
<td>7/11/2011 10:00:47 AM</td>
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<td>Acetaminophen (Calc)</td>
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<tr>
<td>5/7/2011 7:07:19 AM</td>
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<td>Acetaminophen (Calc)</td>
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<tr>
<td>4/22/2011 11:09:49 AM</td>
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<td>5</td>
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<tr>
<td>3/25/2011 10:05:54 AM</td>
<td>null</td>
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<td>Acetaminophen (Calc)</td>
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<tr>
<td>3/24/2011 12:57:15 PM</td>
<td></td>
<td>26</td>
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<td>Acetaminophen (Calc)</td>
</tr>
</tbody>
</table>

**Medical Documents**
Displays clinical, radiation, imaging and integrative documents as listed in your medical record

- Clinical
- Radiation
- Imaging
- Integrative
**My Account**

- Share My Records
- My Patients
- View Profile
- Change Password
- Change Login Name
- Change Email
- Log Off

**Share your Records**

Allows you to share your record with your caregiver and/or doctor

![Share My Records Form](image)

When you click on Grant Access, the caregiver/doctor will get an email notification to sign up and view your medical record
Frequently Asked Questions?

Quick Links

Request Appointment
Prescription Renewal
Have a Clinical Question?
Share My Portal Records
Doctor Bios
Frequently Asked Questions?
Get Mobile App

Frequently Asked Questions

Having Trouble Registering?

We have prepared this step by step guide to help you through the registration process.

Don't remember my user name

You can call technical support at 1-877-448-1725

Don't Remember my password

You can recover your password using our password recovery form.

How To enable Cookies

For assistance turning cookies on.

How To enable JavaScript

For assistance turning JavaScript on.

Have feed back about the sight?

Use the Contact Us page to tells us what you think.
Get Mobile App

Quick Links

- Request Appointment
- Prescription Renewal
- Have a Clinical Question?
- Share My Portal Records
- Doctor Bios
- Frequently Asked Questions?
- Get Mobile App

Directions on getting the myCTCA app for Android, iPhone or Ipad

Mobile Application

Access your information from anywhere with your mobile device!

Whether you have an Android phone, iPhone, or iPad we've got you covered!

Just follow these simple instructions, it's that easy and it's free!

**Apple iOS devices (iPhone or iPad)**

- Click on the App Store icon on your mobile device.
- Search for "myCTCA"
- Click 'Install'
- Click on the myCTCA icon to launch the app!

**Android devices (phone or tablet)**

- Click on the Google Play icon on your mobile device.
- Search for "myCTCA"
- Click 'Install'
- Click on the myCTCA icon to launch the app!
External Links

- Cancer Fighters
- Cancer Center
- CTCA News
- Pay My Bill

Common links that may be useful to patients

Pay My Bill

You may make a One Time payment or set up an Account for repeat use by selecting the Pay My Bill tab.

PLEASE NOTE: your portal account login is NOT the same as your Pay My Bill account login