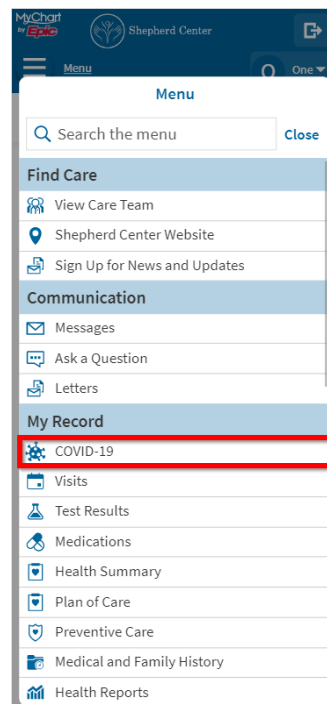# Frequently Asked Questions:

Displaying COVID-19 Vaccine Status and Test Results in MyChart

What is the COVID-19 section in MyChart?

The COVID-19 section in Shepherd Center's MyChart patient portal gives you information about your COVID-19 vaccination and testing status all in one place. If you need to show proof of vaccination or negative COVID-19 test status – perhaps to travel or enter an event – the COVID-19 section makes this information easily accessible and shareable.

By selecting "COVID-19" from the Shepherd Center MyChart menu, you may do the following:
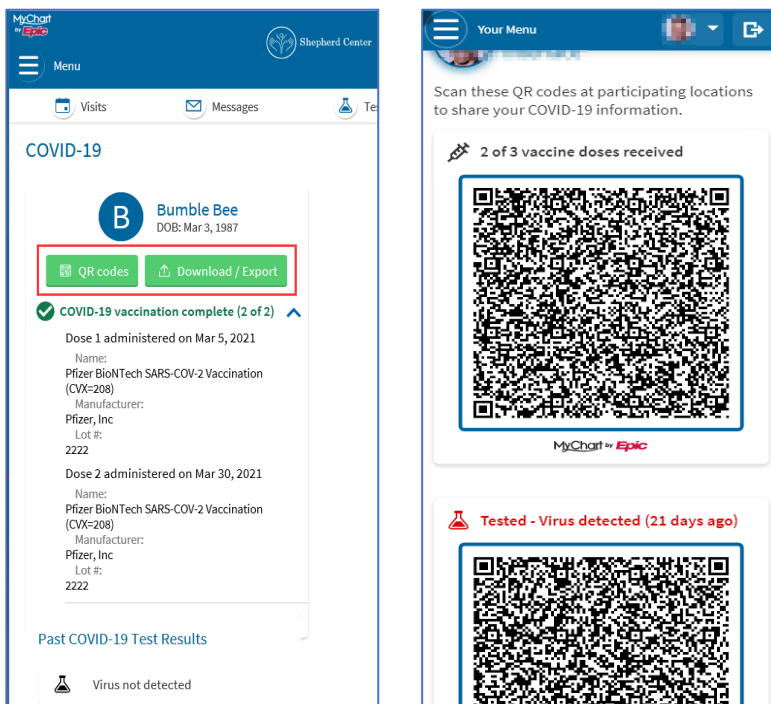
- Quickly view your vaccination status and any recent COVID-19 test results.
- Download proof of vaccination into a PDF.
- Generate a QR code (SMART Health Card) for vaccination or test results that can be scanned or printed. The codes can be scanned right from your mobile device by anyone who requires proof of vaccination or test result and has a scanner.
- Export information from the QR codes to another app, such as a digital Health Wallet.
- Get helpful resources about COVID-19 from the CDC.

Note: Your vaccination status and number of doses received in this section is dependent upon the information Shepherd Center (and Piedmont Healthcare if you are also their patient) has in your electronic health record from the Georgia Registry of Immunization Transactions and Services (GRITS) and may also vary based your vaccine eligibility. The vaccination status is meant to show status of the **primary** vaccination series (one dose for Johnson & Johnson and two doses for Moderna or Pfizer).

How do I generate a QR Code for my COVID-19 vaccine or recent COVID-19 test?

1. Make sure you have the latest version of the MyChart app on your device. Check for updates through the app store.
2. Log in to your Shepherd Center MyChart account.
3. From the menu, go to My Record > COVID-19.
4. To generate a barcode that can be scanned an organization that has requested it, click QR Codes. If you have both COVID-19 vaccinations and recent lab results on file, you'll have separate QR Codes for the vaccine doses and test results.

How do I download a PDF with my COVID-19 vaccine information?

1. Make sure you have the latest version of the MyChart app on your device. Check for updates through the app store.
2. Log in to your Shepherd Center MyChart account.
3. From the menu, go to My Record > COVID-19.
4. Select Download/Export and then Download vaccination PDF (on the MyChart mobile app) or Download (on the MyChart website). You can then save the PDF to your computer or mobile device and print or email if needed.

How do I export my QR Code(s)?

To export your QR Codes into Health Wallet or another similar app, follow the steps below.

For iPhone:

1. Make sure you have iOS version 15 or higher.
2. From the menu of your Shepherd MyChart account, go to My Record > COVID-19
3. Select Download/Export.
4. Your QR code/Smart Health Card will export to Apple Health.
5. With iOS version 15.1 or higher, you will be able to move your QR code/Smart Health Card from Apple Health app into your Apple Wallet.

For Android:

1. To export your QR Code, you'll need to download a separate Health Wallet mobile app. Some examples include Common Pass, Common Health, or Clear Health Pass.
2. From the menu of your Shepherd Center MyChart account, go to My Record > COVID-19
3. Select Download/Export.
4. Your QR code/Smart Health Card will export to the health wallet app on your phone.

Why am I not seeing my vaccine or test results?

A vaccine you received at a non-Shepherd Center location might not be in your Shepherd medical record. Shepherd Center is only able to generate a QR code for COVID-19 vaccines we administered, vaccines our staff have verified and documented historically, or vaccines our staff have reconciled through the Georgia Registry of Immunization Transactions and Services (GRITS) query process.

Shepherd Center's MyChart will only show a QR Code for a COVID-19 test completed at Shepherd Center or a Piedmont Healthcare location, as our medical record clinical partner. Testing at other facilities will not be seen inside MyChart.

If a vaccine or test result is not showing in your COVID-19 Activity, patients should request the information from their primary care provider or the location where their immunization or testing was performed.

Will I see my third COVID-19 vaccine and/or booster dose in MyChart?

Your vaccination status and number of doses received in the COVID-19 section may vary depending on what our system says you are eligible to receive. As eligibility for third and booster doses is changing, we do our best to determine which doses of COVID-19 vaccine you are eligible for based on the information in your medical record.

The COVID-19 portal information vaccination status is designed to show completion (or not) of the primary vaccination series (one dose for Johnson & Johnson and two doses for Moderna or Pfizer).

How do these QR Codes work? Where can they be used?

- A QR Code is a scannable barcode that can be read by another computer or device
- The QR code is created in Shepherd Center's MyChart according to an open industry standard called SMART Health Cards. They contain verified information and only what is relevant to COVID-19. Learn more about SMART Health Cards here.
- The QR code is another way of demonstrating your COVID-19 vaccination and/or test status at places where it may be required, such as for travel, returning to work, or even going to a concert. It can be scanned at a business or venue, instead of having to carry a paper CDC vaccine card that can easily get lost or damaged.
- When scanned, the code will show your legal name, birthdate, vaccination status or most recent COVID-19 test results. It will also show that your QR code comes from our medical record verified issuer, called "Piedmont Healthcare/Affiliates and Shepherd Center."

Will my QR Code be accepted everywhere that asks for my COVID-19 vaccination or test status?

Right now, different organizations have different rules for verifying vaccinations or test results. For example, some countries may have different rules than others. If an organization requests a QR Code or says they are able to scan SMART Health Cards, your QR Code from Shepherd Center should be accepted. All organizations should provide options for users who don't have or prefer not to use a SMART Health Card.

How do QR Codes keep my data secure?

The QR Code contains the very minimum amount of information required to show vaccination or test status. Just the patient's name, date of birth, and the following:

For vaccines:

- Date(s) of dose(s) given
- Manufacturer
- Lot Number
- Performer

For a COVID test:

- Date of test
- Type of test
- Result
- Performer

When I generate a QR Code, will it expire?

Once you generate a QR Code, it does not expire. If you have a change in your vaccination status or receive a new COVID-19 test result, you can generate a new QR code that will contain your updated information.

What if I do not have a Shepherd Center MyChart Account?

Patients may request an MyChart account through your main point of contact in your outpatient clinic. Our goal is to have every inpatient at Shepherd Center registered for MyChart before being discharged from Shepherd Center. You may also call Shepherd Center's MyChart Support Team at **404-425-7250**, or email **MyChartSupport@shepherd.org** to request a MyChart activation code. After receiving your activation code, you will visit https://mychart.shepherd.org to set up your account and log in.

If you already use MyChart through Piedmont Healthcare, you automatically have access to your Shepherd Center MyChart. You can visit https://mychart.shepherd.org and enter your existing Piedmont log-in credentials.

Additionally, patients can request that staff members add their QR code to print with their COVID vaccine information on the After-Visit Summary (AVS). The QR code DOES NOT automatically print with the AVS; it is an additional document.