

MyCHOIS Consumer App



Office of Mental Health
PSYCKES

Table of Contents

Overview	3
Home	3
Crisis Hotlines	5
Crisis Resources	7
Recovery Library	9
My Treatment Data	9
My Plans & Documents.....	11
About MyCHOIS	12
Account.....	14

Overview

The My Collaborative Health Outcomes Information System (MyCHOIS) is a tool you can use to help track your health information and view other crisis and recovery-oriented resources. You can access MyCHOIS Consumer on your mobile device by downloading the MyCHOIS Consumer mobile app. In the MyCHOIS Consumer app, you can view:

- **Crisis Hotlines**
- **Crisis Resources**
- **Recovery Library*** (*educational materials and recovery tools*)
- **My Treatment Data*** (*your personal health record*)
- **My Plans & Documents*** (*create a safety plan or view other completed documents such as Psychiatric Advance Directives*)
- **About MyCHOIS**

***Note:** To access the Recovery Library, My Treatment Data, and My Plans & Documents sections, you will need to provide proof of identity and your NY.gov ID username to your provider. Your provider uses your proof of identity and NY.gov ID username to securely allow access to your treatment information. Steps on how to create a NY.gov ID account and sign into MyCHOIS Consumer can be found in the “MyCHOIS Consumer App: How to Sign Up and Login” user guide.

Home

The MyCHOIS Home screen is the first screen you will see when opening the app (Figure 1). This screen displays a list of menu options, quick access to 988 call, text, and chat links, and the ability to select if you would like to view certain sections of the app in English or Spanish (Figure 2). The menu options include:

- Crisis Hotlines
- Crisis Resources
- Recovery Library
- My Treatment Data
- My Plans & Documents
- About MyCHOIS

You can also use the bottom of the screen to navigate to the ‘Account’ page to sign up or sign in to MyCHOIS Consumer.

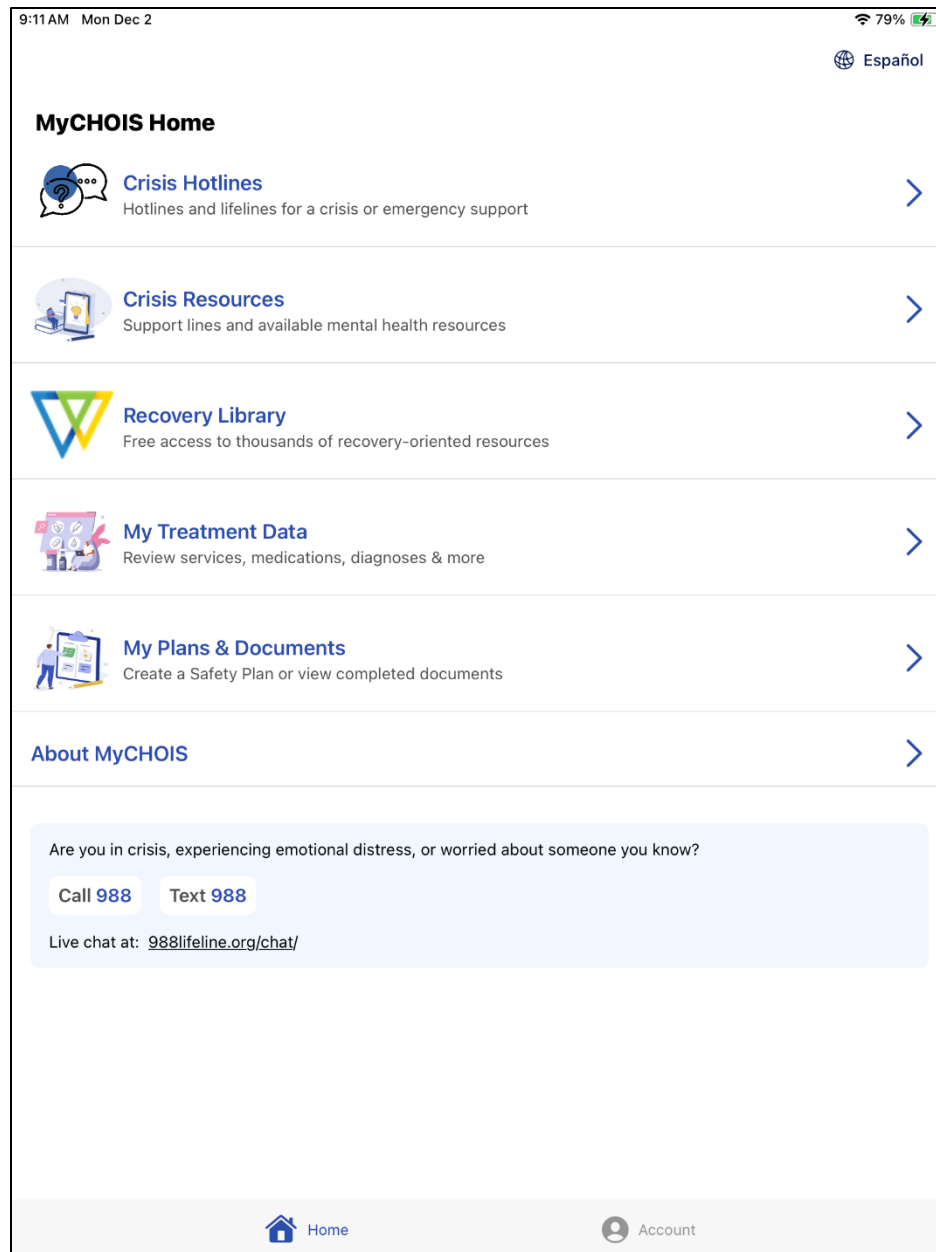


Figure 1. MyCHOIS Home Screen (English)



Figure 2. MyCHOIS Home Screen (Spanish)

Crisis Hotlines

You can view Crisis Hotlines within the MyCHOIS Consumer app by going to the 'Crisis Hotlines' screen (Figure 3). Here you can find contact information that you can either call, text, or chat for support if you are in an immediate crisis or emotional distress.

The Crisis Hotlines include: 988, Crisis text Line, OASAS Hope Line, and NYS Office for the Prevention of Domestic Violence. This screen is available in both English and Spanish.

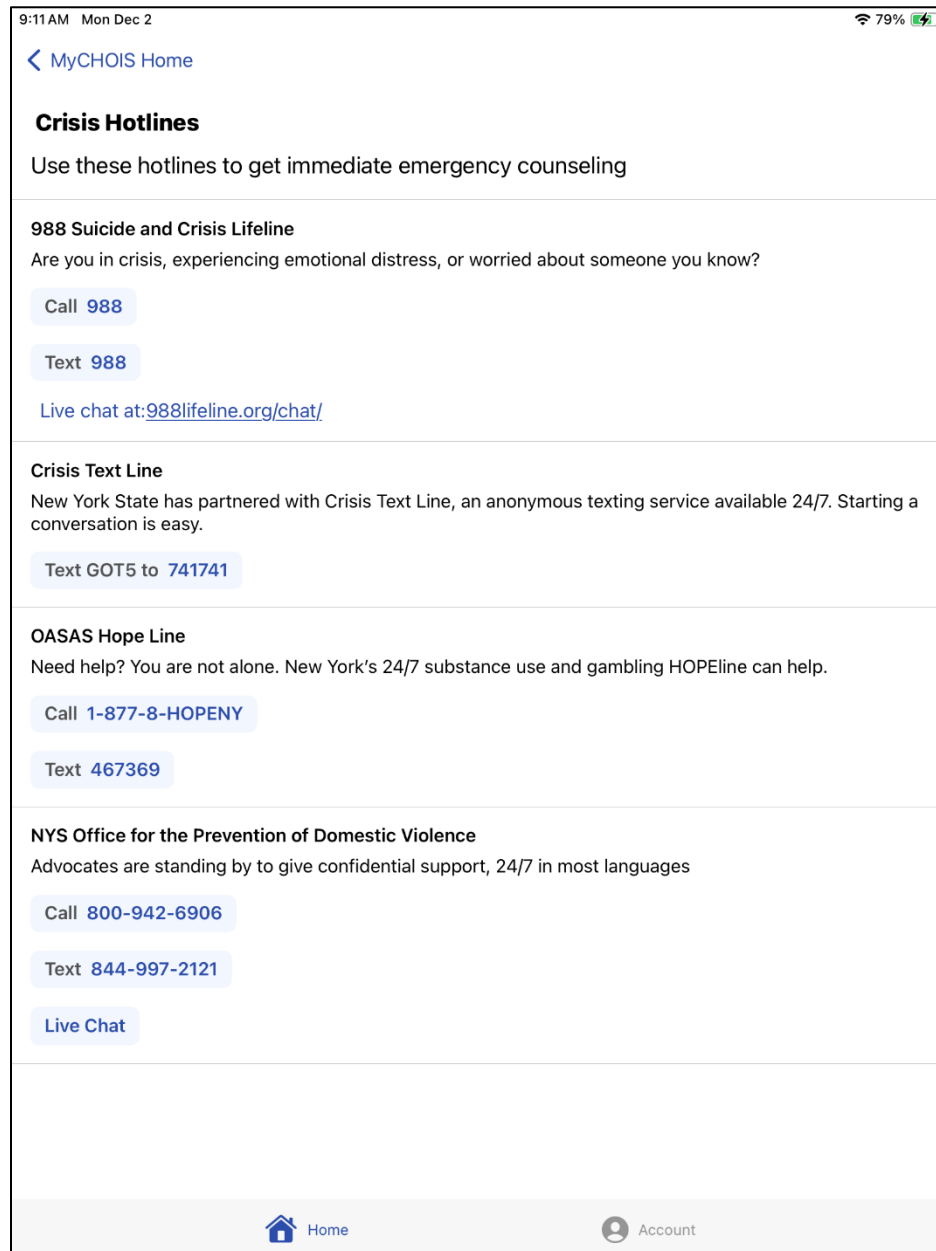


Figure 3. Crisis Hotlines Screen

Crisis Resources

In the 'Crisis Resources' section of the MyCHOIS Consumer app, you can view links to crisis services and educational websites, along with contact information for Statewide Warmlines and Information Lines (Figures 4 & 5). This screen is available in both English and Spanish.

- **Warmlines** are phone numbers that you can call to get support and learn about available mental health and recovery resources relevant to you or your loved ones. These are often staffed by people with lived experience of mental health issues to provide peer support and information.
- **Information lines** are phone numbers you can call to get support for basic needs like housing, food, transportation, healthcare, and more.

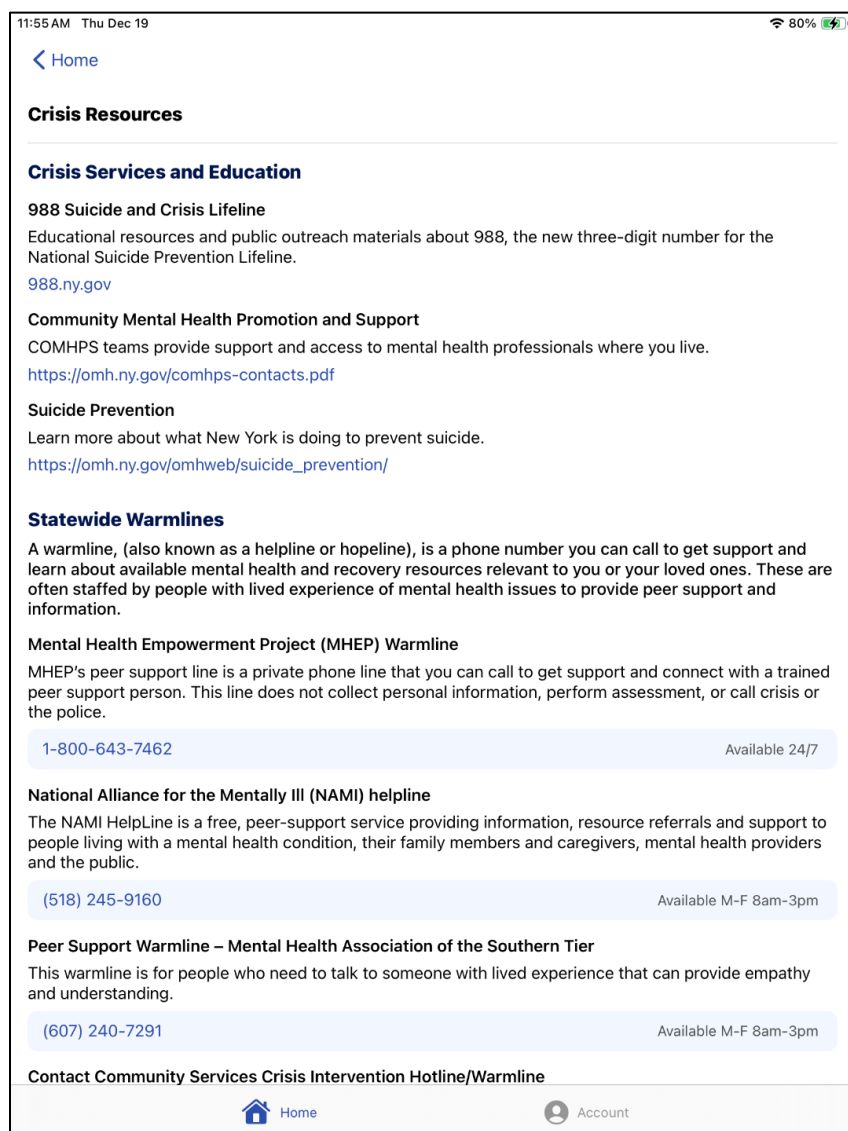


Figure 4. Crisis Resources

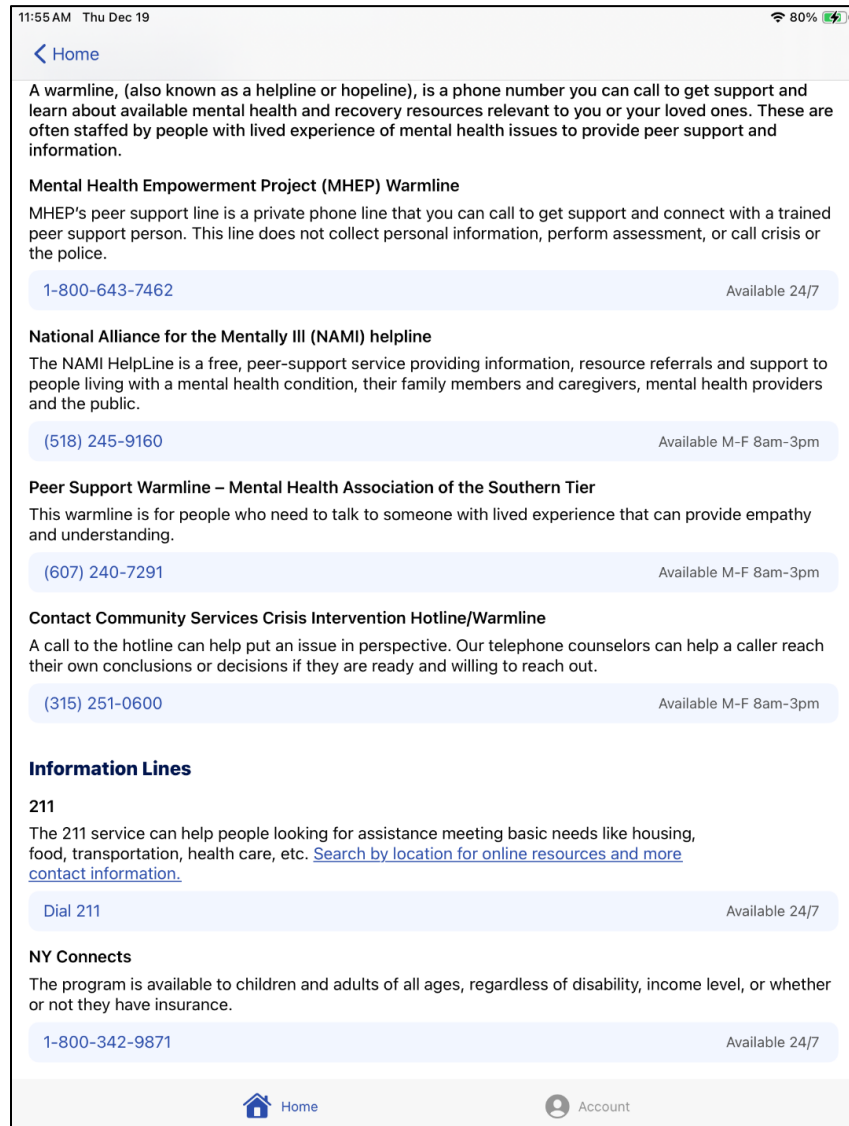


Figure 5. Crisis Resources (continued)

Recovery Library

NOTE: To view this section of the app, you need to be signed in to your MyCHOIS Consumer account. For instructions on how to sign up and sign in to your account, go to the “MyCHOIS Consumer App: How to Sign Up and Login” user guide.

The Recovery Library was developed by psychologist and disability-rights advocate Pat Deegan geared to support, whole-health, self-advocacy, and medication. To view the library and recovery-oriented tools within it, you can go to the ‘Recovery Library’ section of the mobile app.

Area	Description
Recovery Videos	Videos you can view to learn how other people have supported their recovery. These three-minute videos show people talking about their personal journeys in recovery and their experiences using Personal Medicine.
Multimedia Tutorials	Links to short tutorials about physical and mental health topics, such as video tutorials about hypertension, depression, and diabetes.
Personal Medicine Cards	Personal Medicine Cards can help you cope with symptoms including anxiety, hearing voices and social isolation. These cards can be used to create unique and personal coping strategies.
Worksheets	Worksheets you can fill out to help in your recovery journey such as mood logs, managing risk worksheets, shared-decision guides, and advance directives worksheets.
Health Resources	Links to various educational health and mental health websites.

My Treatment Data

NOTE: To view this section of the app, you need to be signed in to your MyCHOIS Consumer account. For instructions on how to sign up and sign in to your account, go to the “MyCHOIS Consumer App: How to Sign Up and Login” user guide.

Once logged into the MyCHOIS Consumer app, you will be able to view your personal health information by going to the ‘My Treatment Data’ section.

This section includes information about your services, diagnoses, and medications (Figures 6 & 7). If you have any questions about the information you are seeing in the My Treatment Data section, please review them with your provider.

<p>My Treatment Data As of 12/16/2024</p> <p>General</p> <p>Name Doe, Jonathan</p> <p>Date of Birth 1/1/1964</p> <p>Address 123 Main Street Main City, NY 11111</p> <p>Medicaid ID AB12345C</p> <p>Medicaid Aid Category MA-SAFETY NET</p> <p>Medicaid Eligibility Expires On 05/31/2025</p> <p>Medicare No</p> <p>Managed Care Plan Fidelis Care New York (Mainstream)</p> <p>Managed Care Plan Assigned Primary Care Physician Smith, Jane</p> <p>HARP Status Not HARP Eligible (Current Medicaid Enrollment excluding H1-H9)</p>	<p>Current Care Coordination Information about services that you're currently receiving</p> <p>Continued Connection Opportunity The Office of Mental Health Sustained Engagement Support team would like to reconnect with you. You are welcome to contact the Sustained Engagement Support Team at (844) 206 - 1796</p> <p>Health Home Enrolled COMMUNITY HLTHCARE NETWORK AI Status : Active Begin Date: 01-FEB-23</p> <p>Care Management (Enrolled) THE BRIDGE, INC</p> <p>Notifications Information about what services you may be eligible for</p> <p>Health Home Plus Eligible You may be eligible for enhanced services called Health Home Plus. Please discuss with your provider for more information.</p> <p>Plans & Documents</p> <p>1 Safety Plans 1 Psychiatric Advance Directive 1 Care Plans</p> <p>Diagnoses A list of your diagnoses noted by providers</p> <p>Behavioral Health</p> <p>Medical</p>	<p>Medications Picked up at a pharmacy or given by a provider</p> <p>All Medication Records</p> <p>Behavioral Health</p> <p>Medical</p> <p>Services Your services received from providers</p> <p>All Services</p> <p>Care Coordination</p> <p>Behavioral Health</p> <p>Medical Outpatient</p> <p>Crisis</p> <p>Hospital/ER</p> <p>Dental</p> <p>Vision</p> <p>Living Support/Residential</p> <p>Laboratory & Pathology</p> <p>Laboratory Results (State PC)</p>
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Figure 6. Treatment Summary

<div>12:22</div> <div>< My Treatment Data</div> <div>All Medication Records</div> <div>Pick Up Records</div> <div>2 MONTHS AGO</div> <div> <div>11/14/2024</div> <div>Albuterol Sulfate</div> <div>Sympathomimetics</div> <div>Strength: 108 (90 Base) MCG/ACT</div> <div>Route: Inhaler</div> <div>Quantity: 8 • Days Supply: 30</div> <div>Prescriber: Brown Elizabeth</div> <div>Pharmacy: New York Pharmacy</div> </div> <div> <div>11/10/2024</div> <div>Easy Comfort Lancets (Lancets)</div> <div>Diabetic Supplies</div> <div>Strength: N/A</div> <div>Route: None</div> <div>Quantity: 50 • Days Supply: 30</div> <div>Prescriber: Brown Elizabeth</div> <div>Pharmacy: New York Pharmacy</div> </div> <div> <div>10/20/2024</div> <div>Aspirin Low Dose (Aspirin)</div> <div>Salicylates</div> <div>Strength: 81MG • 1 per day</div> <div>Route: Oral</div> <div>Quantity: 30 • Days Supply: 30</div> <div>Prescriber: Brown Elizabeth</div> <div>Pharmacy: New York Pharmacy</div> </div> <div> <div>10/18/2024</div> <div>Lexapro (Escitalopram Oxalate)</div> <div>Antidepressant</div> </div>	<div>12:22</div> <div>< My Treatment Data</div> <div>All Services</div> <div>Provider Records</div> <div>1 MONTH AGO</div> <div> <div>12/15/2024</div> <div>Behavioral Health</div> <div>MAIN STREET CLINIC</div> <div>Service Type: Clinic - MH Specialty</div> <div>Diagnosis: Bipolar disorder, current episode depressed, mild or moderate severity, unspecified</div> </div> <div> <div>11/25/2024</div> <div>Medical Outpatient</div> <div>SPOCK JAMES</div> <div>Service Type: Physician - Internal Medicine</div> <div>Diagnosis: Essential (primary) hypertension</div> </div> <div> <div>11/19/2024</div> <div>Hospital/ER</div> <div>NEW YORK HOSPITAL CENTER</div> <div>Service Type: ER - Medical</div> <div>Diagnosis: Type 2 diabetes mellitus with diabetic neuropathy, unspecified</div> </div> <div> <div>11/17/2024</div> <div>Dental</div> <div>NEW YORK MEDICAL</div> <div>Service Type: Office/Outpatient</div> <div>Procedure: Intraoral Periapical Ea Add, Intraoral Periapical First, Periodic Oral Evaluation</div> </div>
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Figure 7. Treatment Summary (continued)

My Plans & Documents

NOTE: To view this section of the app, you need to be signed in to your MyCHOIS Consumer account. For instructions on how to sign up and sign in to your account, go to the “MyCHOIS Consumer App: How to Sign Up and Login” user guide.

You can create your own Safety Plan (Figure 8) and view other previously uploaded documentation within the ‘My Plans & Documents’ section of the MyCHOIS Consumer app. These documents will be available to providers with your consent to assist them in making informed decisions about your care. You can work with your provider to upload

other forms of documentation such as a Psychiatric Advance Directive or Care Plan using the MyCHOIS Consumer web application.

12:22 100% battery

Close

Add a Safety Plan

A plan that you create for yourself, which lists out ways to gain support and stay in control even in a crisis.

Complete each section of the Stanley Brown Template ⓘ

- Warning signs >
- Internal coping strategies >
- Social supports & settings >
- Family & friends for crisis help >
- Professionals & agencies >
- Making the environment safe >
- Reason for living >

Add Safety Plan

Save Draft

Figure 8. Safety Plan Template

About MyCHOIS

On the 'About MyCHOIS' screen (Figure 9), you can learn more on the following topics:

- What is MyCHOIS?
- Information on Crisis Hotlines and Resources
- Your Treatment Data:
 - Where is this information coming from?
 - What information is included?
 - Who will see your data?

- What to do if you think a provider has accessed your health information improperly
- How to withdraw your consent
- What is the Recovery Library and what resources can be found there?
- How can I add Plans and Documents?

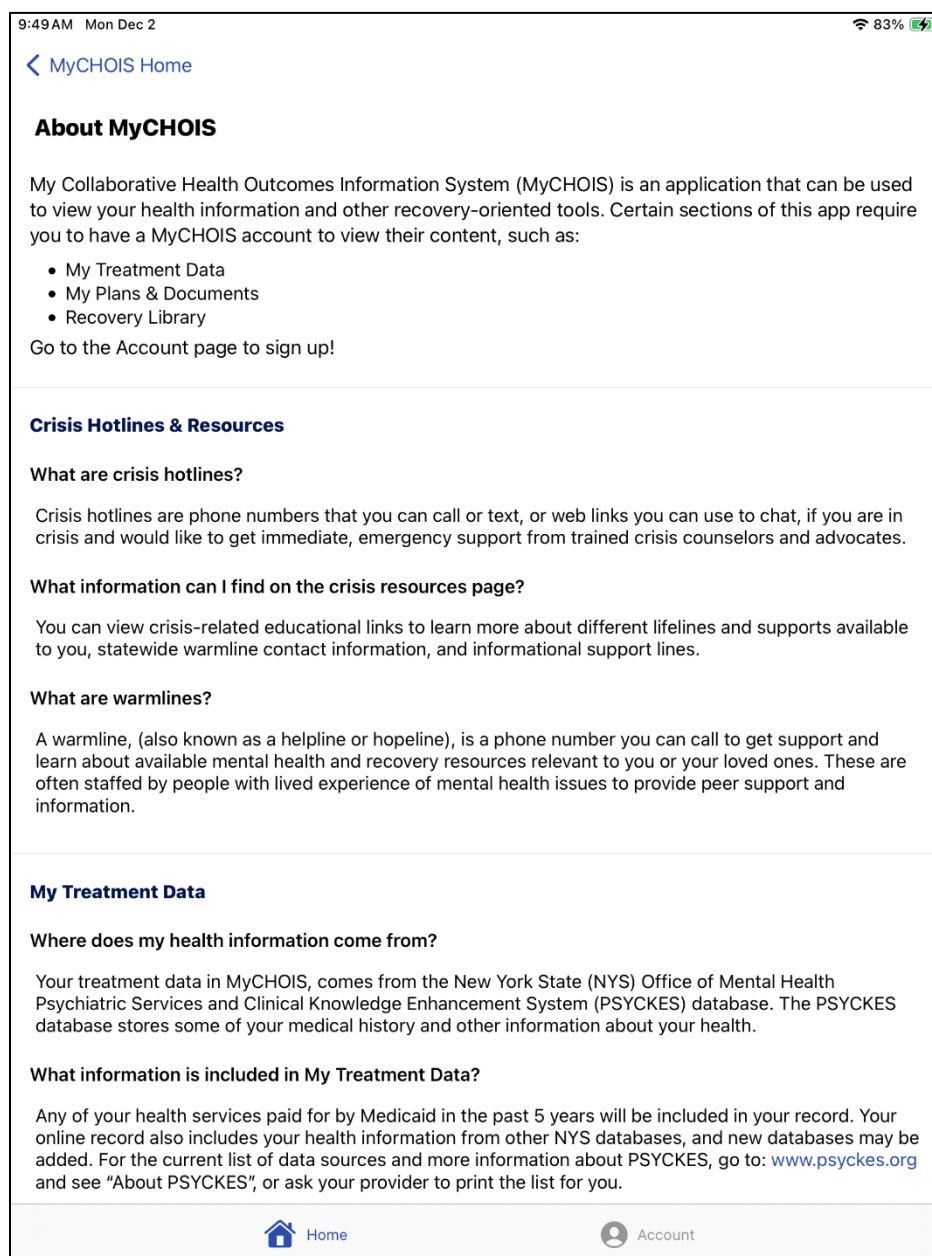


Figure 9. About MyCHOIS Screen

Account

The Account screen is where you can go to sign up or sign in to MyCHOIS Consumer (Figure 10). The 'Get Help' section provides options to talk to your provider or contact the PYSCKES Helpdesk (PSYCKES-Help@omh.ny.gov) if you have questions about signing up for MyCHOIS or about the information you're seeing in the app.

For more information on the sign up or sign in process, you can also visit our "MyCHOIS Consumer App: How to Sign Up and Login" user guide.

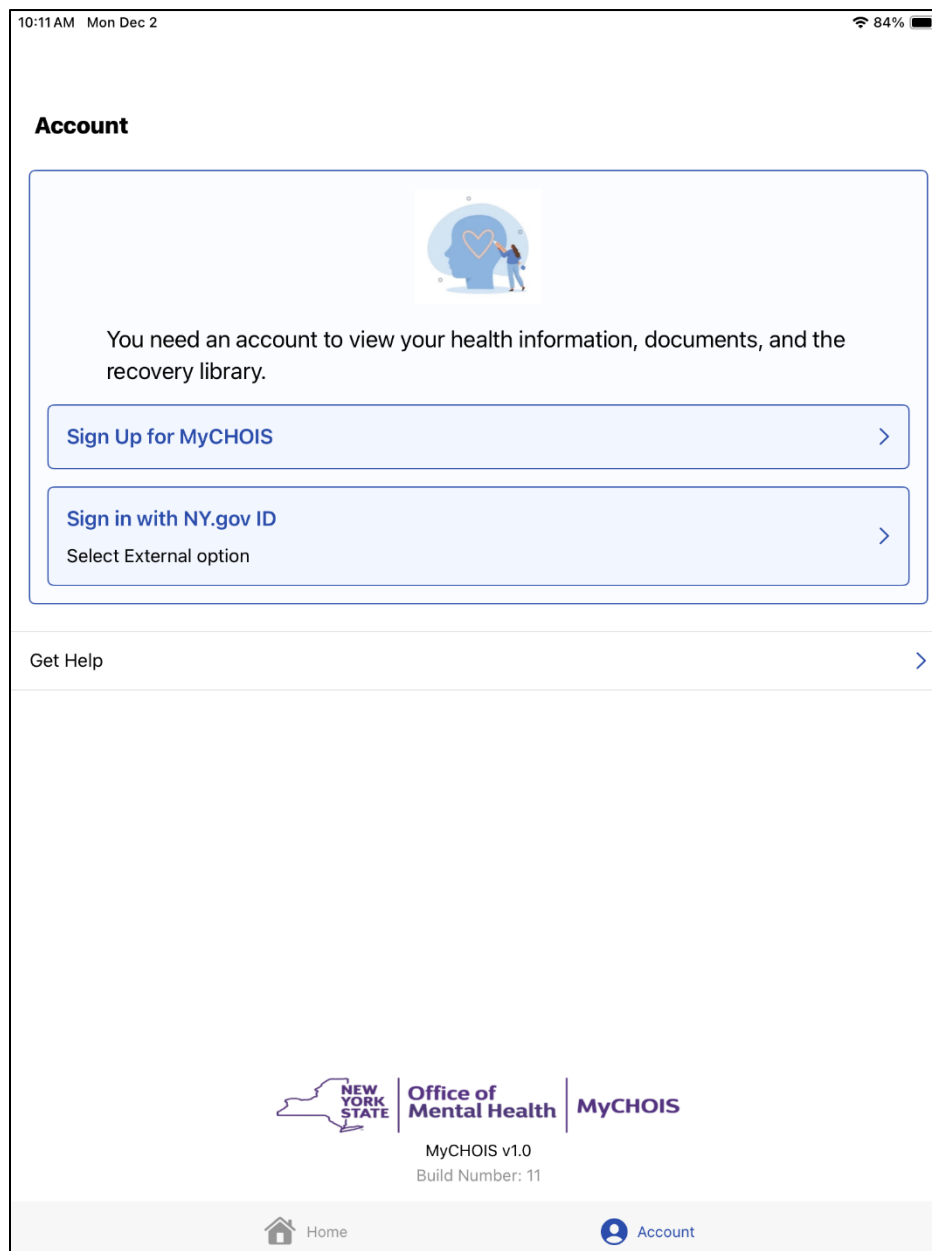


Figure 10. Account Screen