

# MyCHOIS

How-To Guide for Clients to Request an Account and  
Login to MyCHOIS



**Office of  
Mental Health**

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## Requesting a Client Account

If you are interested in viewing your electronic health information in PSYCKES via a client-facing portal, you can request a MyCHOIS consumer account from one of your providers you're currently working with who also has PSYCKES access. Providers can reference our "How-To Guide for Creating Client Accounts" for the necessary instructions.

## Logging into MyCHOIS Consumer Application

### First Time Logging in

Once you receive your user ID and one-time only password from your provider, you'll be ready to log in for the first time by navigating to the PSYCKES Home Page ([www.psyckes.com](http://www.psyckes.com)) and selecting 'MyCHOIS' from the left-hand navigation menu (Figure 1), direct link: [https://omh.ny.gov/omhweb/psyckes\\_medicaid/initiatives/other/](https://omh.ny.gov/omhweb/psyckes_medicaid/initiatives/other/).



Figure 1: Navigating to MyCHOIS from PSYCKES

On the login page, you will input your User ID and one-time only password into the appropriate text fields (Figure 2).

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**Statement of Access and Confidentiality**

WARNING: This computer system is solely for the use of authorized users for official purposes. Users of this system have no expectation of privacy in its use. To ensure that the system is functioning properly, individuals using this computer system are subject to having all of their activities monitored and recorded by system personnel. Use of this system evidences an express consent to such monitoring.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and criminal penalties. By continuing to use this system you indicate your awareness of, and consent to, these terms and conditions of use. If you do not agree to the conditions stated in this warning, LOG OFF IMMEDIATELY.

**Private system for authorized use only**

Please identify by entering your user ID and password below and click the Login button.

User ID:

Password:

Login

Figure 2: MyCHOIS Login Page

### Create Password

Once you have logged in, you will be prompted to create a new password (Figure 3). The password must be at least 8 characters and have at least 1 number. This new password will be used along with your user ID for all future logins.

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[? Help](#) | [Español](#) | [Log Out](#)

**Password reset screen**

If this is your first time logging in, please change your password below.  
You will be asked to change your password every 6 months.

Your password must be at least 8 characters and have at least 1 number.

Enter New Password:

Re-enter password:

Submit

Figure 3: Creating a Password

## Navigating MyCHOIS

### The “Home” Tab

Clicking on the “Home” tab from any screen will bring you to the main MyCHOIS home page, where you can access the three major areas of the application:

- My Treatment Data
- CommonGround and other assessments
- The Learning Center

### The “Español” Tab

The MyCHOIS application is available in English and Spanish. You may switch into Spanish by clicking on the “Español” tab located at the top right of the screen.

*Note:* All sections of the application will remain in the selected language until you choose to change the language again, or until you log off.

### The “About Me” Tab

The About Me section provides your demographic information such as preferred name, age, gender, race, ethnicity, therapist and psychiatrist names, and primary language. If you are a Medicaid client, some fields of the About Me Section will be auto-populated based on your Medicaid profile. All other users may input demographic information. In order to complete empty fields, please use the drop-down menus or insert free-text where appropriate (Figure 4).

The screenshot shows the MyCHOIS application interface. At the top left is the New York State logo and the text "Office of Mental Health MyCHOIS". A navigation bar at the top right contains icons for Home, About Me, Help, Español, and Log Out. The main content area is titled "About Me" and contains a form with the following fields:

- My Name:** A text input field containing "TEST".
- Medicaid ID:** A text input field containing "XXXXXXUSER".
- Clinic ID:** A text input field.
- Date of Birth or Age:** A text input field containing "11/11/1111".
- Gender:** A dropdown menu with "Male" selected.
- Race/ethnicity:** A dropdown menu.
- Primary Language:** A dropdown menu.

Figure 4: About Me Section

## Logging Out

In order to protect your personal data, you should remember to end each session by selecting the “Log Out” button to ensure complete exit from the application. You should avoid using the “Back” button on your browser as doing so can often result in an accidental logoff, which requires you to log in a second time. Instead, use the menu options at the top of the screen to navigate MyCHOIS.

## View My Treatment Data

Once logged into the MyCHOIS consumer application, you will be able to view your clinical information by selecting the ‘My Treatment Data’ button (Figure 5).

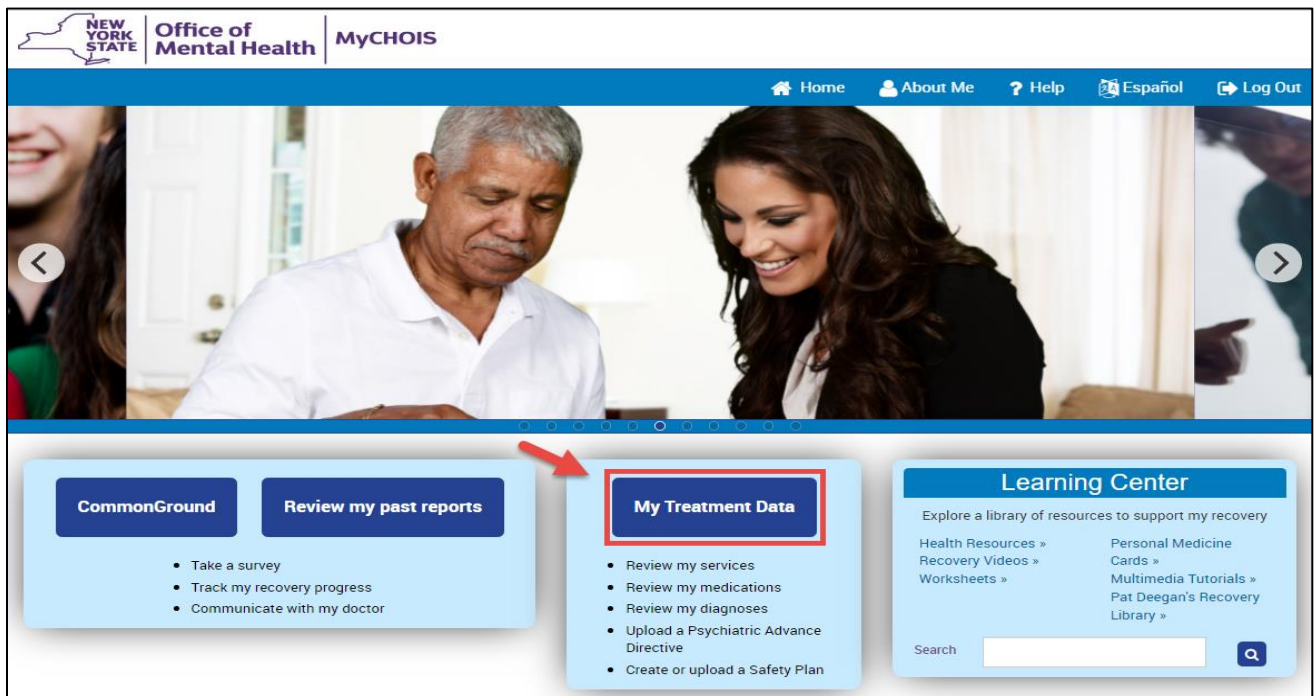


Figure 5: My Treatment Data

From there, you will be taken to a screen where you can view a report of your clinical details from the past 1 year or 5 years. This will include information about your care coordination, diagnoses, medications, outpatient services, inpatient and ER visits, etc. (Figures 6 & 7). If you have any questions about the information you are seeing in the My Treatment Data section, we recommend reviewing with your provider.

*Note:* Clients can upload their own documents into their My Treatment Data under the “Plans and Documents” section. Clients also can create a Safety Plan or Psychiatric Advance Directive by utilizing the available templates in the “Create New” function under “Plans and Documents” section. These documents will be available to providers with client consent to assist in making informed decisions about your care.

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Home About Me Help Log Out

PDF Excel

Sections This report contains all available clinical data. Summary Period: **1 Yr** 5 Yrs

OMH PHI - Clinical Summary as of 12/20/2021

Preferred Name:

**General**

<b>Name</b> DOE, JOHN	<b>Medicaid ID</b> XXXXXX	<b>Medicare</b> Yes	<b>MC Plan Assigned PCP</b> N/A
<b>DOB</b> 1/1/1964 (57 YRS)	<b>Medicaid Aid Category</b> SSI	<b>Managed Care Plan</b> No Managed Care(FFS Only)	<b>DSRIP PPS</b>
<b>Address</b> 123 Main Street Orange NY, 11111	<b>Medicaid Eligibility Expires on</b>	<b>HARP Status</b> Not HARP Eligible (Current Medicaid Enrollees excluding H1-H9)	

**Current Care Coordination**

Health Home (Enrolled) - Status : Active, ONONDAGA CASE MGMT SVCS MH (Begin Date: 01-OCT-21),  
Care Management (Enrolled) : ONONDAGA CASE MGMT SVCS MH  
- This information is updated weekly from DOH MAPP

Health Home Plus - Services last received November 2021 from ONONDAGA CASE MGMT SVCS MH  
- This information is updated weekly from DOH MAPP

**Plans & Documents** Upload Create New

There are no Plans or Documents

**Screenings & Assessments** Definitions Table Graph

Assessment Name	Number of Assessments Entered	Last Assessment Date	Last Assessment Provider	Last Assessment Rated by (Role)	Last Assessment Results
C-SSRS (Suicide Screen)	12	11/18/2021	HUTCHINGS PSYCHIATRIC CENTER	Printup, Kathryn	No Suicidal Ideation/Behavior

**Behavioral Health Diagnoses** Primary and Secondary Dx (most frequent first)

Other Mental Disorders • Unspecified/Other Bipolar • Insomnia Disorder • Major Depressive Disorder

**Medical Diagnoses** Primary and Secondary Dx (most frequent first)

Diseases Of The Genitourinary System	Excessive, frequent and irregular menstruation
Diseases Of The Musculoskeletal System And Connective Tissue	Dorsalgia
Diseases Of The Skin And Subcutaneous Tissue	Cutaneous abscess, furuncle and carbuncle • Follicular cysts of skin and subcutaneous tissue
Factors Influencing Health Status And Contact With Health Services	Contact with and (suspected) exposure to communicable diseases • Personal history of certain other diseases
Symptoms, Signs And Abnormal Clinical And Laboratory Findings, Not Elsewhere Classified	Localized swelling, mass and lump of skin and subcutaneous tissue

**Integrated View of Services Over Time** Table Graph

Figure 6: My Treatment Data Overview



Medication: Controlled Substance <a href="#">Details</a>							
No Medicaid claims for this data type in the past 1 year							
Medication: Behavioral Health <a href="#">Details</a>							
						<a href="#">Table</a>	<a href="#">Graph</a>
Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up		
Antidepressant	Fluoxetine Hcl	20 MG, 2/day	1 Month(s) 2 Week(s) 3 Day(s)	9/17/2021	10/4/2021	<a href="#">Copy</a>	
Antipsychotic	Quetiapine Fumarate	100 MG, 1/day	3 Month(s) 1 Week(s) 3 Day(s)	7/7/2021	9/17/2021	<a href="#">Copy</a>	
Antidepressant	Sertraline Hcl	50 MG, 1/day	1 Month(s) 3 Week(s) 5 Day(s)	7/7/2021	8/3/2021	<a href="#">Copy</a>	
Medication: Medical <a href="#">Details</a>							
						<a href="#">Table</a>	<a href="#">Graph</a>
Drug Class	Drug Name	Last Dose*	Estimated Duration	First Day Picked Up	Last day Picked Up		
Imidazole-Related Antifungals	Fluconazole	150 MG, 1/day	1 Day(s)	10/1/2021	10/1/2021	<a href="#">Copy</a>	
Nonsteroidal Anti-inflammatory Agents (NSAIDs)	Diclofenac Sodium	75 MG, 2/day	1 Month(s)	9/23/2021	9/23/2021	<a href="#">Copy</a>	
Nonsteroidal Anti-inflammatory Agents (NSAIDs)	Meloxicam	15 MG, 1/day	1 Month(s)	9/17/2021	9/17/2021	<a href="#">Copy</a>	
Behavioral Health Services <a href="#">Details</a>							
						<a href="#">Table</a>	<a href="#">Graph</a>
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Clinic - MH State Psych Center (Source: State PC data)	HUTCHINGS PC	4/16/2021			Schizophrenia, unspecified		
Clinic - MH Specialty	ROCKLAND PSYCHIATRIC CENTER	4/16/2021	9/29/2021	14	Schizoaffective disorder, bipolar type	- Office O/P Est Mod 30-39 Min - Psytx W Pt 45 Minutes - Psytx W Pt W E/M 30 Min - Psytx W Pt 30 Minutes	
Clinic - MH State Psych Center (Source: State PC data)	HUTCHINGS PC	3/10/2021	4/16/2021		Schizophrenia, unspecified		
Medical Outpatient Services <a href="#">Details</a>							
						<a href="#">Table</a>	<a href="#">Graph</a>
Service Type	Provider	First Date Billed	Last Date Billed	Number of Visits	Most Recent Primary Diagnosis	Most Recent Procedures (Last 3 Months)	
Physician - Surgery	VREDENBURGH ZACHARY DONALD	2/25/2021	4/22/2021	3	Unspecified fracture of upper end of left humerus, subsequent encounter for fracture with routine healing	- Office O/P New Mod 45-59 Min - Treat Humerus Fracture - X-Ray Exam Of Shoulder	
Hospital/ER/Crisis Services <a href="#">Details</a>							
						<a href="#">Table</a>	<a href="#">Graph</a>
Service Type	Provider	Admission	Discharge Date/Last Date Billed	Length of Stay	Most Recent Primary Diagnosis	Procedure(s) (Per Visit)	
Inpatient - MH	ST JOSEPHS HOSPITAL HEALTH CE	6/22/2021	6/28/2021	6	Schizoaffective Disorder, Bipolar Type		
Inpatient - MH	ST JOSEPHS HOSPITAL HEALTH CE	6/13/2021	6/21/2021	8			
ER - Medical	ST JOSEPHS HOSPITAL HEALTH CE	6/12/2021	6/13/2021	1	Food In Esophagus Causing Other Injury, Initial Encounter	- Routine Venipuncture - Sarscov2&Inf A&B&Rsv Amp Prb	

Figure 7: My Treatment Data Overview Continued



## Assigned Assessments in MyCHOIS

If a provider has assigned you an assessment or survey questionnaire, it will appear on the MyCHOIS homepage alongside the CommonGround button. You are also able to view any of your past assessments by selecting the “Review my past reports” button. If you have any questions about the assessments or surveys, please discuss with your provider (Figure 8).

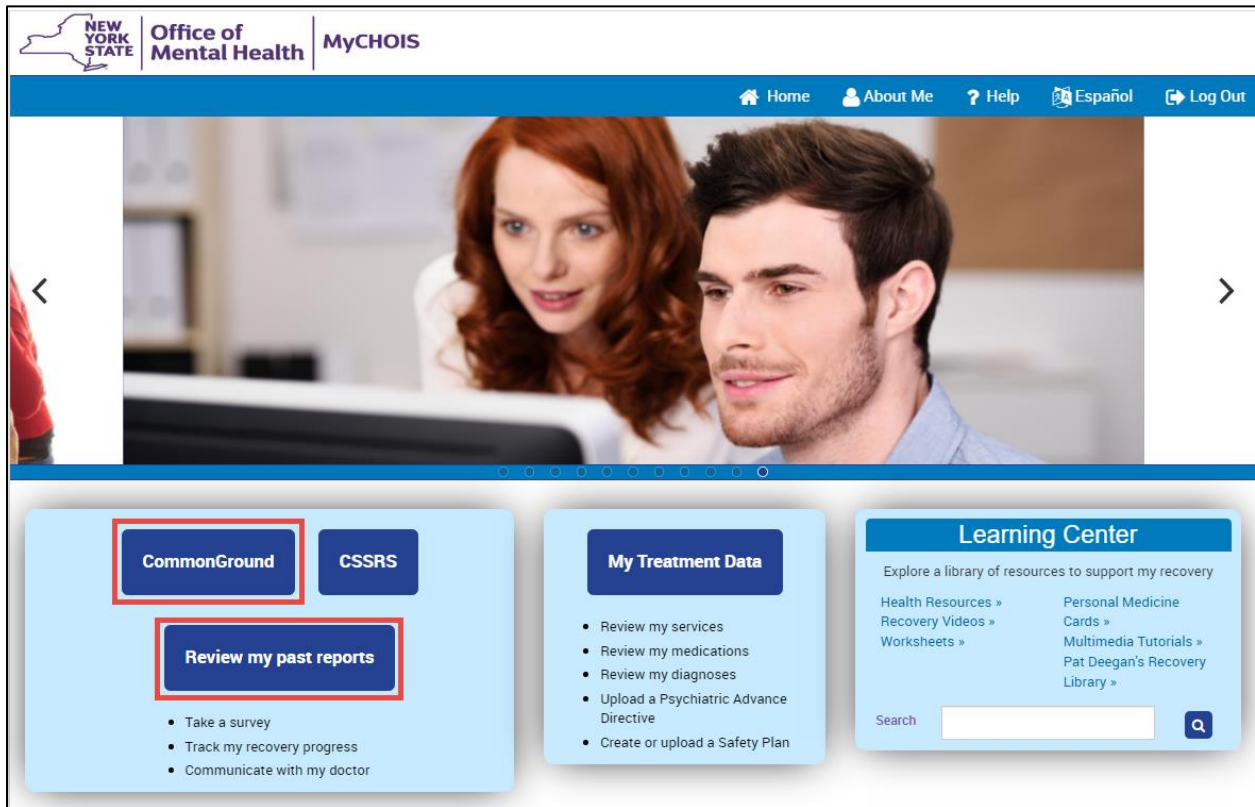


Figure 8: Accessing Assigned Assessments

## The Learning Center

The MyCHOIS Learning Center provides access to tools that will assist you and your treatment teams in the process of recovery. The Learning Center has a variety of wellness and educational resources for individuals to explore, including Personal Medicine cards developed by Dr. Patricia Deegan, recovery worksheets, decision aids, and multimedia tutorials (Figure 9).

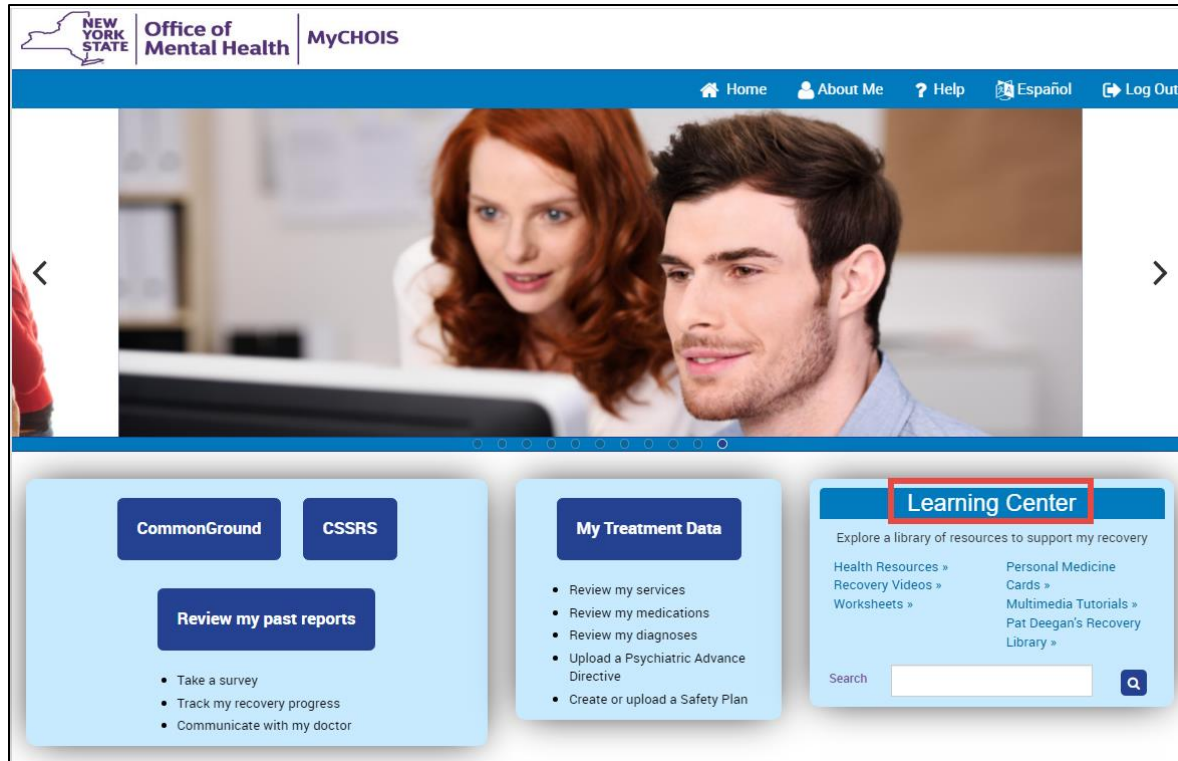


Figure 9: Learning Center

The various materials accessible through the MyCHOIS Learning Center are organized into six different areas according to their format:

Area	Description
Recovery Videos	Videos that can be viewed by the user 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 designed to help consumers cope with a broad spectrum of symptoms including anxiety, hearing voices and social isolation. These cards can be individualized to create unique and personal coping strategies.
Worksheets	Worksheets that can be used in treatment such as mood logs, risk/benefit worksheets, decision guides, and advance directives worksheets.
Health Resources	Links to various educational health and mental health websites.
Pat Deegan's Recovery Librar	A recovery library developed by psychologist and disability-rights advocate Pat Deegan geared to support, whole-health, self-advocacy, and medication.
My Notes	A journaling feature allows consumers to write a free-text note. Consumers can write about specific resources they are using or their recovery.

## Reset My Password

If you forget your password, you'll need to reach out to your provider and request a password reset. Your provider will give you another one-time only password that you can use to login to MyCHOIS (see [first time logging in instructions](#) above).