

Renew your CPAP prescription

It's time to renew your CPAP prescription, and Gundersen Health System's Sleep Center is making it easier than ever. We now offer MyChart Online Visits and video visits to save you time and money.

Choose from one of our three renewal options:

1. MyChart Online Visit

Want to skip the parking lot and the waiting room? MyChart Online Visit option available one year plus one day from your last sleep appointment. Fill out an online questionnaire in your MyChart account from the comfort of home, at any time that works for you. Your provider will review your CPAP request and respond with a message and prescription in MyChart within one to two business days. No appointment needed. You may need to obtain a CPAP machine download from your Vendor. See MyChart Online Visit instructions below.

2. MyChart video visit

A scheduled video visit in MyChart lets you connect with your Sleep Center provider face to face from the convenience of your computer or mobile device. You may need to obtain a CPAP machine download from your Vendor. Please call our Sleep Center at (608) 775-7378 to schedule a video visit.

3. In-person office visit

If you prefer a traditional office visit, we are happy to arrange that. Please call our Sleep Center at (608) 775-7378 to make an appointment.

How do the prices compare?

MyChart Online Visit are typically cheaper (\$47) than office visits (\$129+) and scheduled video visits (\$129+). A credit or debit card is needed for a temporary hold until your insurance is processed. The best way to determine your out-of-pocket cost is to contact your insurance company (their contact information is on your insurance card). They can sort through benefits, deductibles, co-pays and other information to determine what you'll need to pay.

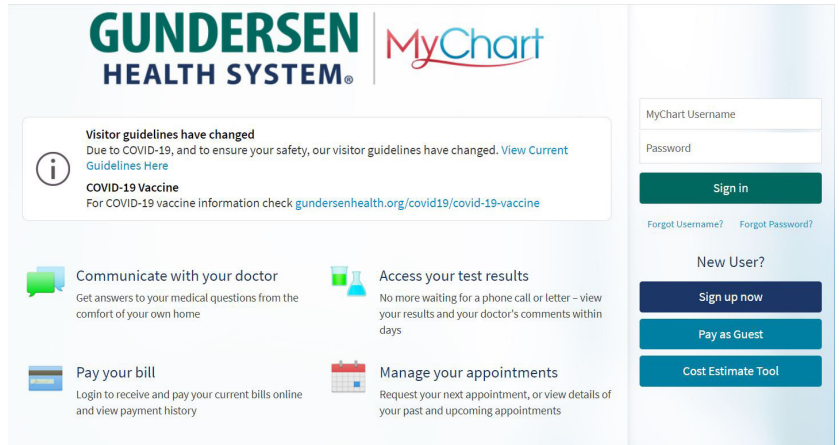
GUNDERSEN
HEALTH SYSTEM®

MyChart Online Visit instructions

Step 1

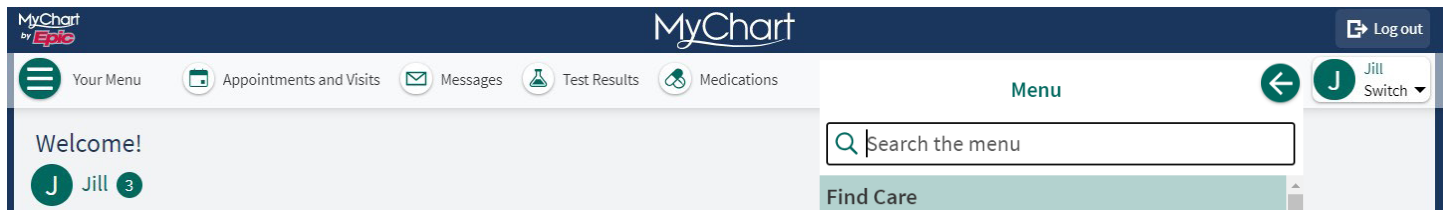
Log in to your MyChart account.

Go to mychart.gundersenhealth.org. Not a MyChart user? Click on "Sign up now."



Step 2

On the MyChart homepage, click "Your Menu" (top left corner) and select "Begin a MyChart Online Visit"



Step 3

Click "Prescription for CPAP Supplies."

The option will only appear for patients who:

- Have been seen at least one year plus one day from last Sleep Provider Office or Virtual Visit or MyChart Online Visit.
- Have been seen either in person or virtually in the past 3 years (per Gundersen policy)
- Note: if your CPAP machine is not cloud accessible, you may need a CPAP download faxed from your vendor to the Sleep Center.

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- If you already have a one-year appointment scheduled and your MyChart Online Visit is completed, Sleep Center staff will cancel your pre-scheduled appointment

Step 4

Complete a series of questions.

The questions will ask about your CPAP usage and will have you verify personal and payment information, insurance details, preferred pharmacy, etc. When you finish all MyChart Online Visit tasks, click the "Submit MyChart Online Visit" button. Then, watch for a new message in your MyChart account from your healthcare provider.

Need help? Call (608) 775-3843 to talk to a member of our Virtual Care Customer Support team.

