

FAQs

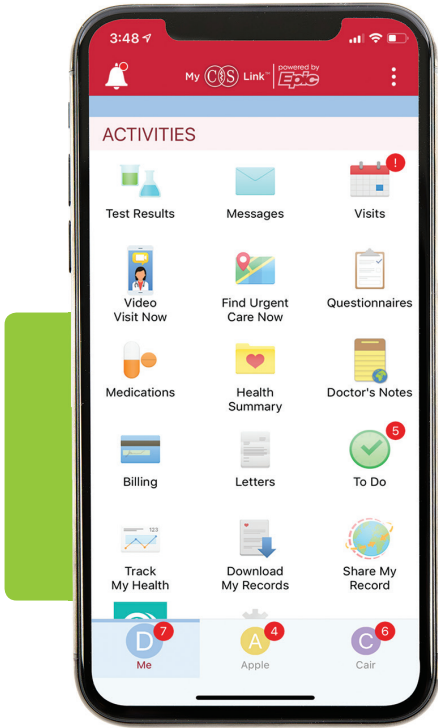
How do I reset my username or password?

Within My CS-Link, under the login field, click on “Forgot My CS-Link ID” or “Forgot Password” and follow the on-screen instructions.

Where do I get help or more information?

Log in to mycslink.org, then go to Frequently Asked Questions. If you have further questions, call 1-800-CEDARS-1. My CS-Link is not intended for use during medical emergencies.

If you’re experiencing a medical emergency, call 911.



The Cedars-Sinai mobile app is available for Apple and Android devices.



8700 Beverly Blvd.
Los Angeles, CA 90048
cedars-sinai.org

To schedule an appointment, call
1-800-CEDARS-1 (1-800-233-2771)
24 hours a day, seven days a week.



Your Secure Online Health Information

mycslink.org



What Is My CS-Link?

My CS-Link™ is a secure online tool from Cedars-Sinai that lets you take a more active role in managing your health on your computer, smartphone or tablet. My CS-Link connects you to your health information from the privacy of your home or office at any time, day or night. If your doctor uses My CS-Link, you can easily communicate with their office on any electronic device.

- **View test results**
Access your test results and view comments from your doctor.
- **Send a message**
Ask your doctor’s office a nonurgent medical question.
- **Renew medications**
View, learn more and request renewals.
- **Schedule an appointment**
Request or schedule an appointment online with your primary care doctor.
- **View past and future visits**
View upcoming appointments and details on past visits.
- **View your general health summary**
View your medical history—including your medical conditions, current medications, allergies, and immunization history—and information about preventive care.
- **View and pay bills**
Pay bills online and view past statements.
- **Request records**
Request copies of your medical records or download your records as a PDF file.
- **Share records**
Share your records with other organizations or providers.
- **Connect your wearable device**
Sync your data with Apple Health, Google Fit, Fitbit and Withings.

About My CS-Link

How does My CS-Link allow me to better manage and understand my health?

My CS-Link puts all of your health information in an online format that is easy to use. You can also get health reminders and communicate with your doctor’s office electronically.

Is my health information on My CS-Link secure?

We take great care to make sure your health information is kept private and secure. Access to your information is controlled through secure activation codes, personal IDs and passwords. You control your own password, and your account cannot be accessed without that password. We use the latest encryption technology, with no caching, to automatically encrypt your session on My CS-Link. Unlike regular email, all My CS-Link messaging is completed while you are securely logged on to our website.

How do I sign up?

There are several ways to sign up:

- Call 1-800-CEDARS-1.
- Visit mycslink.org, click “I need access for myself,” and follow the on-screen instructions. If the information you provide matches our records and your identity is verified with our third-party verification system, you will be able to create an account.
- Sign up during your next visit.

Who is eligible to join?

If you are a patient 18 years of age or older with a Cedars-Sinai medical record, you are eligible for an account. My CS-Link is also available to parents and legal guardians of children under the age of 12. When a child turns 12 years of age, the parents and legal guardians will no longer have access to the child’s My CS-Link record.

Virtual Visits for Easy Access to Care

With My CS-Link, you now have the convenience of on-demand virtual visits for nonurgent healthcare conditions. It’s easy to request a video visit with a Cedars-Sinai healthcare provider using the Cedars-Sinai mobile app.

With Video Visit Now, you can quickly and easily get the expert care you need from the comfort of your home or office.

To request a video visit, simply log in to My CS-Link on the mobile app. Tap the Video Visit Now icon on the Cedars-Sinai mobile app and follow the prompts. You will be seen by a member of the Cedars-Sinai healthcare team for a video chat about health conditions such as:

- Allergies
- Bug bites
- Colds and cough
- Diarrhea (loose stools)
- Dizziness
- Fever
- Flu (influenza)
- Medication questions
- Minor skin rashes or infection
- Pink or red eye
- Sinus infection
- Sore throat
- Vomiting and upset stomach
- Women’s bladder or urinary tract infection (UTI)