MyChart: Empowering Patients to Participate in the Care Process

As UR Medicine strives to deliver a brand of care that is truly patient- and family-centered, MyChart promises to be an incredibly important new tool. The technology grants you and all our patients an unprecedented degree of control over your own care experience – such as viewing past and future appointments, reviewing most test results, and securely exchanging online messages with your health care team.

MyChart works by giving our patients views to portions of their official medical record housed in eRecord, UR Medicine’s electronic health record system. While you will find this information very helpful in keeping track of your health information, MyChart does not include all of your medical information, and is not your legal medical record. If you would like a copy of your legal medical record, you will need to file a request for information with our Health Information Management department (see below).

In addition to this booklet, you can find answers to your Frequently Asked Questions on the MyChart login web page.

Important Resources

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<td><strong>MyChart Customer Service Center</strong></td>
<td>585-275-URMC (8762) or 1-888-661-6162, 8 a.m. to 5 p.m. Mon. – Fri.</td>
<td>• Lost or forgotten User ID or password&lt;br&gt;• Other issues with MyChart website</td>
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<td>You can also send a question online. (<a href="https://mychart.urmc.rochester.edu/mychart/publicforms.asp?mode=showForm&amp;formname=GetWebsiteHelpForm">https://mychart.urmc.rochester.edu/mychart/publicforms.asp?mode=showForm&amp;formname=GetWebsiteHelpForm</a>)</td>
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<td><strong>MyChart Website</strong></td>
<td>mychart.urmc.rochester.edu</td>
<td>• Online request form for MyChart activation code (only for patients 18+)&lt;br&gt;• Proxy request forms for adults and children&lt;br&gt;• FAQs</td>
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<td><strong>URMC Health Information Management (HIM) Department</strong></td>
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When you first login to MyChart, you will come to your personal landing page. You will know this is your page because your name will be in a tab to the right of your screen. If you have any questions about how to use MyChart, click the Help tab.

If new information is available in your MyChart (for example, a new test result has been posted, or there is a new message from your doctor or nurse), an alert will appear in the top box. Click on the alert to see your new information.

You can get a snapshot of your health by clicking on My Medical Record, and then click Health Summary. You’ll be able to see, on one screen, information from your medical record such as current health issues, allergies, medications, immunizations, medical and family history, and test results.
Current Health Issues

Health Issues are recurring, long-term health problems, such as high blood pressure or lower back pain. They are viewable in MyChart in two areas; both are listed under My Medical Record:

1. In your overall Health Summary.
2. Under Current Health Issues.

Your doctor has the option to not include all of your diagnoses in this section. If you believe an item is missing, or wish to make changes, you can request changes by clicking Current Health Issues. More information on how to request changes to your medical record through MyChart follows.
Patient Requests to Update Information

You can help keep your medical record updated through MyChart for allergies, medications, and current health issues. Click **My Medical Record**, then click the category you wish to update: Allergies, Medications, or Current Health Issues.

Important: After you have requested any update, MyChart will show the request as pending until it is reviewed by your doctor’s office at your next appointment.

**Allergies** – Click the minus sign (–) to delete an allergy or click the plus sign (+) to add an allergy. In both cases, you will be brought to a new screen to provide additional comments. When adding an allergy, you will be asked to search for the allergy; and once found, you will need to click **Accept**. This request is then sent directly to the appropriate area of your chart in eRecord for your doctor or nurse to review at your next visit.
Medications and Current Health Issues – You will follow a similar process as with allergies to update these sections.

To update medications, click the **view them or submit a request** link.

Click the minus sign (−) to delete a medication or click the plus sign (+) to add a medication. In both cases, you will be brought to a new screen to provide additional comments.
Patient Prescription Refill Requests

A patient can request a refill directly from MyChart by choosing **Messaging** and clicking **Request Rx Refill**.

1. From the Step 1 of 2 screen, select the medication for which you are requesting a refill by clicking the check box next to the medication. Comments can be added if desired.
2. Click **Continue**.
3. From the screen Step 2 of 2, if your preferred pharmacy is not listed, select Other (specify below) and enter the name of your pharmacy. If you would like to pick up your refill at your doctor’s office, choose Other (specify below) and type in your doctor’s office.

4. Click Submit Request to send to your health care team. Once received and approved, you will receive a MyChart message to alert you that your refill is ready to be picked up.

Patient Appointment Requests

Patients can request a new appointment through MyChart by clicking on Appointments, and then clicking Request an Appointment. This will display the screen where you can designate a doctor, type of visit, and desired timeframe. Click Send, and the request will be sent to your doctor’s office, who will confirm the appointment with you either by phone or through a MyChart message.
You can change an appointment only with those providers you are scheduled to see six months in the future, or whom you have visited in the past two years.

You also have the option to view upcoming appointments by clicking **Appointments** and then clicking **Upcoming Appointments**.

### Completing Questionnaires in MyChart

If your doctor’s office has requested that you complete a questionnaire before an upcoming appointment, it can be accessed from your Upcoming Appointments by clicking on the row of your appointment and then clicking on the name of the questionnaire in the Questionnaires section.

If you don’t have enough time to complete the questionnaire, you can click the Finish Later button at the bottom.
If you opt to finish the questionnaire later, you will receive a message indicating that your responses were saved but not submitted. They will be saved until the date you need to “submit your responses by.”

Viewing Information from Past Appointments

You can get details from your past appointments and emergency room visits by clicking Appointments and then clicking Past Appointments. Click on a row of one of the past appointments to view a summary of that visit.
A more comprehensive summary of your visit is available by clicking the floppy disc icon. This allows you to download a record of that visit.

You can also send a summary of your visit electronically to a non-UR Medicine provider by clicking the envelope icon.

You can view details from your inpatient stays by clicking Appointments and then clicking Hospital Admissions.

**Patient Cancellation Requests**

Patient appointments cannot be canceled from MyChart; your appointment must be canceled by calling your doctor’s office at the phone number provided.
Contact Your Doctor

You can send a non-urgent medical question to your doctor’s office by clicking Messaging and then clicking Contact My Doctor’s Office.

The names appearing in the “To the office of” drop-down box are providers with whom you have had an appointment in the past two years or a provider with whom you have an appointment within the next six months.

When you send a message, it will be read by the entire health care team at your doctor’s office. You should expect a response within two business days.

This is also where you will view messages coming from your doctor’s office. To read a message, click View My Inbox and click on the message.
Letters

You can retrieve any official letters from your doctor’s office (for example, Back to Work, Back to Gym, etc.) by clicking **Messaging** and then clicking **Letters**. Click on the row to read a letter.

![Screenshot of Letters section]

Labs and Tests Requested from your Provider

If your provider has requested that lab work or additional tests are necessary, you can find details about these by clicking **My Medical Record** and then clicking **Labs/Tests To Do**.

NOTE: if your labs/tests are completed at a non-UR Medicine lab, they will not show as completed on this list and will remain listed as expired.

![Screenshot of My Medical Record]

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14 MyChart Basics
Patient Test Results

You can view your test results by clicking My Medical Record, and then clicking Test Results.

If a yield sign ⚠️ is displayed on the results page, your doctor may have added comments.

▶ Since you are viewing the full, unedited results, some of the language may not be familiar to you and might even be confusing or concerning. Please discuss any questions raised by these results at your next visit.

Test Results Available in MyChart

You can see most tests from your inpatient stays (dated the end of November 2013 to the present) or emergency room visits at Strong Memorial or Highland Hospitals, as well as those tests completed by a UR Medicine lab. If you wish to see historical test results, you may need to contact your doctor to manually release those results. In an effort to get your test results to you as soon as possible, many test results are available in MyChart the morning after they are finalized. This means that sometimes you’ll see the results before your doctor; thank you in advance for your patience in allowing your physician time to communicate with you about your test results. See below for more details on test results in MyChart.

- Lab results and Imaging (excluding CT/MRI/PET/Ultrasounds): Automatically released to MyChart the morning after the result is finalized.
• **Pathology, Pap Smears, and Rest of Imaging (CT, MRI, PET scans, Ultrasounds):**
  Automatically released to MyChart 14 days after the result is finalized.

• **Life-altering Test Results:** Are blocked from appearing in MyChart:
  - Sexually Transmitted Diseases (Chlamydia, Gonorrhea, Herpes Simplex/HSV, RPR, Trichomonas, HPV)
  - HIV and HTLV
  - Pregnancy
  - Genetic Tests
  - Drug Screens
  - Hepatitis B & C
Family & Friends Proxy Access

Patients can choose to let others view their MyChart account by appointing them as a PROXY. Because proxies are able to see all the information you can in your MyChart, be thoughtful about whom you select as a proxy.

A patient over age 18 can appoint any other adult as a proxy. For patients under age 18, proxy access is available for their parents or legal guardians. Limited proxy access (able to view small portions of medical record) can be requested by parents or legal guardians online at mychart.urmedicine.org (click Request Access for Myself & Others). Full proxy access is available, but adolescent patients must talk with their doctor’s office to begin the process. In all cases, a proxy permission form must be completed by the patient before proxy access can be granted. Patients over age 18 can obtain these forms through their doctor’s office or online at mychart.urmedicine.org.

Who Can View MyChart?

If you have proxy access to anyone’s MyChart account, you’ll see that person’s name in a tab to the right of your screen. Click on the tab to access an account.

You can see who is a proxy to your account by clicking Settings and then clicking Family & Friends.

Proxy request forms also are available from this page.

To personalize your MyChart, see the section entitled Personalize Your MyChart.

If your selected proxy is a patient at UR medicine, he/she will first need to establish a MyChart account before we can grant him/her access to your MyChart.
Deactivating Proxy Access

Patients over 18 control proxy access and can choose to start/stop proxy access at any time. From Settings, click Family & Friends. Under Who Can View My Record?, click the box next to the proxy name, and then click Revoke Access.

Proxy access is automatically shut off as children and teens age: the day before a child turns 12 and again when he/she turns 18. At that point, the teen must give permission to continue the proxy relationship. The patient’s health care team may also be involved in proxy access decisions. If you no longer see the name of the person under the Whose Records Can I View? heading, then you should talk with him/her to find out more information. If the name is listed there, and you are having difficulties connecting to his/her MyChart, please call our MyChart Customer Service Center, available 8 a.m. to 5 p.m. weekdays: 585-275-URMC (8762), 1-888-661-6162.
### Personalize Your MyChart

You can add photos and pick color schemes for your MyChart. To get into editing mode, either click the wrench at the right side of your screen, or click **Edit** from the **Family & Friends** page (under **Settings**).

#### Adding a Photo or Selecting a Color Scheme

If you see a photo in your MyChart, it was likely taken at your doctor's office. If you’d like to upload a different photo **to display in MyChart only**, first click the wrench or the **Edit** button. Then click the camera icon, and upload a new photo. Remember to click **Save**.

You can also select a background color or theme to display in MyChart from this page.
MyChart Central & Lucy

MyChart Central is where you can access your UR Medicine, along with your MyChart accounts from other hospitals throughout the country. Once you sign up for MyChart Central, you can quickly connect to all of your MyCharts – using one single login name and password – from www.MyChartCentral.com. Please note that an institution must turn on MyChart Central for you to access your MyChart through this method.

You can get more information and sign up for MyChart Central under My Medical Record, click Lucy and MyChart Central.

What is Lucy?

Once you sign up for MyChart Central, you’ll also have access to Lucy. Lucy is a personal health record where you can permanently store all your medical information from health care providers and institutions. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with UR Medicine and other hospitals where you receive care. If your insurance changes or you move away and need to leave your current organization, Lucy will follow you.
**Common Patient Questions**

If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record. Ask your healthcare provider to correct any inaccurate information at your next clinic visit. In addition, you have the ability to electronically request changes to your allergies, medications, or current health issues by clicking the green plus sign (+) or red minus sign (−) in these areas. Any changes you request will be reviewed and updated at your next in-person visit.

If I send a message to my healthcare provider, when can I expect a reply?

You will generally receive an answer within two business days. Please note that MyChart should not be used for urgent situations. Please contact your healthcare provider’s office if the situation requires immediate attention, or dial 911 if it is an emergency.

Can I ask questions regarding a family member from my MyChart account?

Yes, as long as you have been granted proxy access to his/her account, and ask the question in your proxy view. If you mistakenly ask a question about another individual from YOUR account, the information is placed in YOUR health record, which could potentially jeopardize medical care.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of medical information, each adult must establish his/her own MyChart account.

I forgot my Username and/or Password. What should I do?

Look for the **Forgot MyChart Username?** or **Forgot Password?** links right below the white boxes where you usually login, to reset your password online. If you are unable to complete the steps online, please call our MyChart Customer Service Center, available 8 a.m. to 5 p.m. weekdays: (585) 275-URMC (8762), 1 (888) 661-6162.

My activation code has expired/does not work. What should I do?

Contact our MyChart Customer Service Center for assistance: 8 a.m. to 5 p.m. weekdays: (585) 275-URMC (8762), or 1 (888) 661-6162. After we verify your information, a new code will be sent via U.S. Postal Mail. Privacy issues prevent us from emailing a new access code to you.

Where can I update my password and email address?

Log into MyChart, click **Settings** and select the appropriate option.
Common Patient Questions

How is MyChart secure?
We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your MyChart session. Unlike conventional email, all MyChart messaging is done while you are securely logged on to our website.

What is your Privacy Policy?
MyChart is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given your health records and will never be sold or leased by URMC.

I was logged out of MyChart. What happened?
We aim to protect your privacy and security of your information. While logged into MyChart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

What type of computer do I need to use MyChart?
You can access MyChart from any computer connected to the Internet and an up-to-date browser (such as Internet Explorer, Google Chrome, or Mozilla Firefox).

You can also view MyChart from your iPhone or Droid phones. Go to Apple® App Store or the Android™ Market to download your MyChart Mobile App.

Is my access code my user ID?
No, your access code is not your MyChart ID or password. You will use this code only once to log into MyChart for the first time. (The code will expire after you have used it or after 120 days). When you log into MyChart the first time, you will be asked to create your own unique MyChart ID and password.