

MyChart



Patient Instructions

February 2015
Patient Handbook

Important Information

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

Resource	Contact Info.	Usage:
MyChart Customer Service Center	585-275-URMC (8762) <u>or</u> 1-888-661-6162, 8 a.m. to 5 p.m. Mon. – Fri. <i>You can also send a question online.</i> (https://mychart.urmc.rochester.edu/mychart/publicforms.asp?mode=showForm&formname=GetWebsiteHelpForm)	<ul style="list-style-type: none">• Lost or forgotten User ID or password• Other issues with MyChart website
MyChart Website	mychart.urmc.rochester.edu	<ul style="list-style-type: none">• Online request form for MyChart activation code (<i>only for patients 18+</i>)• Proxy request forms for adults and children• FAQs
URMC Health Information Management (HIM) Department	585-275-2605	<ul style="list-style-type: none">• Request your legal medical record

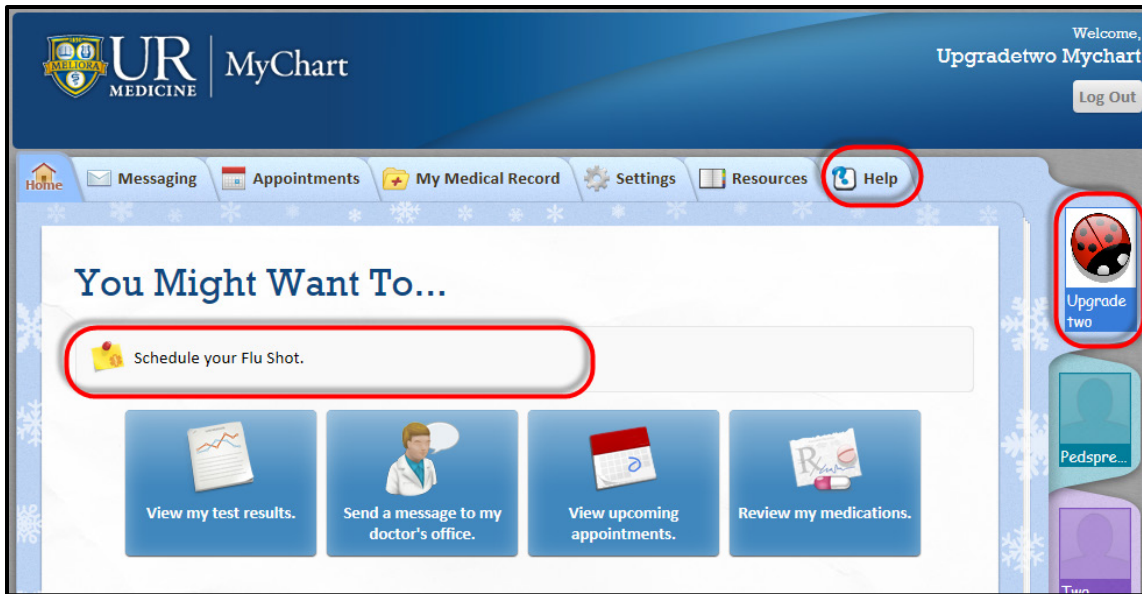
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MyChart Basics

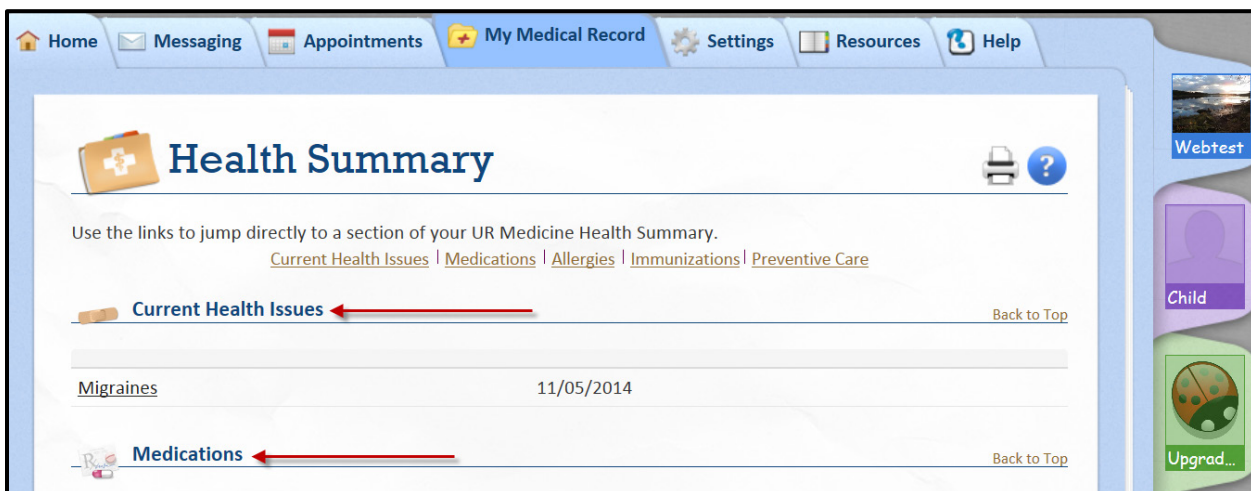
MyChart Basics

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.



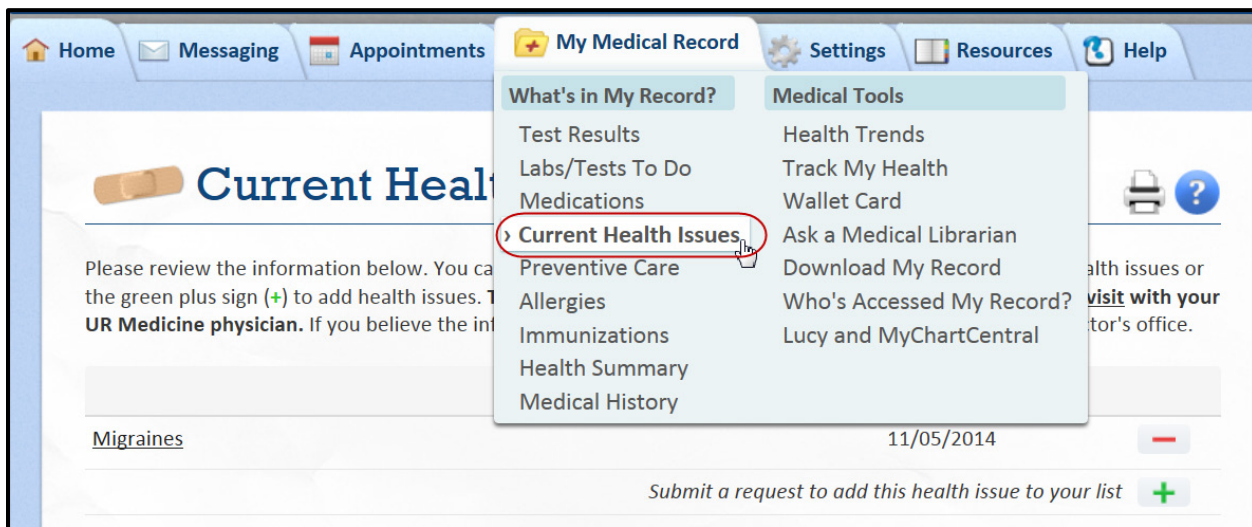
MyChart Basics

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.



MyChart Basics

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.

The screenshot shows the MyChart interface with the 'Allergies' page selected. The navigation menu is open, highlighting 'Allergies'. The main content area shows a list of allergies with minus and plus signs for editing.

Your Allergies on File	
Iodine	Itching, Rash
Submit a request to add this allergen to your list	

Allergies You've Asked to be Added	
Pollen Extract	Hives

This close-up view shows the 'Allergies You've Asked to be Added' section, which is highlighted with a red box. It lists 'Pollen Extract' with the symptom 'Hives' and a minus sign for deletion.

Allergies You've Asked to be Added	
Pollen Extract	Hives

MyChart Basics

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.

Home Messaging Appointments My Medical Record Settings Resources Help

Medications

Do you need a refill? [Click here to request a refill.](#)

You have pending changes to this list. You may want to [view them or submit a request](#) to add/remove additional medications from your record.

Rx pseudoephedrine-naproxen 120-220 MG tablet
Commonly known as: ALEVE-D

[About This Medication](#)

Instructions: Take 1 tablet by mouth every 12 hours as needed for headaches

Prescribed by [Physician Family Medicine, MD](#) on 12/4/2014
Prescribed quantity: 30 tablets

[Request a refill](#)

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.

Home Messaging Appointments My Medical Record Settings Resources Help

Current Health Issues

Please review the information below. You can request updates by using the red minus sign (-) to remove health issues or the green plus sign (+) to add health issues. **These changes may not be updated until you have an in-person visit with your UR Medicine physician.** If you believe the information needs to be changed immediately, please call your doctor's office.

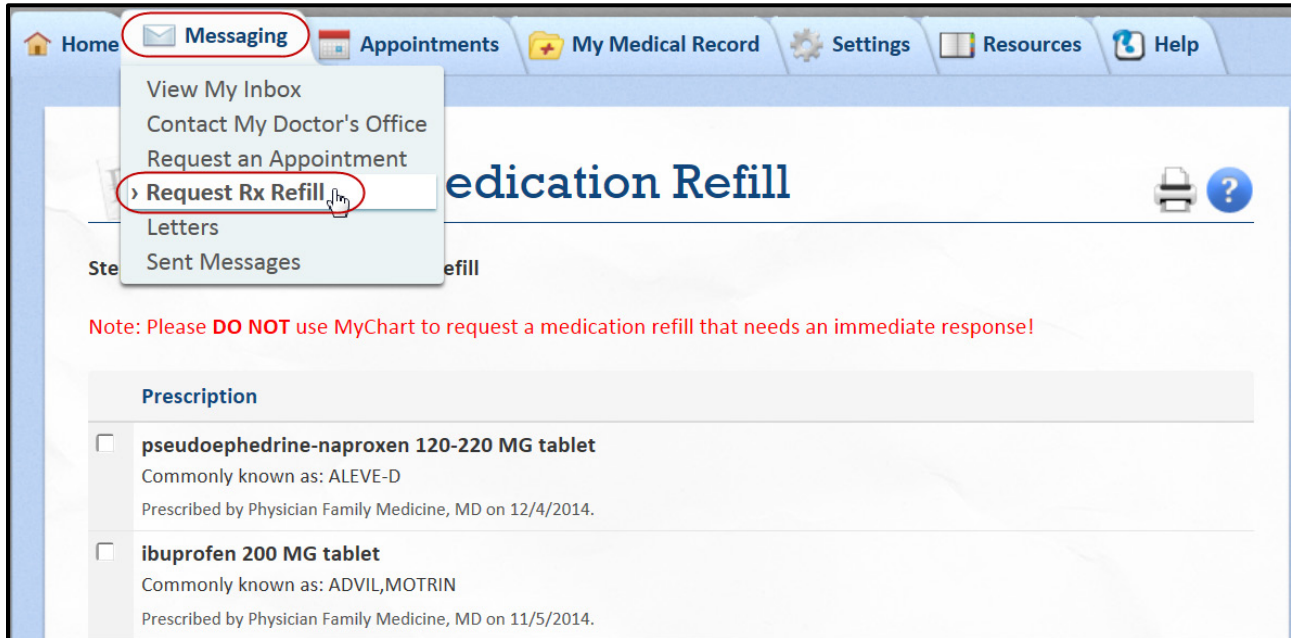
Migraines	11/05/2014	-	+
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[Submit a request to add this health issue to your list](#)

MyChart Basics

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**.



MyChart Basics

- 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.
- 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.

Request Rx Refill

Step 2 of 2: Enter pharmacy information

Please specify where you would like to pick up the refills, and the date and time you will pick them up.

Please Note: You may see a drop down list of pharmacies. If you do not see your pharmacy on the list, choose "Other (specify below)," and type in the name/location of your pharmacy. If you would like to pick your refill up at your doctor's office, choose "Other (specify below)," and type in your doctor's office. **If you do not see a drop down**, please enter the pharmacy location or doctor's office in the "Pharmacy" box below.

Prescriptions: **ibuprofen 200 MG tablet**
Commonly known as: ADVIL, MOTRIN

Pickup Pharmacy/Location: WEGMANS LATTA ROAD PHARMACY #064 - ROCHESTER, NY - 3177 LATTA RD.
(Please select a pharmacy)
STRONG MEMORIAL EMPLOYEE PHARMACY - ROCHESTER, NY - 601 ELMWOOD AVE **please list**
WEGMANS LATTA ROAD PHARMACY #064 - ROCHESTER, NY - 3177 LATTA RD.
Other (specify below) **3**

Pharmacy hours: Not Available

< Back **Submit Request** **4**

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.

Home Messaging **Appointments** My Medical Record Settings Resources Help

Future Appointments
Upcoming Appointments
Request an Appointment
Appointment/Visit History
Past Appointments
Hospital Admissions
Emergency Visits

To schedule an appointment, please call your doctor's office.
You should receive a response within two business days.

From: Webtest Mychart [<E2055284>]

Want to see: Steele, Brian, DO -PCP-
Would see: Only the person I've selected
Reason for visit: New Problem Visit
Preferred dates: From: 1/29/2015 To:
Preferred times: Monday Tuesday Wednesday Thursday Friday

MyChart Basics

- ▶ 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.

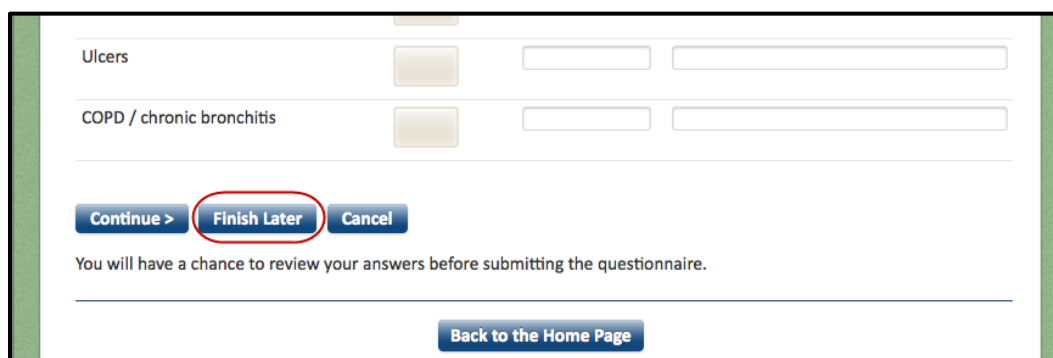


The screenshot shows the 'Appointment Details' page. At the top, there is a calendar icon and a printer icon. The title 'Appointment Details' is in blue. Below the title is a section for 'General Information' with the following details: What: OFFICE VISIT with [Physician Family Medicine, MD](#); When: Friday January 30, 2015 4:00 PM (15 minutes); Where: University Dermatology Associates, 400 Red Creek Dr, Ste 200, Rochester NY 14623, with a [Driving Directions](#) link; Phone: 585-487-1400. Below this is a section titled 'Complete These Steps Before Your Appointment' with instructions to complete medical history forms. A table below lists questionnaires:

Questionnaire	Status
<input type="radio"/> Dermatology Patient History	Not Started

Below the table is a 'Cancellation' section.

If you don't have enough time to complete the questionnaire, you can click the Finish Later button at the bottom.



The screenshot shows the bottom of a questionnaire form. It has two rows of questions: 'Ulcers' and 'COPD / chronic bronchitis', each with a dropdown menu and two text input fields. At the bottom, there are three buttons: 'Continue >', 'Finish Later' (circled in red), and 'Cancel'. Below the buttons is a message: 'You will have a chance to review your answers before submitting the questionnaire.' At the very bottom is a 'Back to the Home Page' button.

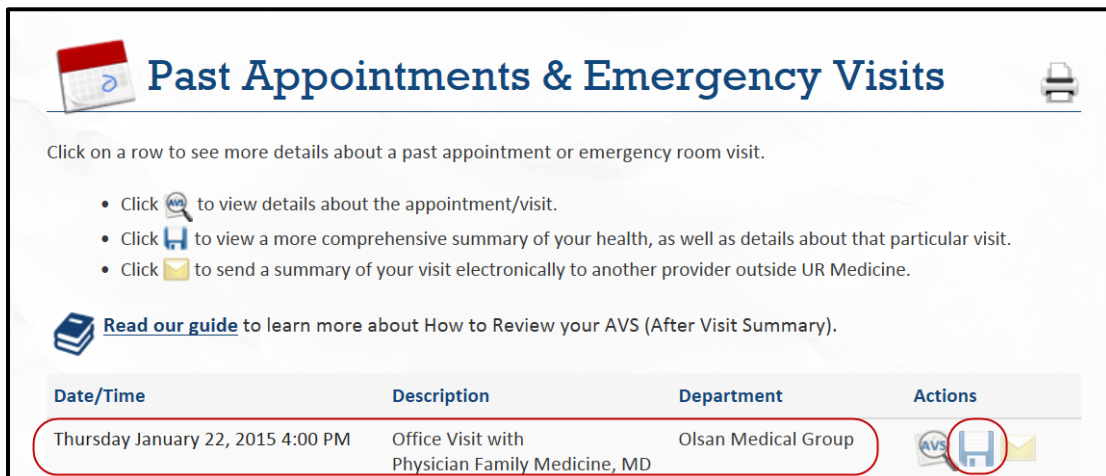
MyChart Basics

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.



MyChart Basics

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.

Download a Record of Your Visit

Download a record of your visit with us on 01/22/2015. It will contain your current allergies, medications, and health issues as well as more information regarding your past visit. [Preview your summary now.](#)

Visit Summary
Conveniently share your health information with anyone, including your family and your healthcare provider.

Visit Summary
with Password Protection

Download

Back to the Past Appointments List

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

Actions

Upgrad...

Click to send a summary of this visit to another provider

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.

Cancellation

Please be courteous to our staff and to other patients: if you must cancel an appointment, please do so as far in advance as possible.

This appointment cannot be canceled online. To cancel, please call 585-487-1400.

MyChart Basics

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.

Contact My Doctor's Office ?

Call your doctor's office if you have active symptoms or problems that need an immediate response!

Tips for Successful Messaging

1. **Don't send a message for emergencies** or issues that need to be reacted to immediately.
2. **Expect a response within 2 business days.** All messages are read by your health care team at your doctor's office, and they may need time to research before replying. If you don't hear back within this time frame, call the office.
3. **Keep Messages Short.** Be specific, concise, and focus on one topic per message. Chances are, if you can't fit your question into one short paragraph, you probably need to schedule an appointment. **Remember, you can only enter 1000 characters (including spaces).** A character count can be found below the message box.

FAQ: [I can't see my doctor to send a message to. What should I do?](#)

From: Webtest Mychart [E2055284]

To the office of: Steele, Brian, DO -PCP- [View List](#)

Subject: Non-Urgent Medical Question [View List](#)

► **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.

Home Messaging Appointments My Medical Record Settings Resources Help

View My Inbox
Contact My Doctor's Office
Request an Appointment
Request Rx Refill
Letters
Sent Messages

Click on any row to read the message

Messages per page: 10

Subject	From	Received
<input type="checkbox"/> Thank you	Physician Family Medicine, MD, UR Medicine	12/10/2014 9:27 AM
<input type="checkbox"/> You have an Upcoming Appointment	UR Medicine	12/04/2014 8:13 AM
<input type="checkbox"/> Follow-Up Instructions	Physician Family Medicine, MD, UR Medicine	11/19/2014 2:50 PM
<input type="checkbox"/> Welcome!	UR Medicine	11/05/2014 1:33 PM

Delete Mark as Read Select messages to modify.

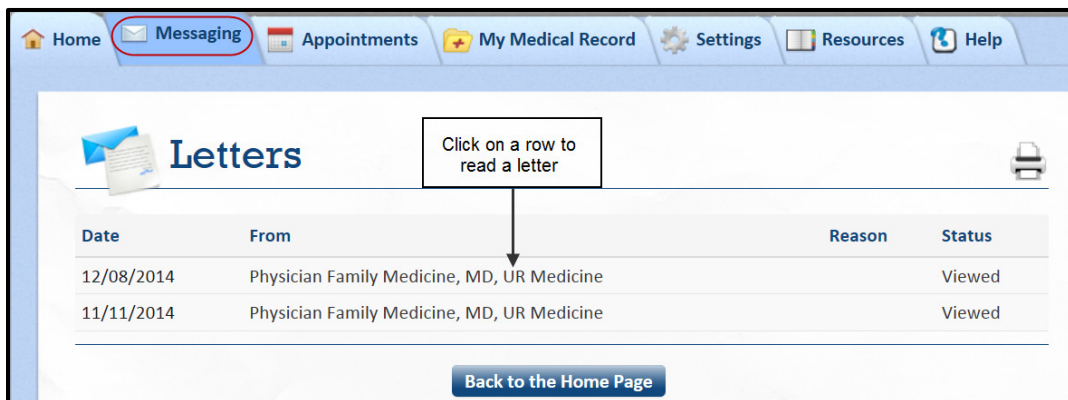
Messages 1 - 4 of 4

First Prev Page: 1 Next Last

MyChart Basics

Letters

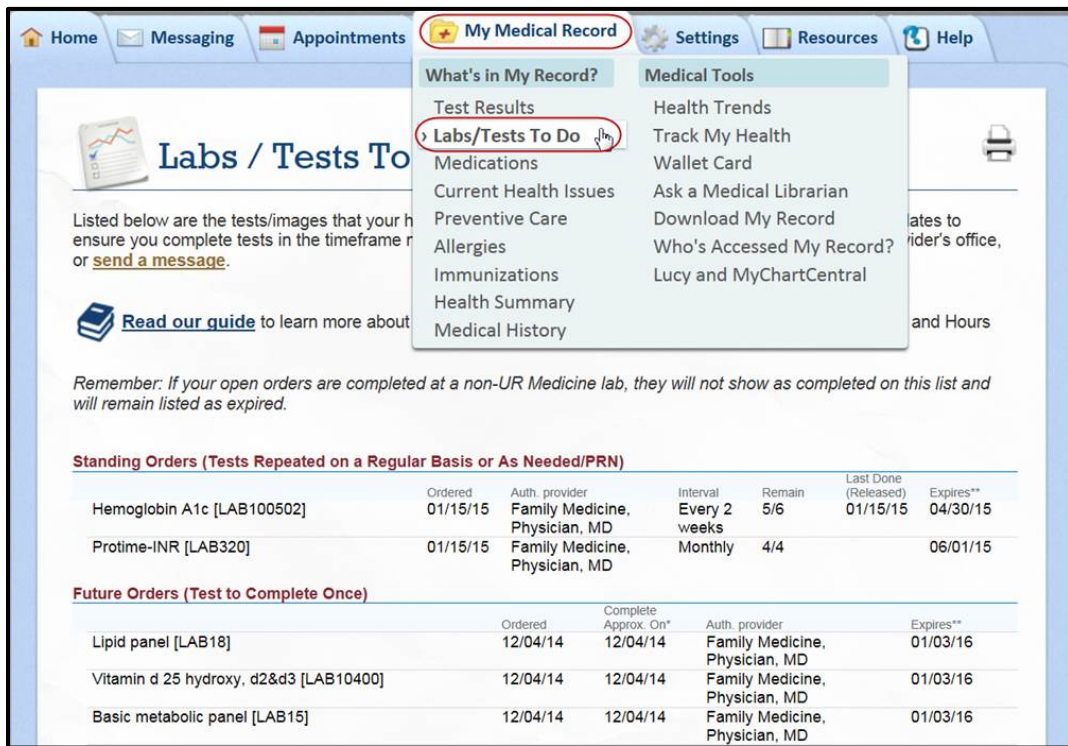
You can retrieve any official letters from your doctor's office (for example, Back to Work, Back to Gym, etc.) by clicking **Messaging** and then clicking **Letters**. Click on the row to read a letter.



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.




MyChart Basics

Patient Test Results

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

The screenshot shows the MyChart interface. At the top, there are navigation tabs: Home, Messaging, Appointments, My Medical Record, Settings, Resources, and Help. The 'My Medical Record' tab is active, and a dropdown menu is open, showing 'What's in My Record?' and 'Medical Tools'. Under 'What's in My Record?', 'Test Results' is highlighted with a red circle and a mouse cursor. Other items in the menu include Labs/Tests To Do, Medications, Current Health Issues, Preventive Care, Allergies, Immunizations, Health Summary, and Medical History. The 'Medical Tools' section includes Health Trends, Track My Health, Wallet Card, Ask a Medical Librarian, Download My Record, Who's Accessed My Record?, and Lucy and MyChartCentral. Below the menu, the 'Test Results' page is visible. It has a search bar, a table of test results, and a 'Back to the Home Page' button. A callout box points to the first row of the table with the text 'Click on a row to view test results'. The table has columns for Date, Name of Test, Physician, and Result. The first row shows a test on 12/04/2014 for 'CHOLESTEROL TOTAL' by 'Physician Family Medicine, MD' with a 'Final result'. The second row shows a test on 11/05/2014 for 'CBC' by 'Physician Family Medicine, MD' with a 'Final result'. There are also navigation arrows and a page number '1' at the bottom of the table.

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.

MyChart Basics

- **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

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**.

Do you see a photo? This was likely taken at your doctor's office. If you'd like to upload a different photo to display in MyChart only, click the Edit button below, and then click on the camera icon. Once you've uploaded a new photo, remember to click Save.

Whose Records Can I View?

You may have permission to view others' MyChart account (proxy access). If so, their name is listed below.

Are you a parent or guardian? [Request access to a minor's record.](#)

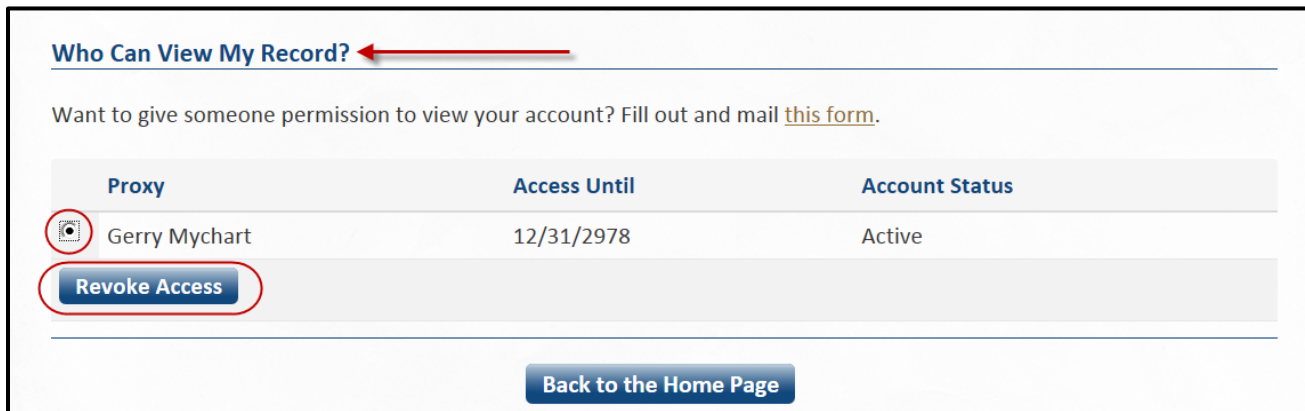
Photo	Account Name	Nickname	Access Until
	Webtest Mychart	Webtest	This is your own MyChart account.

► **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.**

Family & Friends Proxy Access


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**.



Who Can View My Record? ←

Want to give someone permission to view your account? Fill out and mail [this form](#).

Proxy	Access Until	Account Status
 Gerry Mychart	12/31/2978	Active

[Revoke Access](#)

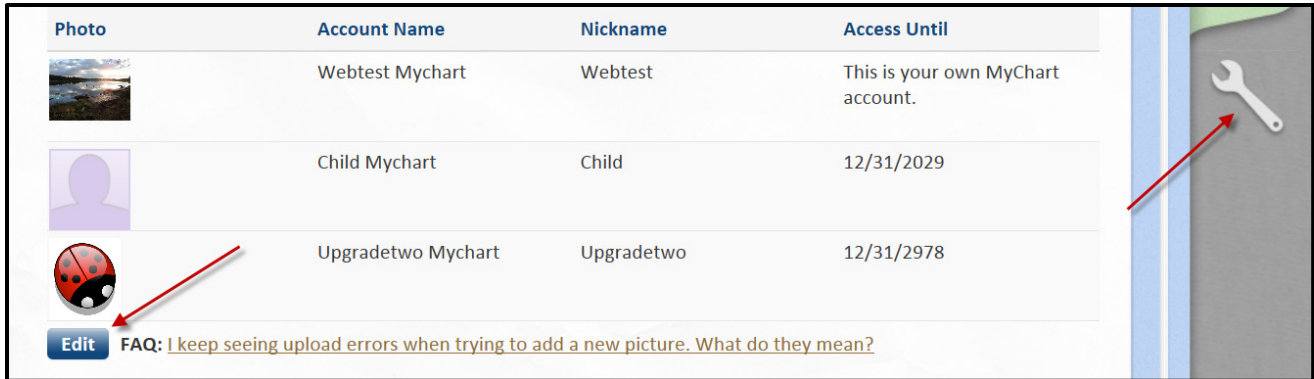
[Back to the Home Page](#)

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

Personalize Your MyChart

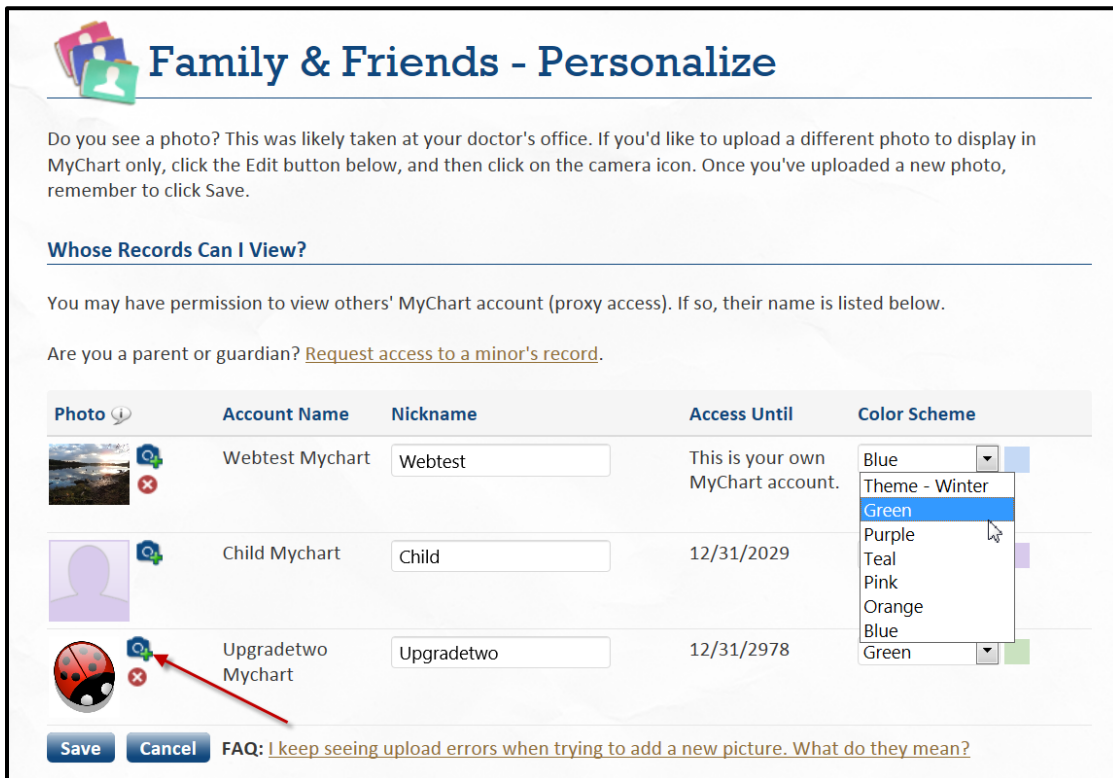
You can add photos and pick color schemes for your MyChart. To get into editing mode, either click the wrench at the right side of your screen, or click **Edit** from the **Family & Friends** page (under **Settings**).



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 & 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

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.

Notes:

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This guide is based on Epic 2014.

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