MyChart

MyChartCentral and Lucy

What is MyChartCentral?

MyChartCentral is a hub from which you can access your URMC MyChart, along with your MyChart accounts from other institutions around us (for example, Buffalo Medical Group) or from institutions nationwide. Once you sign up for MyChart Central, you can quickly connect to all of your MyCharts -- using one single login name and password -- from your URMC MyChart landing page or from www.MyChartCentral.com. Please note that an institution must turn on MyChart Central for you to access your MyChart through this method.

What is Lucy?

Lucy is a personal health record where you can permanently organize all your medical information. 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 URMC and other organizations where you receive care. If your insurance changes or you move away and need to leave your current organization, Lucy will follow you.

MyChartCentral and Lucy in Action…

Meet Sam. Sam normally receives care at a URMC outpatient clinic but was recently seen at Buffalo Medical Group. Both organizations offer MyChart, and Sam has an account from each of them. He must go to each organization's Web site to log in and remember a different username and password for each account.

Sam sees that both organizations now offer MyChart Central. He signs up for MyChart Central. Now he can access both of his MyChart accounts from one website using a single username and password. MyChart Central also provides Sam with access to Lucy so he can keep track of all of his medical information in one place.

For example, through Lucy, Sam requests a copy of his medical record from both URMC and Buffalo Medical Group. He notices that URMC is missing information about a test he had done at BMG last week. He chooses to share his medical information from each organization with the other so that everyone providing his care has up-to-date information about his health history.

Sam also saves a copy of all of his medical information from Lucy on a thumb drive he carries with him. This way, he can give his information to any organization if he needs care while on vacation or in an emergency.

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Frequently Asked Questions

Are MyChartCentral and Lucy secure?

Like your MyChart accounts, MyChartCentral and Lucy are password-protected and delivered via an encrypted connection to keep your health information safe from unauthorized users.

Why isn't my health information the same at all of my healthcare organizations?

The information that each of your healthcare organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What if I don't have multiple MyChart accounts?

Even if you have only one MyChart account, you can still use Lucy as your personal health record. MyChartCentral can provide access to your one MyChart account and Lucy with a single username and password.

Can I view my family members' charts in MyChartCentral?

Proxy access is not currently supported for MyChartCentral and Lucy.

What should I do if the information I see in MyChart or Lucy is wrong?

If information in your URMC MyChart account or Lucy is wrong, you can call your doctor's office, or request changes through MyChart. If information from another healthcare organization is wrong, contact that organization to make sure your information is corrected. After the information looks right in MyChart, you can get an updated copy in Lucy by requesting your chart again.

Sign Up for MyChartCentral and Lucy

Follow these steps to sign up for MyChartCentral and Lucy:

1. Log into your URMC MyChart account.

2. Under My Linked Records in the menu on the left, click Learn More.

3. Follow the instructions on the screen, and then click Link My Healthcare Record to MyChartCentral.

4. On the MyChartCentral page, click Create a new Account.

5. Complete the steps on the screens that follow.

6. Check your e-mail for an activation message, and follow the activation link to get started!

After you've signed up, you can access MyChartCentral by going to www.mychartcentral.com or from https://mychart.urmc.rochester.edu.