Q. What is myChart?

A. myChart is an easy-to-use *secure* website that gives you access to your health information. With myChart, you can view your medications, test results, health summary and immunizations, as well as access other services such as requesting prescription renewals and communicating with your care team.

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Q. Is there a fee to use myChart?

A. No. myChart is a free service offered by UMass Memorial Health Care (UMMHC) to patients, as well as their designated myChart proxy whom they wish to share their information with.

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Q. What do I need to use myChart?

A. You will need access to the Internet, via either a computer, laptop or a mobile device like a tablet or smart-phone, as well as an up-to-date browser (such as Internet Explorer, Chrome or Safari). You will also need to create a secure username and password and provide an email address for receiving notifications.

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Q. Who else can see my myChart information?

A. No one else can access your myChart account. However, your provider and care team can see your health information through the electronic medical record maintained at the clinic and/or hospital so that they can care for you. Other people will not be able to see your myChart information unless you give them permission.

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Q. Is my information in myChart secure?

A. Yes. myChart is secure, which means your information is safe and protected. We follow strict federal and state confidentiality laws and have the highest security measures in place to protect the privacy of your information. Access to information is controlled with usernames and passwords. Unlike conventional email, all myChart messaging is done while you are securely signed into the myChart website.

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Q. Is myChart offered at all UMass Memorial Health Care locations?

A. Yes. All UMass Memorial hospitals and clinics offer myChart. With one myChart account, you can view information from any UMass Memorial location in one record/location.

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Q. Who can sign up for myChart?

A. You must be a UMass Memorial Health Care patient and at least 16 years old to sign up for a myChart account.

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Q. How do I sign up for myChart?

A. As part of your visit to a UMMHC clinic/department, an activation code will print on your After Visit Summary (AVS). This code can then be used to sign up when you return home.

OR

You can contact your provider's office or 855-UMASS-MD and they can email you an activation code.

OR

If you have a smartphone, at your next office visit, ask your provider's office to send you an **Instant Activation** email. Upon receipt, you can create your username, password all while sitting in the waiting room. You can then download the mobile application and begin reaping the benefits of direct access to your electronic medical record. (see instructions to download later in this document)

There is 30 minute limit on this instant activation, else it turns to the standard email process with a 14 day expiration.

OR

You can also go directly to the myChart website at myChart.umassmemorial.org to sign up. We use a secure, 3rd party identification tool for self-signup. You must answer unique identifying questions about yourself, as well as match name, date of birth and other fields that we have on record for you.

Q. I have an activation code from my provider's office, but it's not working?

A. For your security, activation codes are only valid for 14 days. You can sign up at your next provider's office visit or contact your provider's office and ask them to email you a new activation code. You can also call 855-UMASS-MD to request an activation code be emailed.

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Q. Can my spouse and I share one myChart account?

A. No. Due to the sensitive nature of the information, each adult must establish their own myChart account with a unique username, password and email address.

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Q. Can I share an email address with a family member (for myChart account)?

A. Although this is technically possible, we do NOT recommend using the same email address. Due to the sensitive nature of the information and potential confusion with email notifications, each adult should establish their own myChart account with a unique user name, password **and** email address.

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Q. Can I send a message to my provider through myChart?

A. Yes. Messages will be sent to clinical support staff at your provider's office who will answer your question or share with/send to your provider for response.   Available providers are those listed on your care team with whom you have had an appointment with since October 1, 2017. Your provider is always available to message to, provided s/he is a UMMHC provider. You should expect a response within 2 business days – if that is not acceptable, then please call your provider's office instead of sending a message.

Please note that myChart should NOT be used for emergency situations. Please call 911 if you have an emergency.

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Q. Can I attach a picture to a message to my provider through myChart?

A. Yes. When sending a message to your provider's office, you can attach an image. This image WILL be added to your electronic medical record, so it should only be related to the clinical question that you are asking. There is a maximum size of 5 MB, and a maximum of 3 images - so there are limitations.

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Q. Can I print information from myChart?

A. Yes. You can print information in an easy-to-read format by clicking the printer icon. This icon is located at the top right-hand corner of the pages that contain health information. This makes it easy to share health information with a non-UMass Memorial provider, an employer or school. You can also download the information by selecting the "Download My Record" option on the Medical Records tab.

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Q. How can I request a printed copy of my health record?

A. There is a lot information that can be printed and/or downloaded from your myChart record. However, if you would like to request a copy of your formal record, you should contact the Health Information Management department of the hospital, from which you received care. We hope to add the ability to request a copy of your full medical record via myChart in the near future. In the interim, you could also ask your provider's office to request a copy of your records on your behalf.

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Q. When can I see my test results in myChart?

A. Your test results are released to your myChart account within three (3) to ten (10) business days depending upon the type of test. Additionally, your provider may review and release a test result sooner in some cases.

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Q. Will I be able to see all of my test results in myChart?

A. Yes. Although, your provider may not immediately release test results if he/she would like to speak with you first.

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Q. What if I see something (result, appointment, medication) in myChart that I don't believe is mine?

A. myChart is a window into your UMMHC chart/record is it not a separate location of data. If you have questions or concerns about the information in your myChart account, please contact your provider. Only your provider can authorize changes to your medical information.

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Q. Can I schedule an appointment using myChart?

A. Yes. We have turned on the ability to schedule an appointment for selected providers/practices. We have over 200 providers and continue to add more each month. If your provider has been added to online scheduling, you can book an appointment with your primary care provider or any provider with whom you've had an appointment since October 1, 2017.   You will NOT be able to book with a new provider to you. To Schedule an appointment with a new provider, visit www.umassmemorialhealthcare.org and select either FIND A DOCTOR, MAKE AN APPOINTMENT or BOOK NOW. You can also get on a wait list for an earlier appointment by selecting an option called FAST PASS when booking an appointment.

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Q. Can I cancel an appointment using myChart?

A. Yes. You can cancel or reschedule most appointments using myChart up to the time of your appointment. You can also view future and past appointments. In some cases, you may see a message indicating that your department/clinic also requires a call to cancel the appointment. If you cannot see the option to cancel, that is because the department requested that cancellations need to be done by calling them.

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Q. Where can I update my personal information (e.g., home address, email or change my password)?
A. You can update your information by signing into myChart. Go to the Preferences tab and select the appropriate option.

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Q. Can I add clinical information/history to my myChart record?
A.   Yes – during an appointment eCheckin, you can update information such as your address, billing information, medication, current health issues and allergies. However, this information is reviewed by a UMass Memorial Health Care staff member who does the actual update.   This updated may not be visible to you in myChart as it will be reviewed with you by your provider at your next visit.If you want to add information about your health care that took place someplace other than UMass Memorial Health Care, you can setup a Personal Health Record in myChart. This feature allows you to keep your own permanent record of your healthcare. From within your myChart record, select Personal Health Record (aka Lucy) option from the Health tab for more information on how to proceed.

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Q. Can I add my own picture or pictures of my family members on the proxy tabs?

A. No, but this feature maybe be available in the future. For now, if you see a picture on any of the tabs it is coming from a picture taken during one of your/your proxy's UMass Memorial Health Care visits.

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Q. Can I pay my bill online?

A. Yes, you may pay your bill (or you child's bill) online via myChart. Sign on to myChart and select the notification in the center of the page under "You might Want to…", which alerts you to an outstanding bill OR go to the Billing tab, select the Billing Account Summary and look for the green PAY button.

Be sure to access your own chart and not your child's when you are a proxy wanting to pay their bill. Please note if you are not the guarantor, you may not be able to pay your child's bill.

The PAY AS GUEST feature is coming later in 2019.

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Q. Can I attach my insurance card to my account for staff to see?

A. Yes, during eCheckin for an upcoming appointment you can attach a copy of your insurance card.
   i)   If you have the mobile app for your health insurance which provides electronic versions of your insurance card you can now upload that to your myChart account in preparation for your upcoming appointment insurance.
   ii) If you don't use the mobile app, you can scan your insurance card and attach it to your account using the web application as well. Either way, you can save yourself time for an upcoming appointment by provider UMMHC with an electronic version of your insurance information.

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Q. Can I be texted with reminders instead of getting emails?

A. No, the texting feature is currently not available. However, we do now provide PUSH notifications. This feature is enabled from the UMMHC myChart. If you do NOT want push notification from myChart, disable them via Setting on your personal phone.

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Q. I forgot my myChart password. What should I do?

A. Click the "Forgot Password" link on the UMass Memorial Healthcare myChart sign in page to reset your password online. You will be asked to provide your username and Date of Birth.. You will then receive an email with a code that you can then enter and be able to create a new password.

You can also contact our myChartSupport Line at 1-855-UMASS-MD (1-855-862-7763) for assistance.

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Q. I was signed out of myChart, what happened?

A. Protecting the privacy and security of your information is very important to us. You will automatically be signed out of myChart if your activity remains idle for 15 minutes or more (activity is typically considered keystrokes on a keyboard or any navigation on a mobile device). We recommend that you sign out of your myChart session if you need to leave your computer/mobile device for even a short period of time.

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Q. Can I get access to another person's information via myChart?

A. Yes. This is called myChart Proxy access and allows a parent, legal guardian, or other adult to sign into their personal myChart account to view information regarding their family member or other requested patient.

The designee must create a myChart account to view the patient's record. What information can be seen depends upon the age of the patient and the level of access you have been granted. If you have any questions about what you can/cannot see, speak to a member of your care team at your provider's office.

To request access, complete the appropriate **Authorization to Access a myChart Record** form available at myChart.umassmemorial.org and return it to the patient's provider's office. There is an Adult to Adult and an Adult to Child form, depending on the access needed. The form may also be completed while at the provider's office.

Proxy Guidelines, as well as the TWO Forms; Adult-Adult and Adult-Child can be found at myChart.umassmemorial.org. The patient can complete the form (including signature) and bring to their next visit with their provider (or drop off at their provider's office). They can also get the form from their provider office.

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Q. I can no longer see my child's health information in myChart?

A. myChart access changes for the parent (proxy) accessing their child's information as the child gets older. When a child turns age 13, the level of access for what the parent can see is reduced.

When the child turns 18, the parent (proxy) will no longer have access to the child's myChart account. If the adult child (older than age18) would like the parent to have access or if a child age13-18 would like their parent to have full access, the child patient can contact the child's provider's office to re-establish access.

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Q. The myChart mobile application won't let me in, after I signed up on my laptop (computer)?

A. After setting up your account from your laptop or computer, if you are unable to sign on to the mobile application this could be because you selected the wrong organization during the download process. Click the top right for options and select "Manage Providers". Make sure you select UMass Memorial Health Care.

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Q. How do I get the myChart mobile application on my phone?

A. After setting up your account from a laptop or a computer, you can then download the myChart application from the iTunes or Android Play store.

From the iTunes of the Play store, enter mychart in the search field. Find and select the mychart entry with the following icon.

Open the newly loaded MyChart application and read/accept the Epic terms. When prompted to allow the application to access your location, select YES so that you can see all of the Epic Healthcare organizations near you (else you will have to search through all 50 states). Find and select the UMass Memorial Health Care logo

and you are now ready to sign in and begin using your myChart mobile application.

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Q. I have a myChart account from another hospital, can I link the accounts in any way?

A. Yes, Visits Summaries from other organizations may appear in VISIT SUMMARY alongside your UMMHC visits. You will be prompted with a new linking screen when signing into myChart. This will display other organizations where you have been and to which UMMHC has created a link.
Only visits which have been reviewed by a UMMHC provider and incorporated into your UMMHC record will display.
Feel free to speak with your UMMHC provider at your next visit to establish links to your visits at other organizations not currently linked. And, you don't even have to have setup a myChart account at the other organization.
NOTE: Not all Epic organizations are at the same version and might not have all the same features and functionality.

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Q. I use Apple Health, does myChart communicate with the application at all?

A. Yes, you can have your health record saved locally on your iPhone and available to be shared with providers, family members, etc. using Apple's HealthKit. This initial setup is done via your Apple HealthKit application. You can see your linked Apple 'device' via the Profile tab, under linked devices.
Please note that once your personal health data is downloaded to your personal phone, the data can no longer be protected by HIPAA and can be subject to the terms of your service agreement with Apple.
In the future, we will be looking into bringing your Apple HealthKit data (such as Fitbit, Withings, etc) into your UMMHC Epic record.

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Q. How can I make it easier for my providers at non-UMMHC facilities to be able to access my UMMHC information?

A. When you seek care at outside organizations, they provider may be able to query UMMHC for your information in order to better care for you. The provider querying will have to gain your consent and you must be present to authorize. If you would like a smoother process, you can proactively grant the consent from your myChart account.

In the Account Settings under the PROFILE tab, select Authorize Sharing. We recommend authorizing all as the organization can NOT query unless you are there receiving care.

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Q. Who do I contact if I have further questions?

A. You can email us at myChartSupport@umassmemorial.org or you call our myChart Support Line at 855-UMASS-MD (855-862-7763), hours are Monday through Friday from 7 am to 8 pm.

You can always speak to your provider or any member of your care team at your provider's office.

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