

Thank you for enrolling in myChart – UMass Memorial Health Care's (UMMHC) patient website. While our myChart offers tremendous benefits to help manage your health, we continue to make improvements and will provide periodic updates to you via this notice. Below are the highlights of our **July 10th** upgrade, but please reference the USER GUIDES located under the **RESOURCES** tab in the web application for more detail.

❖ **Release of 'normal' Laboratory Results**

In our effort to continually improve your satisfaction, we will now release Laboratory results which are considered normal sooner. Results will be available to you daily at approx. 7am, so in most cases the morning after your visit to the lab for collection. However, if one test results in a group of tests like a CBC (complete blood count) is abnormal, the entire group's results will still wait the 3 business days for release. We continue to work on additional improvements for the delivery of your test results to you.

❖ **Opt-In for Two-Factor Verification**

You can now enable an additional security feature for your myChart account. Previously, we added two-factor verification for the action of password reset, but we are now allowing it for all accesses to your myChart account. Please see page 41 in the **MyChart Patient User Guide**.

❖ **eCheck-In (pre-check for your appointment to save time)**

Starting 7 days before your appointment, you will be able to update your contact details, insurance – including the upload of your insurance card, allergies, medications, health issues and complete questionnaires. We've also added the ability to e-sign documents and authorize your co-pay. You will still have to present a valid government ID when announcing your arrival at the location. Please feel free to remind staff that you have performed this eCheck-In step and note that clinical information will not display to you in myChart until after your clinician has reconciled the updates. If you have clinical questions, please consult with your clinician when in the exam room at the visit. Please see page 16 in the **MyChart Patient User Guide**

❖ **Ability to update your personal information.**

If you have a preferred name other than your legal name, you can now update this via the myChart application under the PROFILE tab > PERSONAL INFORMATION. There are other fields available to you to update as well. Please see page 41 in the **MyChart Patient User Guide**.

❖ **Eyeglass and Contact Prescriptions for our Eye Center patients.**

If you have received a new prescription from a visit with our Eye Center, you can now find and reprint the prescription from myChart. This prescription can be found under the HEALTH tab, in the 3rd column.

❖ **Password Protection when Downloading your records**

There have been some problems experienced when trying to download your records. People are being asked to enter a password for the protected file. We have published a job aid to assist with this – please see the document under the RESOURCES tab.

The RESOURCES tab is not currently available in the mobile application

If you have any additional questions, please contact the UMass Memorial Health Care myChart Patient Support Line (open Monday through Friday, 7 am to 8 pm) at 855-UMASS-MD (855-862-7763) or email mychartsupport@umassmemorial.org.