

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 **October 10th** upgrade, but please reference the USER GUIDES located under the **RESOURCES** tab in the web application for more detail. *The RESOURCES tab is not currently available in the mobile application*

❖ **Release of Results**

You should notice a change in when test results are released to myChart. Most test results will become visible to you within 48 hours after they have been finalized. Tests that may be more sensitive in nature will be released 10 days after the results are finalized, to assure that your provider has more time to review the results and contact you if needed. Because we are now releasing your test results faster, you may see your test results before your provider does. We encourage you to be patient until your provider reaches out with an explanation of your results. However, if you haven't heard from your provider or if you have a concern, you can send a message to your provider care team through myChart.

❖ **Pay as Guest**

You can now make online payments on behalf of others, without the need to have or log into myChart. You can find this on the log in page of myChart.

❖ **Health Reminders**

We will show you routine procedures or wellness checks for which you may be due in the To Do section. To schedule the associated appointment, click the REQUEST button to the right of the item. Staff will respond to the message and assist you with scheduling. You will also receive messages of these as they are nearing their due date.

❖ **Proxy Invite to a loved one with a myChart account**

For any patient with a myChart account, they can now INVITE another family member who also has a myChart account to have proxy access. This is done via the Health tab > Share My Record > Share with People > Friends and family Access.

❖ **Want to help us fight disease by participating in a Research Study?**

Explore our current studies and/or enroll in our volunteer registry. Go to the Resources tab and select the **Conquering Diseases** link.

❖ **Security – notification if your email or phone number has been updated**

If UMass Memorial Health care updates either your email address or your telephone number, you will now get a notification from myChart. This is to assure that you are aware of the change. The current information is viewable and updatable via the Profile tab > Personal Information.

❖ **Compliments or Complaints**

You can now submit Compliments or Complaints electronically to our Office of Patient Advocacy. This is done via the CUSTOMER SERVICE message type, both options are available in the dropdown selection.

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.