

Thank you for using 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 updates to you via this notice. Below are the highlights as of July 2020, 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*

❖ Video Visits

Starting July 13 and continuing for 4 weeks, we will be starting myChart ZOOM video visits. Many of you may already be familiar with ZOOM for personal use. Our version is a version created for healthcare use to protect your privacy. We really think you'll like the convenience of using your personal device integrated with myChart for these contactless visits. PreCheck-In (next bullet) will be REQUIRED for Video Visits.

❖ PreCheck-In

We are continually making changes to improve your check-in/waiting room experience. Seven (7) days in advance of your appointment, you will receive an appointment reminder that will have a direct link to this activity. Depending upon your insurance, your clinic/provider and when your last appointment was you will be prompted for various components of PreCheck-In requirements.

Think how easy it will be to confirm your medications from home, where you have your prescription bottles or answer a history questionnaire from your couch.

You can also ADD your appointment to your personal calendar in just 2 clicks, when using the mobile application.

❖ Request of Medical Record/Information via myChart

You can now make online requests of components or your full medical record from your myChart account. Medical Records will deliver your clinical information to you in myChart. You can then download and either print it or send it to another provider. This does not include Radiology films.

If you are not receiving the corresponding email in your personal email for myChart notifications, be sure to check your email's spam folder. Better yet, if you use the mobile application you can utilize the PUSH notifications.

*Be sure to update your email address in **Personal Settings** in the **PROFILE** tab (web version) – we know patients sometimes change their email addresses. This will assure that you are getting all the necessary notifications; appointment reminders, test results, provider communications, etc.*

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.