Thank you for enrolling in myChart – UMass Memorial’s new patient website.  We’re confident you will appreciate the features myChart offers to help you manage your health.

While our new electronic health record offers tremendous benefits to patients, it has been a significant transition for UMass Memorial Health Care (UMMHC) patients and staff.  We continue to make improvements and will provide periodic updates via this notice.

* **Online scheduling of appointments**. We have turned on the ability to schedule an appointment within myChart for selected providers/practices. We have approximately 120 providers and continue to add more each month. Please check back periodically to see if your provider has been added, *or* speak with your provider at your next visit.
* **Messaging your provider**. All messaging is routed to a clinical support group for your provider. The staff will answer or will forward to your provider, if necessary. You can also message a provider with whom you have had an appointment since October 1, 2017. To send a message to a provider, select “Message Provider” on the “Messaging” tab.
* **Proxy access – accessing a loved one’s record**. A reminder that in order to obtain proxy access to another’s account, a form must be completed **in person** at the patient’s provider’s office.  Our Support Centers can assist you with instructions but CANNOT set it up for you.
* **Be prepared when you travel**. In the event you need to go to a health facility other than a UMMHC facility, you can ensure your health record is readily available to those caring for you by selecting the “Authorize Sharing” feature in myChart. Please know that your information will NOT be available to another organization unless you are physically at another health care facility and have selected the “Authorize Sharing” feature in myChart. See the myChart FAQs for instructions.
* **Clinical information within your record**. 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.
* **Results availability**. When looking for diagnostic test results, the general rule of releasing results to your myChart account is after three business days. Your provider *could* release results to you earlier, but that is optional and depends on the provider. Additionally, more sensitive test results will be released to your myChart account after 10 business days. This allows your provider adequate time to reach out and speak with you, if necessary, before you see the result.
* **Software Upgrade.** UMMHC will be performing an upgrade to the its new electronic health record on November 3, 2018. Watch for more information regarding myChart improvements.

If you have any 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 feel free to email [mychartsupport@umassmemorial.org](mailto:mychartsupport@umassmemorial.org).