

FREQUENTLY ASKED QUESTIONS

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 refills 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 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 e-mail, all myChart messaging is done while you are securely logged on to 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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FREQUENTLY ASKED QUESTIONS

Q. Who can sign up for myChart?

A. You must be a UMass Memorial 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. You can sign up for myChart during your next visit. An activation code will print on your After Visit Summary (AVS) so that you can sign up when you return home.

OR

You can also go directly to the myChart website at myChart.umassmemorial.org to sign up. We use a secure 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.

OR

Contact your provider's office and they can e-mail you an activation code (signup online at myChart.umassmemorial.org)

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. To signup for myChart, perform the same initial steps, but this time select **No Activation Code?** and continue with our self-sign up feature. 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.

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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 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/send it with your provider for response.

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 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 to ten 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. 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 approximately 120 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. Book an appointment with a new provider, by visiting to www.umassmemorialhealthcare.org and selecting 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 your appointment 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.

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FREQUENTLY ASKED QUESTIONS

Q. Where can I update my personal information (e.g., home address, e-mail or change my password)?

A. You can update your information by logging into myChart. Go to the Preferences tab and select the appropriate option. **Please note** that this information is not immediately updated in the UMass Memorial Health Care System but is a request that is addressed by a UMass Memorial Health Care staff member qualified to make the change. You should see the change in myChart within two business days.

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Q. Can I add clinical information/history to my myChart record?

A. Yes, you can update information such as your address, billing information, medication and allergies. However, this information is reviewed by a UMass Memorial Health Care staff member who does the actual update. Note that this update may take as many as two business days.

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 (AKA Lucy). This feature allows you to keep your own permanent record of your healthcare. From within your myChart record, select the Lucy and MyChart Central option from the My Medical Record 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. This will be addressed in the upgrade in November 2018.

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

A. No, the texting feature is currently not available but is being considered for the future.

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FREQUENTLY ASKED QUESTIONS

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 log 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 you can see 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 **Authorization to Access a myChart Record** 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. 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, date of birth, and answer your security question. You will then 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 logged out of myChart, what happened?

A. Protecting the privacy and security of your information is very important to us. You will automatically be logged 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 log 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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FREQUENTLY ASKED QUESTIONS

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

A. Yes, if the other organization has the myChart Central feature setup; UMMHC does but it needs to be setup at both organizations. MyChart Central provides you access to all your myChart accounts by using a single username and password. It also provides you with Lucy, a personal health record, so that you can have a permanent home for all your health information, regardless of where you have care. If you change insurance or change providers, Lucy will follow you. From myChart, select Lucy and MyChart Central from the My Medical Record tab for more information.

When using the mobile app, you need only download the application once. To use the application with more than one organization, click the top right for options and select MANAGE PROVIDERS to add other organizations from where you have a myChart account.

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

A. You can get myChart with the **MyChart**® app on iTunes or through the Android Market/Play Store.

For iPhone, iPad, iPod Touch

Visit the iTunes app store to download the MyChart® app. Then select UMass Memorial Health Care as your care provider.

For Android

Visit the Android Market/Play Store to download the MyChart® app. Then select UMass Memorial Health Care as your care provider.

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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/Android Play store and access from the downloaded mobile application. From the iTunes or 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 login and begin using your myChart mobile application.

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FREQUENTLY ASKED QUESTIONS

Q. The myChart mobile application won't let me signup.

A. Initial sign up for myChart must be done on a laptop or a computer. After setting up your account on a laptop or computer, you can then download the myChart application from the iTunes/Android Play store and access your account from the mobile application.

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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 sign-up for MyChart Central? For Lucy?

A. There is no additional sign-up, but you do need to complete the following steps from within your myChart account.

1. Log in to your myChart account.
2. Under My Medical Record, Select Lucy & MyChart Central.
3. Follow the instructions on the screen, and then click Link Me Up with Lucy and MyChart Central.
4. On the MyChartCentral page, click Create a New Account.
5. Complete the steps on the screens that follow.
6. Check your e-mail for an activation message, and follow the activation link to get started!
7. After you've signed up, you can access MyChart Central by going to www.mychartcentral.com. (can also be found on the UMass Memorial Health Care myChart webpage).

Note: if you do not have this step from EACH of your myChart accounts, you will not be able to link them as it is a feature that must be turned on for each organization.

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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 1-855-UMASS-MD (1-855-862-7763), hours are Monday through Friday from 7am to 8pm.

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

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