



Questions?

For more information, call our MyChart Customer Service Center 8 a.m. to 5 p.m. weekdays: **585.275.URMC** (8762), **1.888.661.6162**.



UR
MEDICINE

MyChart

Convenient. Secure. Free.

Welcome to **MyChart**, a free online tool for you to see portions of your UR Medicine medical record. Using MyChart, you'll be able to view your test results, medications, immunizations and allergies – anytime, anywhere using a computer, smartphone or tablet. You can also send messages to your healthcare team, request prescription renewals and appointments, see summaries of your past appointments or inpatient stays and much more. It's all part of our pledge at UR Medicine to make patients and their families more active participants in their own care.



UR
MEDICINE

MyChart

MEDICINE *of* THE HIGHEST ORDER

YOU ARE

taking control of your
medical record.



Why use MyChart?

Whether you're maintaining good health or managing a chronic condition, we want to make sure you can access your up-to-date UR Medicine medical information.

Using MyChart, you can:

- View your diagnoses, medications, immunizations and most lab results.
- Request appointments and prescription renewals.
- Securely and confidentially communicate with your healthcare team.
- Access other MyCharts (from other institutions) with a single username and password.
- Organize all your medical information into one personal health record.

Is my information safe in MyChart?

Yes. MyChart protects your personal information through a series of secure access codes, personal IDs and passwords. It also uses the most advanced encryption technology available, so that only you and your healthcare team can access your information. Be sure to keep your password private.

What test results will I see?

You can see most tests from your inpatient stays or emergency room visits at Strong Memorial or Highland Hospitals, as well as those tests completed by a UR Medicine lab. Most are available the morning after they are finalized; expect longer delays on other tests like pathology, imaging and pap smears, which are released to MyChart 14 days after they are finalized. Sensitive test results, such as genetic tests, drug screens, HIV and STDs, can be released to your MyChart if you ask your provider, or if your provider opts to manually release the results.

A new way to communicate.

Once you sign up for **MyChart**, many of your **UR Medicine doctors' offices will begin to communicate with you through MyChart** (i.e., appointment reminders and/or changes, test results, prescription refill requests and even health questionnaires). You will receive an email (to the email address you provided us) when your doctor's office updates information in MyChart.

How do I sign up for MyChart?

An email address is required to sign up for MyChart. If you are 18 or older, you can sign up online via **MyChart.URMedicine.org** (click on "Access for Myself" in the blue column). You'll also receive an activation code after any UR Medicine office visit, which allows you to create your MyChart account. Patients aged 12 to 17 must sign up at their doctor's office. If you are a parent of a child under 12, you can request access to your child's MyChart online, at your child's doctor's office or the hospital. For more information, visit **MyChart.URMedicine.org**, and click on Access for My Kids/Family/Friends in the blue box to the left.



Can I view a family member's health record in MyChart?

Yes, you can view another person's MyChart with appropriate consents. This is called proxy access and allows you to log into your personal MyChart account, and then connect to another person's MyChart account. UR Medicine offers two types of proxy access:

- **Full Proxy Access:** A full proxy is able to see all items that appear in another person's MyChart. UR Medicine patients over age 18 can appoint any other adult as a full proxy. Parents and legal guardians of children under 12 also can request full proxy access.
- **Limited Proxy Access:** This option is available to parents and legal guardians for their children ages 12 to 17, and allows them to see their child's allergies, immunizations and letters. Full access to their child's MyChart is available, but requires their child's permission (per New York State law), and must be requested in-person at your child's doctor's office.

More information about proxy access is available at **MyChart.URMedicine.org**, click on Access for My Kids/Family/Friends.

