

MyChart: Download Instructions for iPhone® & Android™ APP

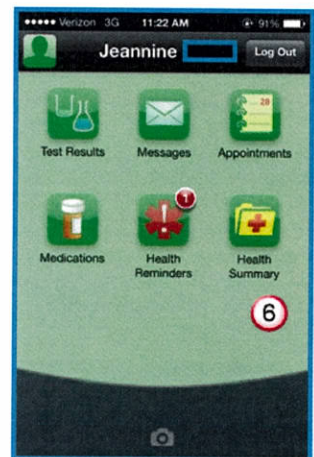
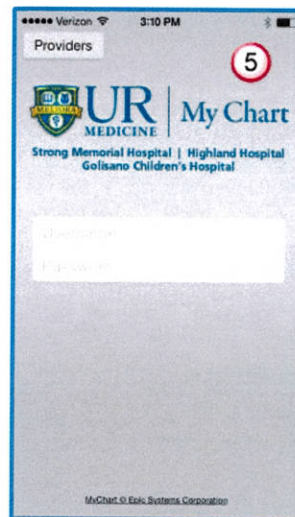
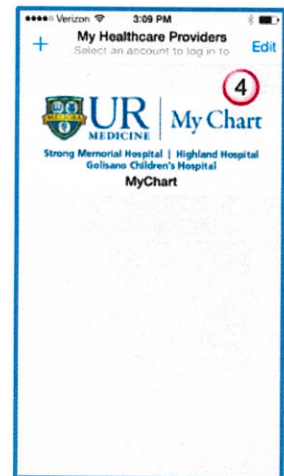
Visit the Apple® APP Store or the Android™ Market to download the MyChart Mobile APP for your smartphone.

This “FREE” Mobile APP is produced by Epic Systems Corporation, the vendor that provides UR Medicine the MyChart software. Following are the detailed instructions on how to download these APP’s – iPhone, (pg 1) & Android (pg 2).

Download the iPhone® APP

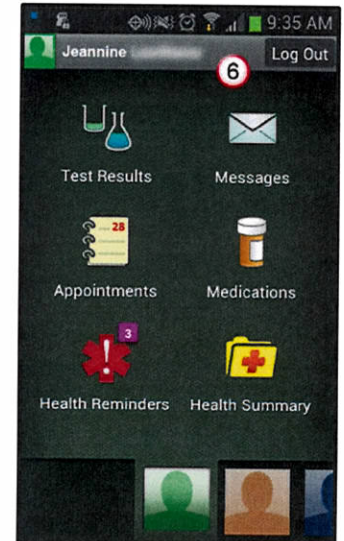
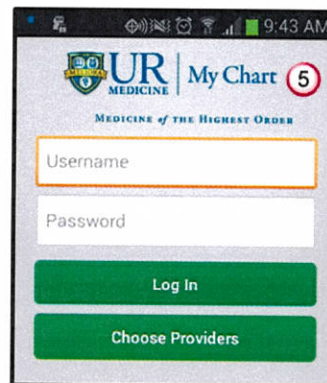
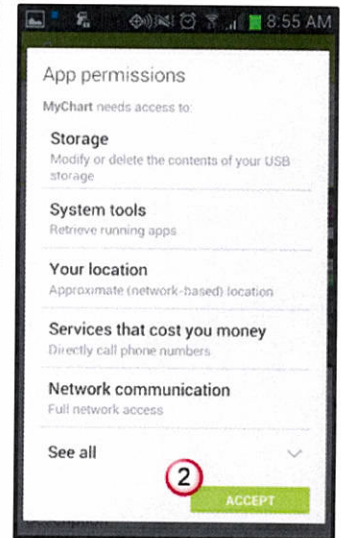
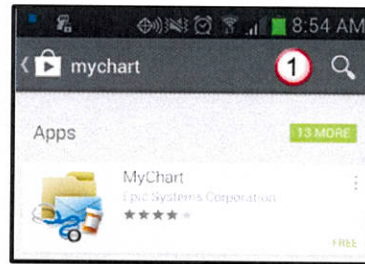
1. To install this FREE APP, go to the Apple APP Store, and search for **MyChart**.
2. Click on the **FREE** button, then click **INSTALL**.
3. Once installed, click on the **MyChart APP**. When prompted, make sure to accept the “**End User License Agreement**.”
 - A pop up message will appear: “**MyChart Would Like to Use Your Current Location**.” Select **Don't Allow**.
4. Now you'll want to select the URMC version of the MyChart APP. Do this by typing **UR Medicine** in the search box at the top. Click on the screen with UR Medicine on it. This will bring you to the login screen.
5. Use your MyChart **Username** and **Password** to log in.
6. Now you can start using your iPhone version of the **MyChart APP** – a safe way to securely view your test results, messages, appointments and medications from your mobile phone or tablet.

The Apple iPhone® and iPad® are registered trademarks of Apple Inc.



Download the Android™ APP

- To install this FREE APP, go to the Google Play™ APP store, and search for **MyChart**.
 - Click the **INSTALL** button.
- You will see the **APP permissions** screen, click **ACCEPT**.
- Once installed, click on the **MyChart APP**. When prompted, make sure to accept the “**End User License Agreement.**”
 - A pop up message will appear: “**Enable the network location provider to automatically filter this list by your location. Do you wish to go to your settings?**” Click **NO**.
- Now you’ll want to select the UR Medicine version of the MyChart APP. Do this by typing **UR Medicine** in the search box at the top. Click on the screen with UR Medicine on it. This will bring you to the login screen.
- Use your MyChart **Username** and **Password**. Click **Log In**.
- Now you can start using your Android version of the **MyChart APP** – a safe way to securely view your test results, messages, appointments and medications from your mobile phone or tablet.



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Who do I contact if I have further questions?

MyChart Customer Service Center – Available weekdays: 8 a.m. to 5 p.m.

Call: 585-275-URMC (8762), 1-888-661-6162. Website: mychart.urmc.edu

MyChart: UR Medicine Policy Summary

Updated April 2016

Approved by Clinical Councils at both Strong Memorial and Highland Hospitals

Please visit MyChart section of Resource Library on eRecord website for full version of policy.

Executive Summary

MyChart is an online interactive patient portal that provides patients (and their designated proxies) views into some of the data recorded in eRecord, URMCM's electronic medical record, such as the active outpatient problem list, current medications, immunization history, allergies and copies of AVS (After Visit Summaries). Test results are also available for viewing in MyChart; most results are available within 24 hours (released at 6 AM the next morning) after the result is marked as final. MyChart also is an interactive tool, allowing patients a secure way to send messages to their health care team (which land in designated clinical pools) and request appointments, medication refills, as well as updates to information in their MyChart. MyChart is NOT the legal medical record and use of MyChart is considered a privilege.

MyChart Designations and Proxy Access

All clinical faculty and staff have the ability to activate patients' MyChart account. Whenever possible, we encourage face-to-face sign up for teens and adults, whether in the clinic or in the hospital.

1. **Child (birth to under 12 years old):** Parents/legal guardians can access a child's MyChart account, but the child has no direct access to the account themselves.
 - Parents can request proxy access at their child's doctor's office, while in the hospital or online at mychart.urmc.edu. In person requires signature that they are the child's parent or legal guardian. Proxy access is automatically converted to Limited Proxy access the day before the child turns 12. Full access can be granted as outlined below.
2. **Adolescent (12 to 17 years old):** Teens may establish their own MyChart account; proxy access is only available to parents or legal guardians.
 - Limited proxy access (able to view immunizations, allergies, letters and flowsheets) can be granted without the child's permission and can be established at the clinic, hospital or online at mychart.urmc.edu.
 - Full proxy access requires the child's consent and must be requested at the doctor's office and approved by the teen's provider.
 - All proxy access is automatically terminated the day before the child turns 18.

[continued on page 2]

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3. **Adults (18+):** A competent adult can give permission for any other adult to access his/her MyChart account. The patient must sign a consent form granting permission for this adult proxy access.
4. **Diminished Mental Capacity Patients (over 12 years old):** Similar to the patient who is less than 12 years old, a patient with diminished capacity will most likely not have direct access to their MyChart account (providers can give access at their discretion if patient can participate in his/her medical care). The patient's medical legal guardian can access the patient's account as a proxy, using the age-appropriate guidelines outlined above.

HIM should be contacted if there is any doubt on parental/legal guardianship/proxy access issues.

Revocation/Deactivation of MyChart Account

There may be times when it is necessary for a provider to revoke a patient's and/or proxy's MyChart access. Guidelines (which revolve around patient safety, provider safety and misuse of MyChart messaging) have been established for faculty and staff to consider when making this decision. Guidelines are posted on the eRecord Resource Library.

Lab and Imaging Results Released to MyChart

Applies to all tests ordered in all URMC care settings – inpatient, outpatient, procedure areas and ED.

- **Lab results and Imaging** (excluding CT/MRI/PET/Ultrasounds): Automatically released the morning after they are finalized. A provider can choose to manually release the result earlier.
- **“Life altering” Test Results:** These sensitive results are available for manual release only:
 - Sexually Transmitted Diseases (Chlamydia, Gonorrhea, Herpes Simplex/HSV, RPR, Trichomonas, HPV)
 - HIV and HTLV
 - Genetic Tests
 - Drug Screens
 - Hepatitis B and C
 - Pregnancy (Beta-HCG)
- **The Rest of Imaging** (CT, MRI, PET scans, Ultrasounds), **Pathology and Pap Smears:** Automatically released to MyChart 14 days after the result is finalized.
- **Historical Results:** Results finalized from Nov. 2010 until the date the MyChart account is activated will be viewable in MyChart at the point a patient activates his/her MyChart, subject to the following exceptions:
 - Sensitive test results are available only if they have been manually released
 - Tests conducted near the time of sign up will be subject to the same time delays outlined above.

Please visit MyChart section of Resource Library on eRecord website for full version of the policy.

MyChart: What you need to know...

Welcome to MyChart, a **free** online tool for you to view portions of your UR Medicine medical record from your computer, tablet, or SmartPhone. Using MyChart, you can view your **UR Medicine** lab results, your medications, summaries of your past appointments or inpatient stays, and more. Plus, you can send your doctor a message and request prescription refills and appointments.

Look for Updates From Your Doctor's Office

Once you sign up for MyChart, you can **expect that many of your UR Medicine offices will begin to send information to you through MyChart** (instead of calling you) such as test results, prescription refill requests, appointment reminders/changes, and even health questionnaires. You will receive an email (to the email address you provided at sign up) when your doctor's office updates information in MyChart.

Your Username and Password

You should choose a username and password that will not be easily guessed by family members or friends. Consider using both letters and numbers. To be sure you have the information you need when you are ready to login to MyChart, you may want to write your information below, being sure to keep this document in a safe place!

My Username: _____

My Password: _____

View from Computer or SmartPhone

You can access MyChart from any computer connected to the internet or through SmartPhones and tablets [see, "**How do I get MyChart on my phone**" on page 2 for more information].

Frequently Asked Questions *(Also see our Reference Guide on MyChart, click on "Need Help")*

- **If I send a message to my doctor, when can I expect a reply?** You will generally receive an answer within one to three business days.
- **I can't see my doctor to send a message to. What should I do?** MyChart allows you to send messages to a provider who you are scheduled to see within the next six months, or a doctor you have seen in the past two years. If your doctor is missing from the list, contact our MyChart Customer Service Center for assistance.

[Continue on page 2 for more tips and detailed contact information]



- **When can I see my test results in MyChart?** 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. In an effort to get your test results to you as soon as possible, many test results are available in MyChart the morning after they are finalized. This means that sometimes you'll see the results before your doctor; thank you in advance for your patience in allowing your physician time to communicate with you about your test results. Expect longer delays on other tests like pathology, imaging and pap smears, which will be 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.
- **Can I view a family member's health record in MyChart?** Yes, a UR Medicine patient over age 18 can appoint any other adult as a proxy. The patient who wishes others to view his/her MyChart should complete the proxy request form online (mychart.urmedicine.org; click Access for My Kids/Family/Friends). You can also obtain a form through your doctor's office.
- **Can my spouse and I share one MyChart account?** No, due to the sensitive nature of medical information, each adult must establish his/her own MyChart account.
- **Where can I update my password and email address?** In MyChart, click on Settings.
- **How do I get MyChart on my phone?** From your smart phone, visit the Apple® App Store or the Android™ Market to download the MyChart Mobile App. The mobile app itself is produced by Epic Systems Corporation, the vendor that provides UR Medicine the MyChart software. Once downloaded, open the app, accept the standard End User Agreement, and select UR Medicine as your Health Care provider. More detailed instructions are available on the MyChart website.
- **How is MyChart secure?** We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs, and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your MyChart session. Unlike conventional email, all MyChart messaging is done while you are securely logged on to our website.
- **What is the MyChart Privacy Policy?** MyChart is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given your health records and will never be sold or leased by UR Medicine.

Who do I contact if I have further questions?

MyChart Customer Service Center – Available weekdays: 8 a.m. to 5 p.m.

Call: 585-275-URMC (8762), 1-888-661-6162. Website: mychart.urmedicine.org



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Getting started with MyChart.

MyChart is a free website from UR Medicine. It lets you view test results, send and receive messages with your doctor, renew prescriptions, request appointments, and much more.

Below is everything you need to get started.

A few simple steps.

Important: You must have an email address to sign up for MyChart.

1. In your Internet browser, go to <https://mychart.urmc.rochester.edu>
2. Under "New User?" click on "Sign Up (I have a code)"
3. Enter your **MyChart Activation Code**
4. After filling in the remaining boxes, select "Next" to create your username and password

Your MyChart Activation Code can be requested online at <https://mychart.urmc.rochester.edu>; it can also be found on your After-Visit Summary or Discharge Instructions.

Now log on and send your doctor a message saying you are all set up with MyChart.

More on MyChart.

Is the information in this letter about someone else? If you are involved in the health care of this patient, do not use this code. The patient will need go to the MyChart website (<https://mychart.urmc.rochester.edu>) and click on "Request Access For Myself & Others."

Questions? You can call the MyChart Customer Service Center, 8 AM to 5 PM weekdays: 585-275-8762 or 1-888-661-6162.

We look forward to making your care better and easier with MyChart!

Sincerely,

MyChart Customer Service Center