

Terms & Conditions

Your MyChart record

Information about the care and services you receive, such as medical history, current conditions, treatment plan and all treatments given, including the results of all tests, procedures and therapies, is maintained in the electronic health record.

MyChart is a secure online portal that allows a patient, or a person who the patient chooses (proxy), to have secure web-based access to selected medical information from the electronic health record. MyChart does not reproduce a patient's entire health record online. MyChart is a selected part of the information in the electronic health record, such as prescriptions, basic test results, summary medical release into MyChart.

Individuals who are enrolled in MyChart agree to use MyChart as their primary means to obtain tests results performed at participating facilities. Test results will be delivered to MyChart in most cases. Individuals who are enrolled in MyChart also agree that an electronic copy of their discharge instructions be provided for each inpatient admission.

When the MyChart patient and his or her spouse share an account they will both have access to billing account summary information (this information is not confidential to the patient). To ensure confidentiality, please call your health system's business office to request a separate account.

We reserve the right to terminate access to MyChart at any time, for any reason. A user's access to MyChart will be terminated if the user has misused or abused the system, violated any terms of use, or used the system for purposes other than those for which it is intended to be used.

Restrictions for MyChart records of minors

Parents and legal guardians may request access to their minor child's health information through MyChart. This is a type of proxy access (access by one person to another person's MyChart record). The amount of information the parent will be able to see in MyChart depends on the age and legal status of the minor. The limits on MyChart access does not affect any other right the parent may have to obtain a minor child's records. Get more [information about proxy access](#).

Your privacy and security responsibilities

When you sign up to use MyChart, you will be given an activation code. You will use that code to create a username and password. This username and password will allow you to view your medical information, submit comments that may become part of your medical record, and in some cases, communicate with your health care provider.

It is important that you keep your access code, username and password completely confidential and secure. You should change your password immediately if you believe that your security may have been

compromised. In addition, you should change your password regularly to help keep your account secure. You can change your password online at any time. The privacy of your medical information is carefully protected by your health care providers.

If you have any questions about the security of your password, please call 1-866-301-6698.

MyChart messaging

For all urgent medical matters, contact your physician's office by phone, go to an emergency room, or dial 911.

All MyChart messages to you from your clinic are sent over a secure, encrypted connection. You may receive email messages at the email address you provided to us. These messages will notify you of new MyChart Inbox messages, but will not contain any confidential medical information. You will need to sign in to your MyChart account to access the full message. Any person with access to the email account to which these messages are sent will be able to see the notifications.

MyChart shared electronic health records

If you gave consent to share your electronic health record with affiliated partners you will have one MyChart account with a unique username and password. You will access all of your health information across all organizations in this single MyChart account.

If you declined consent to share your electronic health record with affiliated partners, you will have multiple MyChart accounts: one for each organization, each with its own username and password. You will need to sign in to the specific MyChart account for each organization in order to view your health information for that organization.

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