

MyChart for Patients & Families- FAQs

About MyChart

What is MyChart?

MyChart offers personalized and secure online access to portions of your child's Cincinnati Children's electronic medical record. MyChart allows you to view:

- a summary of your/your child's medical history at Cincinnati Children's
- medications prescribed by Cincinnati Children's providers
- most lab and test results taken during a clinic visit and inpatient stay (exceptions include radiology images, HIV/STD tests and pregnancy tests)
- past appointments and After Visit Summaries
- hospital admissions and discharge instructions
- allergies and immunizations
- appointment reminders (an optional alternative to paper appointment reminders)

How much does MyChart cost?

At Cincinnati Children's, MyChart is provided free to patients and their parents/legal guardian(s).

Getting Started

Who can sign up for MyChart?

Parents and legal guardians can sign up to access MyChart for their children under the age of 13.

For patients 13 – 17, parents/guardians can access their child's account as long as the child signs the MyChart Assent agreement (this is necessary to make sure adolescents understand that some aspects of their health information will be available to their parents/guardians). In addition, patients who are 13-17 may sign up for their own personal MyChart account as long as at least one parent or guardian has an account as well. If a child 13 – 17 declines to sign the Assent agreement, neither the patient nor parents/guardians can access the medical record using MyChart. (Exceptions to this policy are made for children with diminished capacity).

Patients over age 18 may sign up for their own MyChart account. Typically, parents/guardians cannot have access to the MyChart account of an over 18 patient (exceptions require proof of continued legal guardianship after the age of 18).

Relatives who are not legal guardians (siblings, stepparents, spouses, grandparents, etc.) cannot access a patient's MyChart record.

How do I sign up for MyChart?

To set up your MyChart account, stop by a Cincinnati Children's clinic any time and ask for a MyChart account activation code. No appointment is necessary and you can go to any location, even our neighborhood locations.

If you already received an activation code from a Cincinnati Children's clinic, follow the registration instructions in the letter you received with the activation code to set up your account. If you've lost your letter or activation code, please call 513-636-5019 or 1-877-508-7607 for help.

Where do I sign up for MyChart?

You can sign up for MyChart at any Cincinnati Children's clinic at any time (Burnet Campus, Liberty Campus or any neighborhood location). No appointment is necessary.

I want to sign up for MyChart online. Why do I have to go to a clinic?

You must come to a Cincinnati Children's clinic to receive an activation code for your child's safety and to sign the necessary paperwork. We want to keep your children – and their information – safe.

How long does it take to sign up for MyChart?

Registration for MyChart is a two-step process, allowing you to complete your registration when it's convenient for you. First, go to any Cincinnati Children's clinic and ask for a MyChart account. This process shouldn't take long; it just depends on how busy the clinic is. Clinic staff will give you an activation code and instructions. You have 14 days to go online and complete your account activation. It shouldn't take long, but the account activation has security measures built in to keep your child's health information safe and secure.

Why do you need my email address?

Your email address is used to send you alerts about new messages in your MyChart account, such as new lab or test results. Since the messages in your MyChart account may contain private health information, we can't send the messages directly over email.

We'll never sell your email address to another company or use it to send you unsolicited information from Cincinnati Children's.

What if I don't have an email address?

You need an email account to use MyChart. You can get one for free from lots of providers; these are some of the most popular.

- www.gmail.com
- www.hotmail.com
- www.yahoo.com

What browsers are supported by MyChart?

MyChart currently supports:

- Internet Explorer 6.0 and later
If you enabled Content Advisor in Internet Explorer 6.0, you need to disable them or upgrade to Internet Explorer 7.0 or higher. To disable Content Advisor, go to Tools, Internet Options. In the pop-up window click on the Content tab and click the Disable button. A prompt for the supervisor password will appear. If you previously created a password, enter the password and click OK. If you did not create a password click OK.
- Firefox 2.0 and later

Will my MyChart account expire?

MyChart accounts for Cincinnati Children's **patients** will not expire. Parent/guardian proxy access will expire according to these rules:

- **when the child turns 13:** After a patient turns 13, he/she must sign a Cincinnati Children's Assent form, assigning proxy access to at least one parent or legal guardian. The Assent form is required at 13 because state and federal laws recognize additional medical privacy rights for adolescents.
- **when the child turns 18:** A parent/guardian can no longer access a patient's MyChart account after the child turns 18 unless the parent/guardian can provide Cincinnati Children's with appropriate proof of ongoing legal guardianship (as in cases of diminished capacity).

Cincinnati Children's reserves the right to deactivate your account if your provider deems it necessary, or if our Legal or Health Information Management department detects suspicious activity (too many logins, inactivity, etc.).

Parent Access

How do I view my child's health record in MyChart?

MyChart proxy access allows you to log into your personal MyChart account and view your child's information.

Due to state and federal laws providing additional privacy rights for adolescents' medical records, patients between 13 and 17 must sign an Assent Agreement granting permission for a parent to access their medical record. If a child 13 – 17 declines to sign the assent agreement, neither the patient or parent/guardian can access the medical record using MyChart.

At this time, parents/legal guardians cannot have proxy access to a child's record after he/she turns 18 unless they have proof of ongoing legal guardianship (as in cases of diminished capacity).

Can my family share a MyChart account?

No. To ensure the safety of your child's information, patients cannot share an account with a parent and parents cannot share an account. Two parents who both wish to access their child's information must each sign and submit a Parent/Legal Guardian Agreement and create a MyChart account. If the child is age 13 – 17, he/she can have a MyChart account also; you will all see the same information. See “How do I get proxy access” for more information.

If your child is under 12, you can view the information in MyChart together (as appropriate) and use MyChart as an opportunity to involve your child in his/her care.

How do I get MyChart proxy access?

- **Patients 12 and under.** If a patient is 12 or under, a parent/guardian must sign Cincinnati Children's Parent/Legal Guardian Agreement before continuing with the MyChart proxy access process. Patients under 12 cannot have their own MyChart account.
- **Patients 13 – 17.** If a patient is between the ages of 13 and 17 and is not of diminished capacity, he/she must sign Cincinnati Children's Assent form granting at least one parent or legal guardian proxy access before either the patient or parent can create a MyChart account. The patient is not required to have his or her own account; however, if a patient between 13-17 wishes to have an account at least one parent or guardian must have an account as well.
- **Patients 13 – 17 of diminished capacity.** If a patient is between the ages of 13 and 17 and is of diminished capacity, a physician must acknowledge this when the parent/guardian is signing Cincinnati Children's Parent/Legal Guardian Agreement before the parent continues with the MyChart proxy access process.
- **Patients 18 and older.** If a patient is 18 years or older, only parents with proof of ongoing legal guardianship can obtain MyChart proxy access.

What qualifies as proof of guardianship for MyChart registration?

For MyChart, proof of guardianship (a legal document signed by a judge or magistrate) is only required for legal guardians of children over 18 to maintain access to MyChart records. In the case of a child over 18 with diminished capacity, legal documentation of the child's status will be required.

If you have questions about guardianship or the acceptable forms of proof, please contact HIM at (513) 636-4217.

Can a foster parent access his/her foster child's records in MyChart?

No, unfortunately. Foster parents aren't considered legal guardians, so they can't access MyChart for children in their care.

I have more than one child at Cincinnati Children's. Can I view each child's information through one account?

Yes. If you have more than one child who has been treated at CCHMC you can get proxy access to each child's account. If you have children age 13-17, they each will need to sign a Cincinnati Children's Assent form to grant you proxy to their MyChart accounts.

What happens to proxy access when my child turns 13, and when my child turns 18?

When your child turns 13

Your proxy access expires when your child turns 13. To ensure you both have ongoing access, your child must sign the Cincinnati Children's Assent form designating at least one parent/legal guardian as his/her proxy.

When your child turns 18

Your MyChart account will expire unless you provide Cincinnati Children's with appropriate proof of ongoing legal guardianship (i.e. in cases of diminished capacity).

How does proxy access work in a shared parenting relationship?

Each parent, regardless of their relationship, should have their own MyChart account. To do this, each parent signs a Cincinnati Children's Parent/Legal Guardian Agreement. Your child will only have to sign one Cincinnati Children's Assent form, which covers all parents/guardians.

Can a child choose to allow one parent proxy access and deny proxy access to the other parent?

No. To have a MyChart account, a patient age 13 to 17 (who is not of diminished capacity) must sign an Assent form granting proxy to a parent/legal guardian. The language in the Assent form covers proxy for both parents.

MyPages and My Care Connection

What is MyPages?

MyPages is a feature of the new www.cincinnatichildrens.org, coming soon. It will allow you to personalize our website with the information most important to you, so you can see MyChart and all your favorite content from our site in one place.

I have a My Care Connection account. Should I sign up for MyChart?

My Care Connection is an existing patient portal for certain chronic diseases. Many of the same features are offered in My Care Connection and MyChart, but MyChart is part of Cincinnati Children's electronic medical record.

Patients can have both My Care Connection and MyChart accounts. Both accounts can have the same username and password. If you already have a My Care Connection account, follow the steps to register

for your MyChart account and use the same user name and password as your My Care Connection account.

How is MyChart different from My Care Connection?

Just like My Care Connection, MyChart is a secure web site that allows you to view patient health information. You will find lab and test results, medications, and a health summary. MyChart will also include appointment reminders and information about allergies and immunizations. The biggest difference between MyChart and My Care Connection is the look and presentation of the information.

Does MyChart have all of the same features as My Care Connection?

Not right now. My Care Connection has certain features that are not currently available in MyChart, including document uploading and archiving and the ability to send a question to your health care team through secure messaging. My Care Connection also includes a long-term history of visits, medications and lab results; MyChart records begin when our electronic medical record was implemented, so documentation available in your MyChart record may vary by specialty.

Is My Care Connection going away?

My Care Connection will be around until at least late 2011. We are working to ensure the major functionality in My Care Connection will be available in MyChart.

Will my username and password for My Care Connection also work for MyChart?

Yes. You can use your current username and password for both My Care Connection and MyChart. To do this, you must use your My Care Connection username and password as your username and password when setting up your My Pages/MyChart account.

Do I need to go into both portals to access my child's health information?

It depends on the type of information you need. Both systems include lab and test results. Only MyChart allows you to view your child's allergies, immunizations and list of upcoming appointments. Only My Care Connection currently offers long-term medical history information.

Information in MyChart

Who enters information into MyChart?

The information in MyChart comes directly from our electronic medical record, Epic. It's entered into our electronic medical record by your healthcare providers during your visits to Cincinnati Children's. If you have concerns about the accuracy of the information in your child's medical record and/or MyChart, please contact Health Information Management at 513-636-4217 (Monday through Friday, between 8:30 am and 5 pm) or discuss your concerns with your provider during your next visit.

Can my **primary care** physician access this information?

Only patients and their parents/legal guardians can access MyChart. Cincinnati Children's offers community physicians other ways to access the information in our electronic medical record.

If you want to discuss the information in MyChart with your primary care physician, we suggest you print the information and take it with you to your next visit. You can also ask him/her to add it your child's record at his/her office. At the top of most pages in MyChart you'll see a printer icon; click the icon for a printer-friendly, black and white version of the information. Be careful when printing this information in public locations since it contains your child's health information.

Where can I view/print the After Visit Summary from a previous appointment?

Log in to MyChart. Click on Appointments in the left-hand menu, then click Past Appointments. Find the appointment for which you want to view the After Visit Summary (AVS) and click on it. The AVS will open. For a printer-friendly view, click on the printer icon in the top right corner.

What is the difference between the Health Summary and the Health Issues?

The Health Summary provides an overview of the information in MyChart, including health issues, allergies, immunizations and more. The Health Issues section only provides information on the conditions a patient is being treated for at Cincinnati Children's.

Appointments

Can I schedule, change or cancel appointments through MyChart?

At this time you can't schedule, change or cancel appointments in MyChart. Please continue to call your clinic or the Scheduling Center to schedule, change or cancel appointments.

Can I receive appointment reminders electronically instead of by mail?

Yes. You can opt to view appointment reminders via email instead of receiving letters. If you opt into receiving reminders via email, you will continue to receive phone reminders, but you'll no longer get paper reminder letters in the mail.

Test Results

How do I view test results in MyChart?

To view the results, click on My Medical Record and select the Test Results link. On the Test Results page, click anywhere within the row to display the results for that test.

If you don't see your child's test results, please note:

- It may take some time for your tests to come back.
- Some results (including HIV and STD) are not released to MyChart. It is important that your provider discusses these results with you.

- Certain clinics are not yet using our electronic medical record. Results from those clinics will not be available in MyChart until they begin documenting in the electronic medical record. Please see the outpatient clinic schedule for more information about each clinic's transition to Epic.

If you feel your test results should be available but you don't see them in MyChart, please call your clinic to discuss the test results or discuss them with your provider during your next visit.

Does MyChart provide interpretation of test results?

MyChart provides the test result and, where available, a normal range for that test result. Please be aware that the normal range for a test result may not apply to children with certain conditions. MyChart is not intended to replace communication with your provider. Your provider will continue to communicate with you about your test results and the action you should take based on the result.

Can I view radiology images in MyChart?

Comments by the radiologist about the images can be viewed in MyChart, but the images themselves are not available in MyChart. Please consult your provider if you have any questions about your child's radiology result images.

Support

How can I get help with MyChart?

Contact MyChart Support by phone at 513-636-5019 or 1-877-508-7607. Analysts are available Monday through Friday from 8 am to 5 pm to help solve problems. Support is also available by email at mychart@cchmc.org.

What if my code expires or doesn't work?

MyChart activation codes are good for 14 days. If your code expires, ask for a new code at any Cincinnati Children's clinic.

If your code hasn't expired but doesn't work, call MyChart Support at 513-636-5019 or 1-877-508-7607 or send an email to mychart@cchmc.org.

I signed up for email alerts but I'm not receiving them. What's wrong?

Your email provider might be marking your MyChart emails as junk mail or "spam." To be sure you receive your MyChart messages, add DoNotReply@MyChart.com to your email address book. You should also access your account's junk mail settings and add MyChart.com to your "safe list" or "trust list."

If you complete these steps things and still don't receive the reminders you registered for in MyChart, please contact MyChart Support at 513-636-5019 or 1-877-508-7607 or send an email to mychart@cchmc.org.

Why are some health records not showing MyChart?

Not all parts of the medical record are available in MyChart. For example, some lab and test results are not available in MyChart because it is important that your provider discusses the results with you.

Certain clinics are not yet using our electronic medical record. While test results from those clinics will be available in MyChart, additional information such as medications and health issues may not be available until they begin documenting in the electronic medical record.

What should I do if I see inaccurate information in my child's MyChart record?

MyChart information comes directly from Cincinnati Children's electronic medical record. If you find inaccurate data, please contact Health Information Management at 513-636-4217, Monday through Friday between 8:30 am and 5 pm. Please do not report inaccuracies to MyChart Support.

Why are some of my child's medications missing from MyChart?

Only the medications we have documented in our electronic medical record that your child is currently taking appear in MyChart. Discontinued medications are not available for viewing in MyChart.

Medications prescribed by non-Cincinnati Children's providers will not appear in the medication list unless they are documented in your child's medical record by your Cincinnati Children's provider.

How can I obtain my child's complete medical record?

Please contact Health Information Management at 513-636-4217, Monday through Friday from 8:30 am to 5 pm.

Contact Us

Where can I send my feedback or suggestions about MyChart?

Please send an email to mychart@cchmc.org. All suggestions are reviewed by a member of our team; they will be incorporated into MyChart when possible.