

## **What is MyMemorialChart?**

myMemorialChart offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive information about your health. With myMemorialChart, you can use the Internet to:

- View your health summary from the myMemorialChart electronic health record.
- View test results.
- View appointments.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team. All myMemorialChart communications are part of the medical record.

More features will be added over time and you will receive notifications when they become available.

## **Does myMemorialChart Cost Me Anything?**

myMemorialChart is a free service offered to patients of the Memorial Health System and its physicians.

## **How do I sign up?**

Patients who would like to use their portal will receive information at discharge, at their physician office visit, at registration or by visiting our Health Information Services offices to receive their medical record number and instructions. This will enable you to login and create your own username and password.

## **What lab test results will be in myMemorialChart?**

Your test results are released to your myMemorialChart after your health care provider has reviewed and manually released them. Note that not all test results are available for viewing online. Tests considered to be sensitive or requiring prior discussion with your provider such as pregnancy or HIV will not be available at this time. If you do not see expected results within a reasonable period of time, you should call your physician office directly to inquire.

### **If some of my health information on myMemorialChart is not correct, what should I do?**

Your myMemorialChart information comes directly from your electronic medical record at your health care provider's office and our hospitals. You can send a myMemorialChart message asking the provider to correct your medical record or call their office directly. You can have the provider update the information at your next visit as well.

### **Can I message my physician and if so how soon can I expect a response to my messages?**

This will be piloted by some physicians on our staff and you will know when you log on if that service is available. Over time, more physicians will offer this same service. You will generally receive an answer within three business days. Please note that myMemorialChart should not be used for urgent situations. Please call your physician if the situation requires immediate attention. For emergencies, call 911.

### **Will my doctor contact me through myMemorialChart?**

Again, this will be piloted by some physicians in the beginning and more will offer this over time. They may send a note when releasing a test result to help you understand it or provide preventative care education. You'll see you have a message from them when you log on.

### **Can I view a family member's health record in myMemorialChart?**

Parents or legal guardians may request access to view their child's record for children ages zero to 18 years old. They will need to complete the appropriate paperwork by contacting Health Information Services at Marietta Memorial Hospital at 740-568-5408.

### **Can I ask questions regarding a family member from my myMemorialChart account?**

If you have health questions or information about another family member, please discuss these directly, in person or by phone, with your provider so that pertinent information may also be updated in your family member's health record if necessary. Alternately, if you have access to your child's account as described above, you may ask questions on their behalf from within their account.

### **Can my spouse and I or my family share one myMemorialChart account?**

No, due to the sensitive nature of medical information, each person must establish their own myMemorialChart account.

### **I forgot my password. What should I do?**

You may click the "Forgot password" link on the sign-in page to reset your password online.

### **Can you remind me what the activation number? I have lost it or did not receive it?**

Call Barb Wolfe at (740) 568-4743 Monday – Friday from 7 a.m. – 3:30 p.m. or email [portal@mhsystem.org](mailto:portal@mhsystem.org).

### **Where can I update my e-mail address or change my password?**

Log into myMemorialChart. From the menu, go to the Preferences section and follow directions.

### **How is myMemorialChart secure?**

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure medical record numbers, personal usernames, and passwords. Each person controls their own password, and the account cannot be accessed without that password. myMemorialChart uses the latest encryption technology to automatically encrypt your session with myMemorialChart. Unlike conventional e-mail, all myMemorialChart messaging is done while you are securely logged on to our website.

### **What is your Terms & Conditions and User Agreement?**

You can find our Terms & Conditions and User Agreement on [mymemorialchart.org](http://mymemorialchart.org). myMemorialChart is fully compliant with federal and state laws pertaining to your privacy. Your health records and other personal information will never be sold or leased by Memorial Health System.

### **I was logged out of myMemorialChart, what happened?**

We aim to protect your privacy and security of your information. While logged into myMemorialChart, if you are idle for a period of time you will be automatically logged out of myMemorialChart. We recommend that you log out of your myMemorialChart session if you need to leave your computer for even a short period of time.

### **What do I need to use myMemorialChart?**

You need access to a computer connected to the Internet.

### **Why do I have to have an internet email address to use myMemorialChart?**

When new information is sent out to your myMemorialChart you will also get an internet email to let you know that new information is available.

### **What if I need help?**

Call Barb Wolfe at (740) 568-4743 Monday – Friday from 7 a.m. – 3:30 p.m. or email [portal@mhsystem.org](mailto:portal@mhsystem.org).

REMINDER: Do not use myMemorialChart for urgent medical matters. If you are experiencing a health related emergency, call 911 immediately. If you need immediate attention from your physician or clinic, call your physician's office directly.