

Responses to MyChart patient questions

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How do I communicate with my provider?

Our new system does not allow patients to send a message to their provider until they have had an in-person office visit since our new EHR was implemented on April 7, 2018. This allows us to complete the transfer of your medical record and re-establish your provider relationship in our system.

Even if you were using our previous patient portal to message your provider, you will not be able to message your provider through MyChart until you are seen again in the office. Additionally, as with our previous portal, you will only be able to send messages to your Primary Care Provider (not any specialists you may have seen.)

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

Can I merge the MyChart accounts that I have at other health facilities, such as High Lakes and BMC?

Regarding existing MyChart accounts you may have with other organizations outside of St. Charles, each organization's MyChart is separate and cannot be merged. Therefore, you will still need to maintain a unique username, password and account for each of your MyCharts.

You can ease the burden of managing these accounts by using [MyChart Central](#), which allows you to see all your MyChart accounts in one place and access each one individually. You can also use [Lucy](#), which is a personal health record where you can add and edit your medical information and import records from multiple sources.

Our EHR vendor, Epic, is working on making the process more streamlined for patients with multiple MyChart accounts. We will be in touch when they make updates that give you better ease of use.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

My information in MyChart is not correct. How do I update my primary care provider, correct an error in name spelling or add a pharmacy?

If you notice an error in your record, please go to "Messaging" > "Message center" or select "Ask a question" from the right sidebar navigation menu. Select "Customer Service Question" and choose "request chart correction" from the drop-down menu. You can also contact your provider's office to request changes to your information.

You can ask to add a pharmacy to your account during check-in at your next office visit.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

Best wishes for your good health,

Your care team at St. Charles Health System

I want to schedule an appointment via MyChart

At this time, you can only directly schedule appointments through MyChart with our Family Care clinics. However, our new system does not allow patients to directly schedule appointments with Family Care providers until they have been seen in the provider's office since our new EHR was

implemented on April 7, 2018. This allows us to complete the transfer of your medical record and re-establish your provider relationship in our system.

All other types of appointment requests are sent to the appropriate facility or department and may take additional time to process. If you are experiencing issues trying to make an appointment, please contact your provider's office or the relevant clinic directly.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

I need medical care

MyChart is not intended to replace direct medical advice or care from your provider. Please schedule an appointment with your provider.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

I want to grant proxy access or gain access to a family member's MyChart account

If you would like to grant "proxy" or "family" access to your MyChart account to someone else, or would like to become a "proxy" and have access to someone else's MyChart account (such as a family member), you will need to complete the relevant proxy request form and bring it to your next visit.

If you're a parent, fill out the [Minor Proxy Access Authorization Form](#) and bring it to your next visit.

If you'd like access to an adult family member's record, fill out the [Adult Proxy Access Authorization Form](#) and bring it to your next visit.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

I am trying to send a message to an inpatient or specialist provider (for example, an ED provider) or a provider with another organization (for example, Mosaic or BMC).

Please note that you can only send messages through the MyChart patient portal to St. Charles Family Care providers, not hospital or specialist providers or providers from organizations other than St. Charles. Please contact the specific department or organization you are trying to reach.

Please also note that our new system does not allow patients to send a message to their primary care provider until they have had an in-person office visit since our new EHR was implemented on April 7, 2018. This allows us to complete the transfer of your medical record and re-establish your provider relationship in our system.

Even if you were using our previous patient portal to message your provider, you will not be able to message your provider through MyChart until you are seen again in the office.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

I am trying to get a copy of my record, either for myself or to be sent to another organization.

Thank you for your message regarding requesting a copy of your medical record. You can request your medical record through MyChart by clicking on “Request a Record” in the right sidebar menu titled, “I want to...” You can also go to “Health” in the top menu, then under “Medical Tools” select “Download My Record”. This will allow you to download portions of your record, or view and request non-downloadable portions of your record by selecting “Requested Records”.

If you have any additional questions about MyChart, please contact MyChart customer service at MyChartSupport@stcharleshealthcare.org or 844-259-4153.

I have something nice to say about the care I received!

Thank you for your message. Our caregivers are always grateful to hear compliments and feedback about the care they provide. Your experience is important to us and we share patient feedback with your care team and our hospital and system leaders to inspire and encourage our continued efforts to care for all.

Here are some other ways you can share your feedback:

- If you had a hospital visit, complete the post-visit survey sent to you by Press Ganey
- Visit our Facebook page at <https://www.facebook.com/STCHealth/>
- Call our Patient Satisfaction Coordinator at 541-706-6316

We look forward to hearing from you!