

myChart provides you with online access to your UMass Memorial Health (UMMH) medical record. It can help you participate in your healthcare and communicate with your providers. This guide provides an overview of many of myChart's features and how to use them.

The screenshot shows the myChart website interface. At the top left is the myChart logo with the tagline "Your Personal Connection to UMass Memorial". Below the logo are six feature tiles:

- Communicate with your provider**: Get answers to your medical questions from the comfort of your own home.
- Request medication renewals**: Send a request for any of your renewable medications.
- Pay as Guest (online bill pay)**: Have a statement? Pay the bill online without having to log in to myChart.
- Access your test results**: No more waiting for a phone call or letter – view your results and your provider's comments within days.
- Manage your appointments**: Schedule your next appointment, or view details of your past and upcoming appointments.
- Guest Estimates**: Create a cost estimate for services at UMass Memorial.

At the bottom left are the App Store and Google Play download buttons. At the bottom center are links for "Interoperability Guide", "High Contrast Theme", "FAQs", "Patient Guide", "myChart Video", "Terms and Conditions", and "High Contrast Theme". At the bottom right is the copyright notice: "MyChart® licensed from Epic Systems Corporation, © 1999 - 2020".

On the right side of the screenshot is a login panel. It says "Thanks for using myChart. You have been logged out." Below this are input fields for "myChart Username" and "Password", a green "Sign in" button, and links for "Forgot Username?" and "Forgot Password?". Below the login form is a "New User?" section with a blue "Sign up now" button. At the bottom of the login panel is a photo of a doctor with a child and a text box stating: "myChart will be unavailable from 1am to 4am on the 2nd Thursday of each month for updates. We appreciate your understanding."

If you are using the myChart mobile application, you must be on version 15.5. Android 9 is now the minimum OS for Android phones.

For Apple users to continue receiving updates to the MyChart app, patients must ensure their device is running iOS 16.2 or later and/or WatchOS 9.0 or later. The following devices will not be able to meet these new requirements: iPhone 7 / 7 Plus, iPhone 6s / 6s Plus, iPhone SE (gen 1), Apple Watch Series 3.

# myChart User Guide

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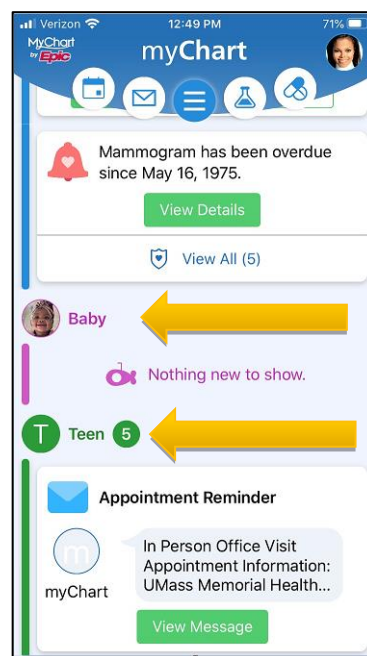
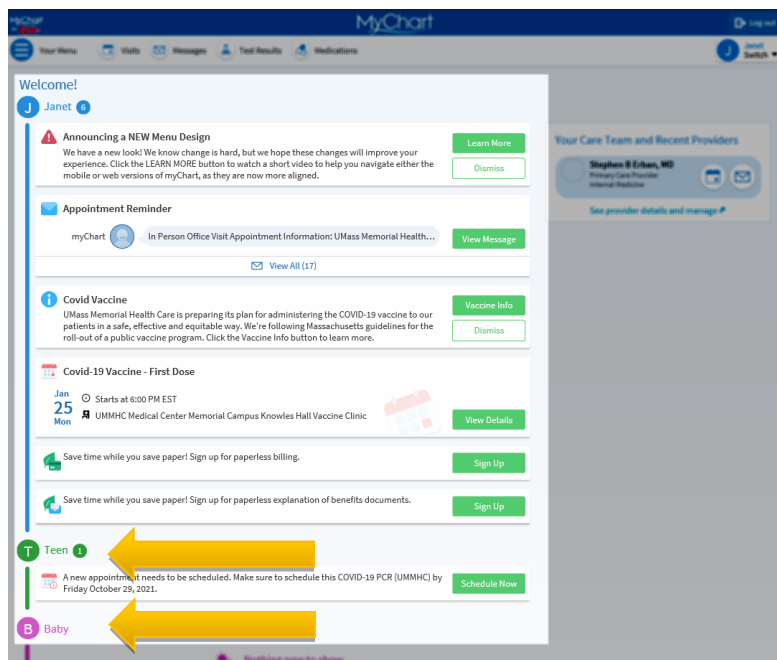
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# Navigation

## Welcome & News Feed

The home page allows us to quickly provide you with important Announcements, upcoming appointments, and new messages. **[Dismiss]** them after viewing to keep your Feed Fresh and Timely.

If you have access to other loved one's myChart accounts, their appointments and reminders will follow yours.



## Patient Informational Videos

Patient Facing videos are embedded through myChart to give you an overview or guided walk through specific features and topics within myChart.

**The New myChart Experience:** This Video will give you a tour of the redesigned look of the myChart Homepage. This video can be found at the bottom of the homepage.

**myChart Connect Accounts:** Explains how Happy Together works. This video appears on the Link My Accounts page.

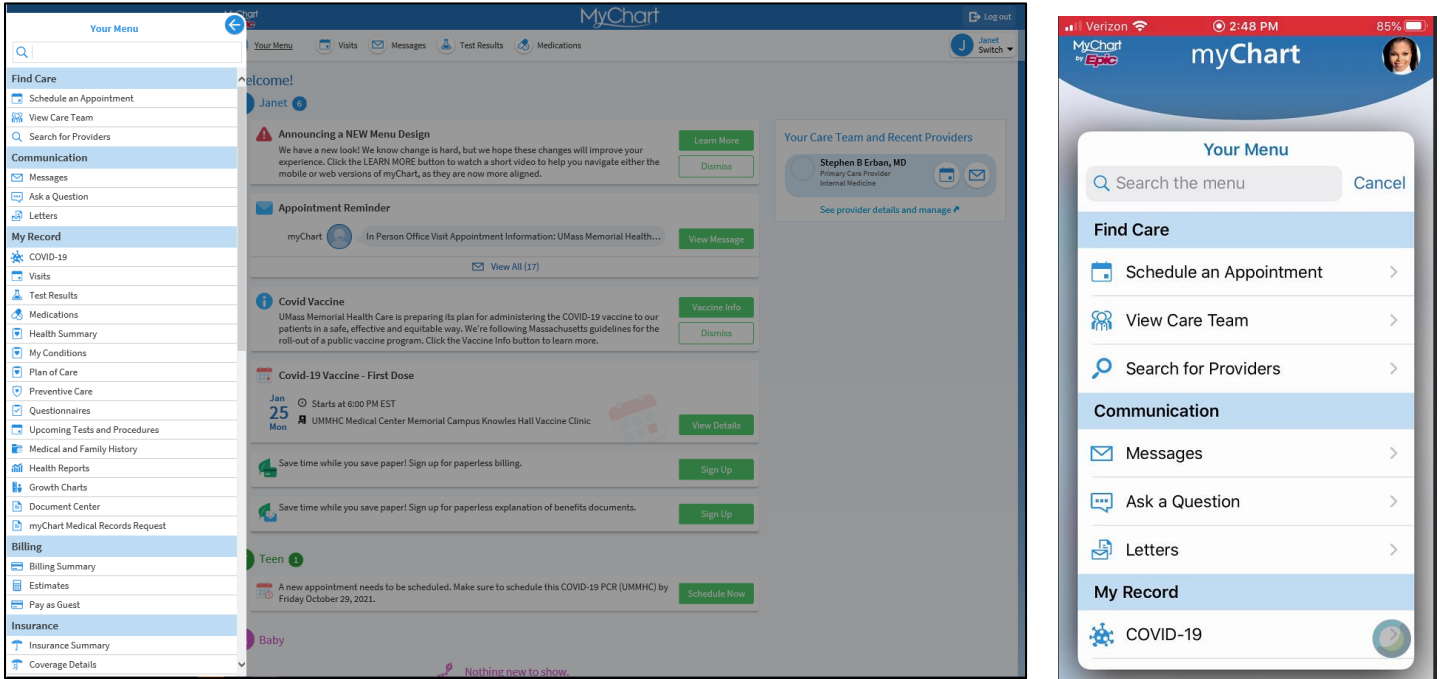
**myChart Sharing Your Record:** This video covers Share Everywhere and proxy access and appears on the Share My Record page.

**Share Everywhere:** This video includes only the Share Everywhere content from the MyChart: Sharing Your Record video and appears on the Share Everywhere page.

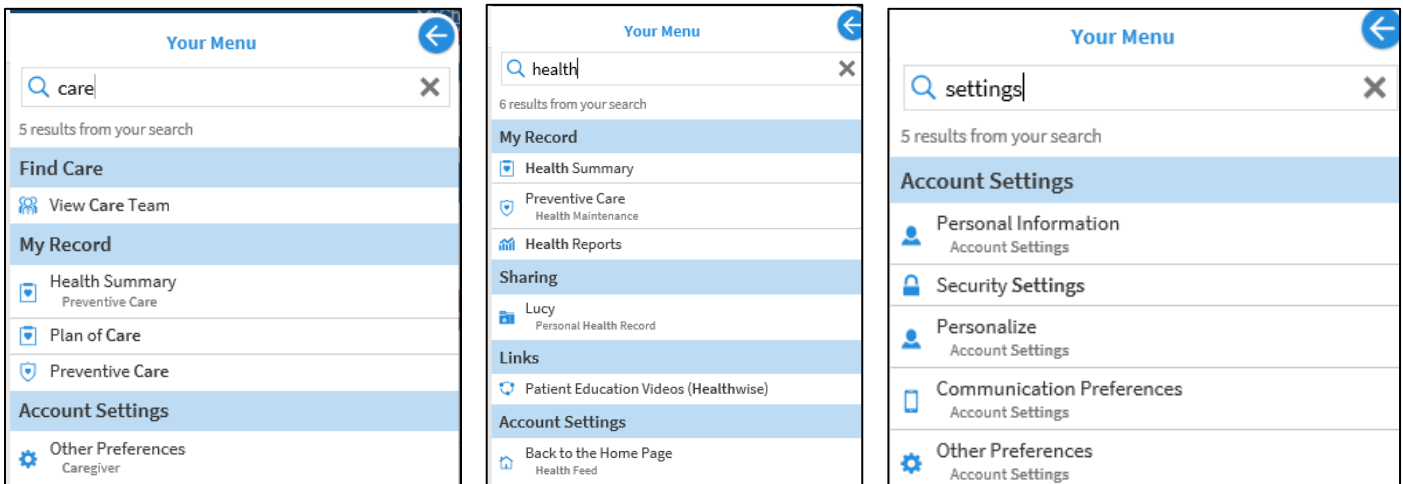
**Your Health Record on the Go:** This discusses interoperability and provides a more in-depth overview of how patient data is exchanged and shared. This appears on the Share my Record Page.

# Your Menu

The menu allows you to access every available activity. In the past, only some options were available on the mobile app but now activities will be consistently available to you across both the web version and the mobile version.

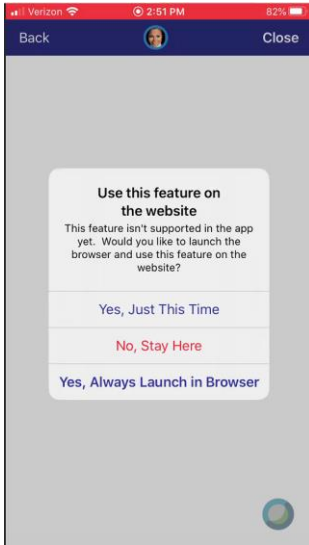


We know **Your Menu** is long, but the **SEARCH** function can help you find what you're looking for quickly.



## Specific to the Mobile Application

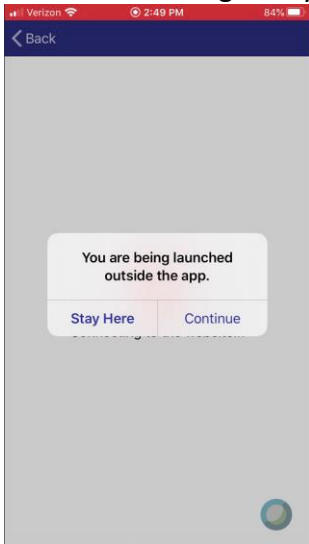
When selecting an activity on the mobile application that is not yet optimized (retrofitted) for mobile, you will receive a warning that you are leaving the mobile application and proceeding to the web version for that activity. Screens may not be fully optimized – if you don't like using the web application from your mobile phone you can simple access the myChart application from a desktop or laptop instead, for full screen optimization.



Examples of this are:

Growth Charts, Track My Health, Communication Preferences, etc.

When an activity on the mobile application brings you to something on our UMMH webpage, you will also receive a warning that you are leaving the myChart mobile application.



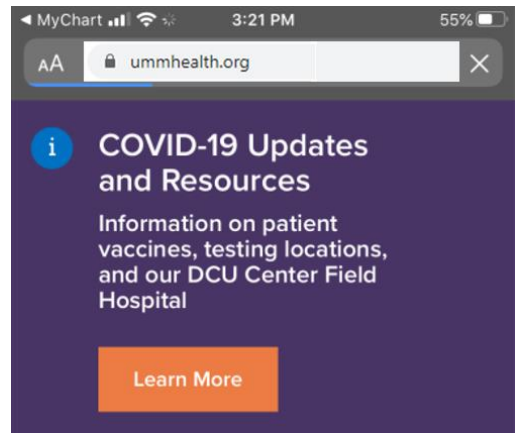
Examples of this are:

myChart Tools – the User Guide, FAQs, etc.

Links – Medication Affordability Information, Clinical Trials, Privacy Information, Pay as Guest, etc.

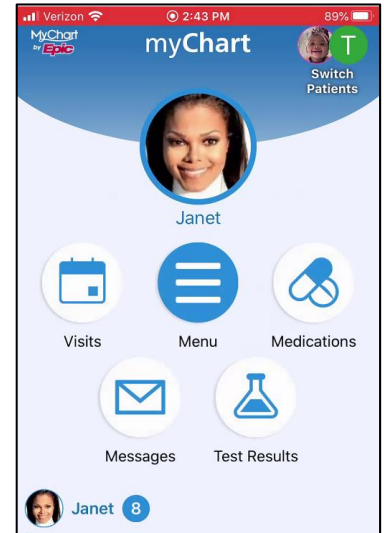


To return to the myChart mobile application, select the myChart back arrow in the top left of your browser.



## Shortcuts

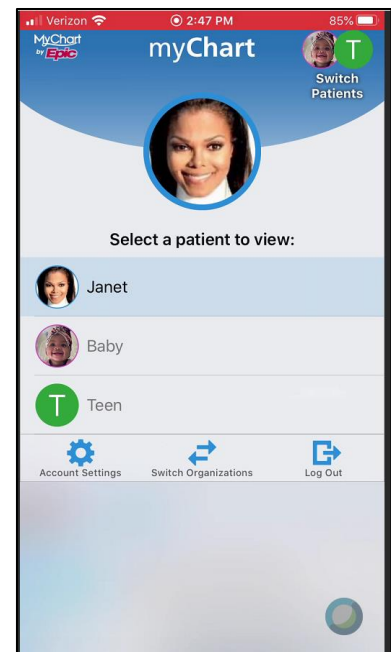
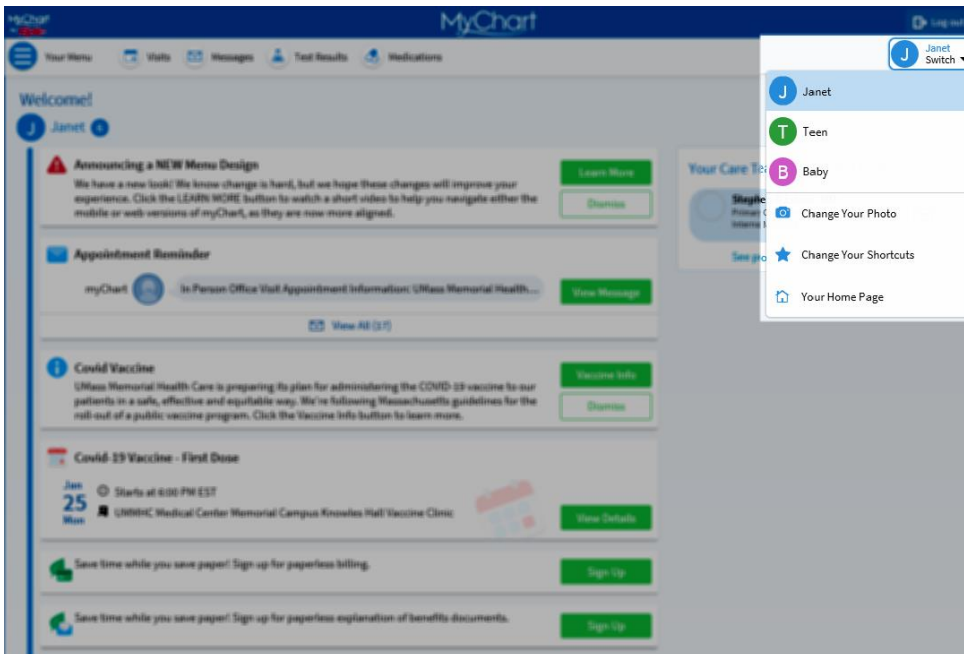
From the home page, Shortcuts will allow you to define your top 4 activities for quick access. You will start with **[Visits]**, **[Messages]**, **[Test Results]** and **[Medications]** but you can change them to any activity you choose. If you change, those new activities will be saved for you, whether you use the web version or the mobile version.



Change your Shortcuts activity is found on **Account Settings** submenu of **Your Menu**.

## Your myChart Proxy Accounts

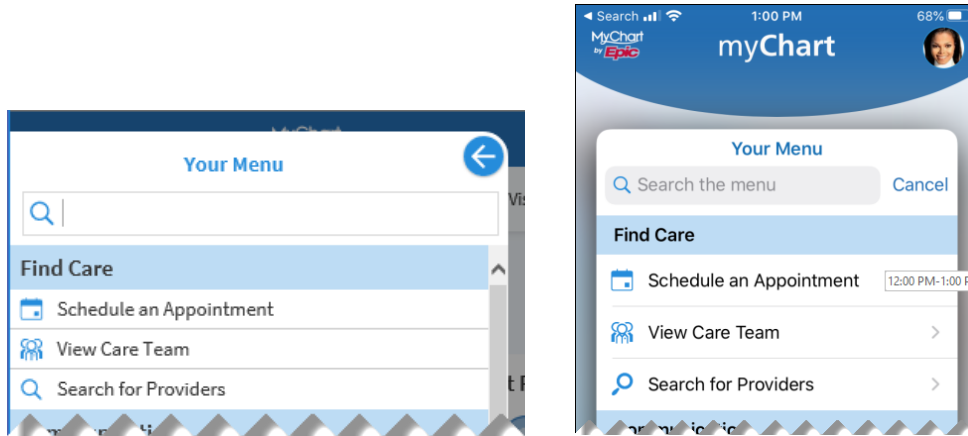
If you have access to your loved one's myChart as Proxy, you can easily access their myChart from yours.






## Your Care Team

At any time, you can view your providers currently on your care team by selecting **View Care Team** from **Your Menu**. You can send a message, schedule an appointment, or see details on this provider (like the FIND A DOCTOR activity on the UMMH webpage).

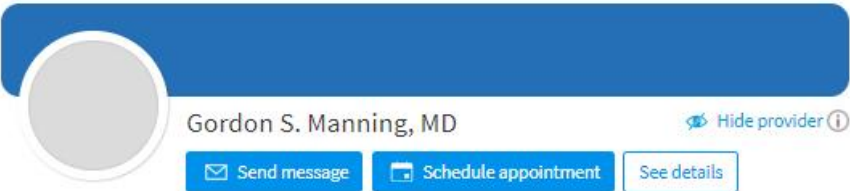


### Care Team and Recent Providers

Show hidden providers



Gordon S. Manning, MD  
Primary Care Provider  
Internal Medicine



Gordon S. Manning, MD [Hide provider](#)

[Send message](#) [Schedule appointment](#) [See details](#)


Need help? Contact us at: [findphysicianhelp@umassmemorial.org](mailto:findphysicianhelp@umassmemorial.org)

UMass Memorial Health

[For Physicians](#) | [Clinical Trials](#) | [Careers](#) | [Giving](#) | [Contact](#)

[SERVICES & TREATMENTS](#) | [HOSPITALS](#) | [PATIENTS & VISITORS](#) | [PATIENT PORTAL](#)

[Return to Search Results](#) | [Previous Provider](#) | [Next Provider](#)



Gordon S. Manning, MD  
Internal Medicine

[Download vCard](#)

**Westborough Internal Medicine**  
154 East Main Street  
Westborough, MA 01501  
Driving Directions  
508-366-1120  
Appointment Number: 855-UMASS-MD

[Schedule Online](#)

General Information | **Locations** | Education | Schedule

**Specialties**  
Internal Medicine

**Academic Titles**  
Assistant Professor, University of Massachusetts Medical School

**Hospital Affiliations**  
UMass Memorial Medical Center



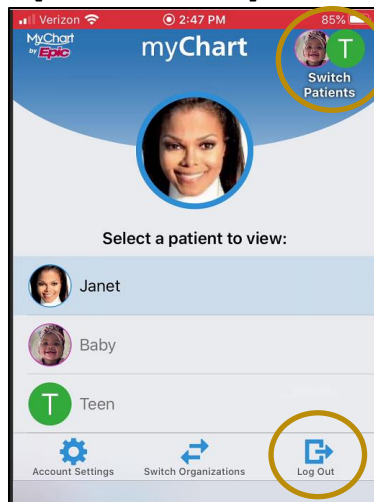
## Logout & Return to Home Page

Logging out of myChart differs between the web and mobile versions.

In the web application,  
You will select the **[Log out]** icon at the top right of the screen.

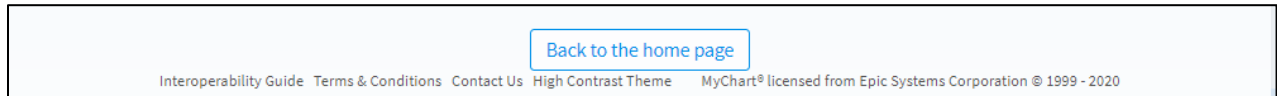


In the mobile app,  
You will select the **[Log Out]** icon from the **[Switch Patients]** icon at the top right of the screen



**Returning to the Home Page** after selecting an activity can differ between web and mobile.

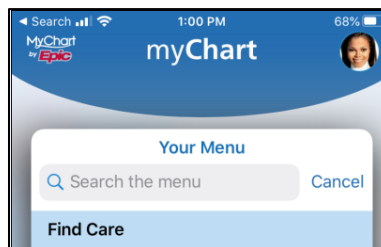
In the web application, you will often have a return to home page option at the end of the activity.



Or, you can select the **[myChart]** icon at the top of the screen.



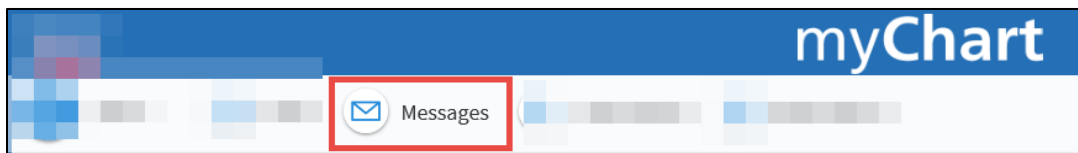
In the mobile app, you'll more likely see a Cancel or a Close button



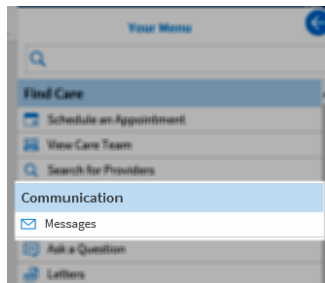
# Messages

## View Messages from your Provider Care Team

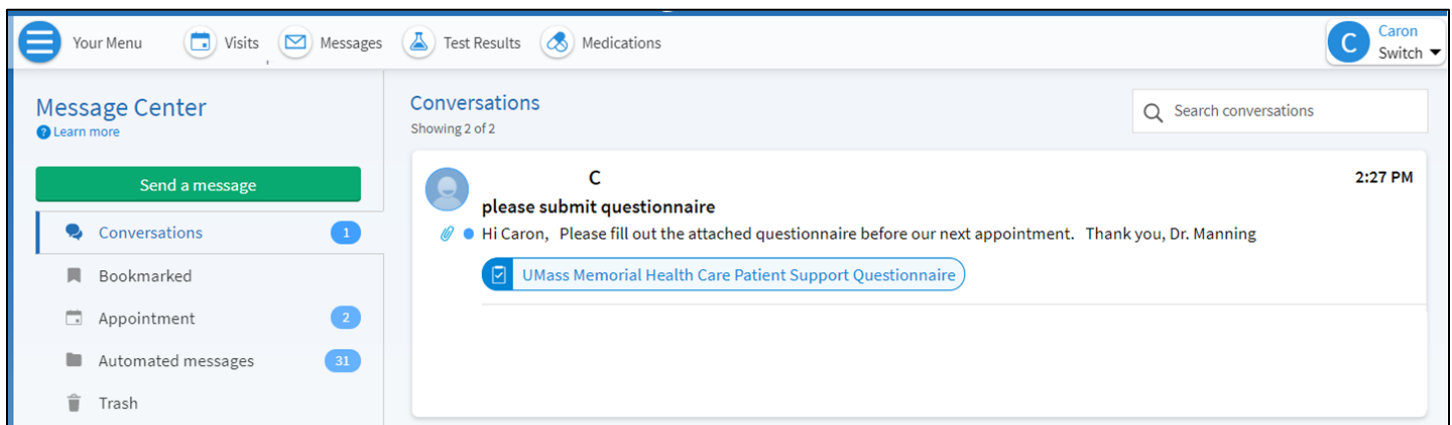
You can read messages sent by your provider or other clinic staff by selecting the **[Messages]** Shortcut.



Or, select **Messages** under the Communication Submenu from **Your Menu**.

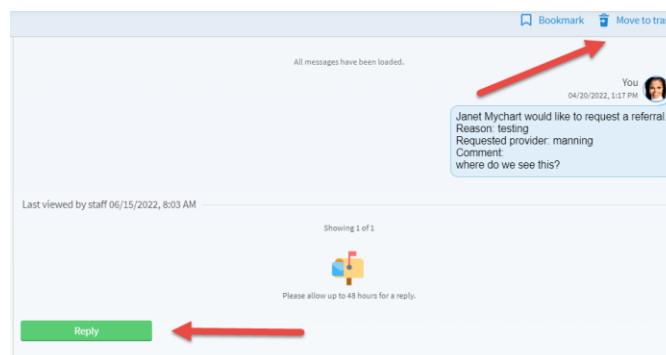


Both routes will display your Message Center Inbox and any messages sent to you.



If you're looking for a specific message, you can enter key words in the **Search this list** field to locate it.

Select the message you want to read. From here, you can **[Reply]** to the message or **[Move to trash]**.





If you want to view a message after you've sent it, you can do so by going to **Messages > Sent Messages**. Messages that appear in bold text have not yet been read by clinic staff.

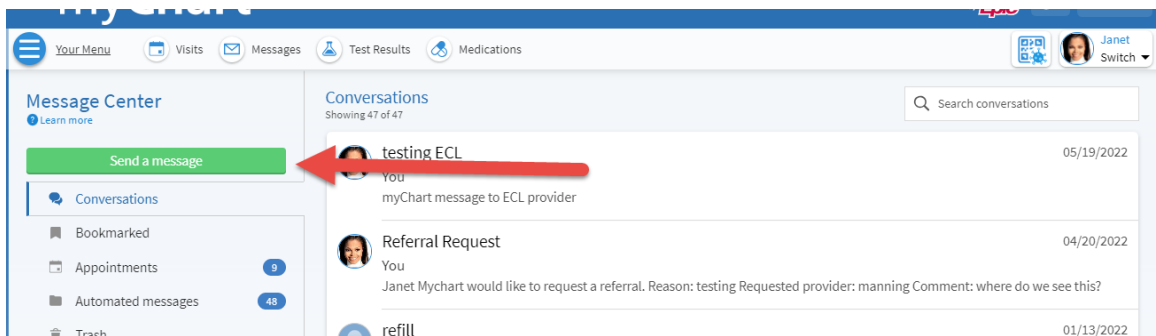
## Ask your Provider Care Team a Clinical Question

If you have a non-urgent medical question, you can send a message to your Provider's clinical team – it does NOT go directly to your provider. The clinical staff may answer you directly or may forward to the provider to answer. This message is secure, meaning your information stays private as it is sent over the Internet.

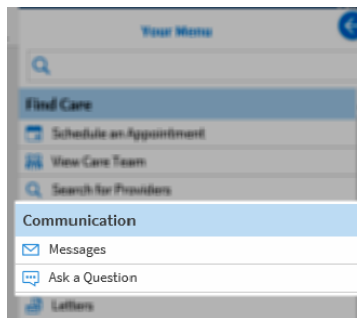
You can use this feature if you're not sure whether you should come in for an appointment, if you need clarification on the dosage of one of your medications or something that was discussed in a recent visit, or if you just want advice about a common illness.

**Messaging is not intended for communication about an urgent issue. You should still call your provider's office if urgent or call 911 if an emergency.**

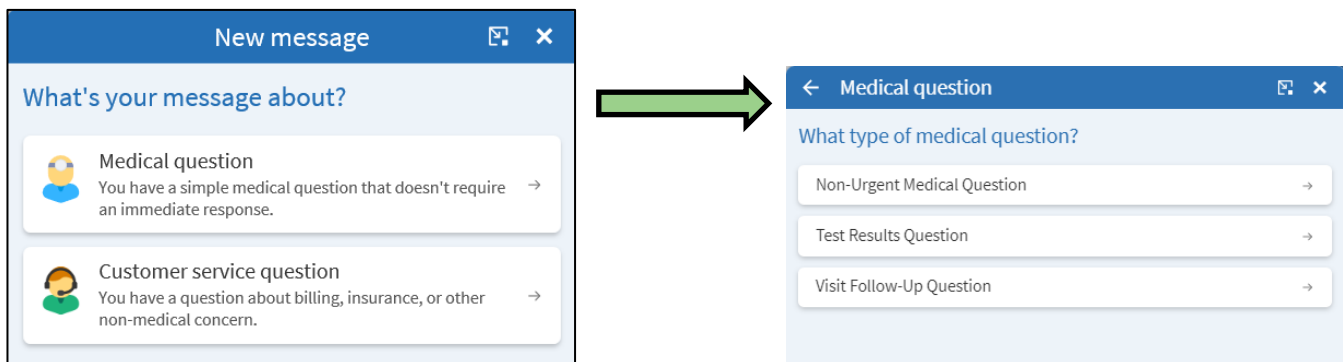
Go to your **Messages** Shortcut and then Select **[Send a new Message]**.



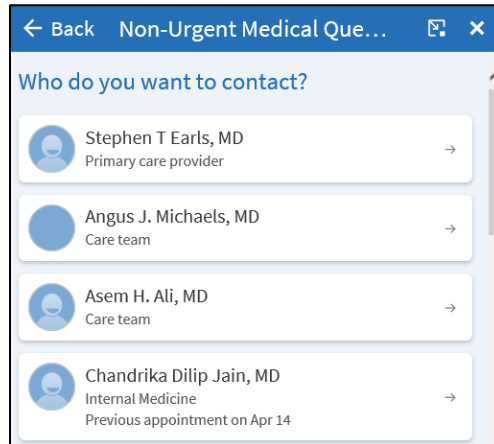
Or, select **Ask a Question** under the Communication Submenu from **Your Menu**.



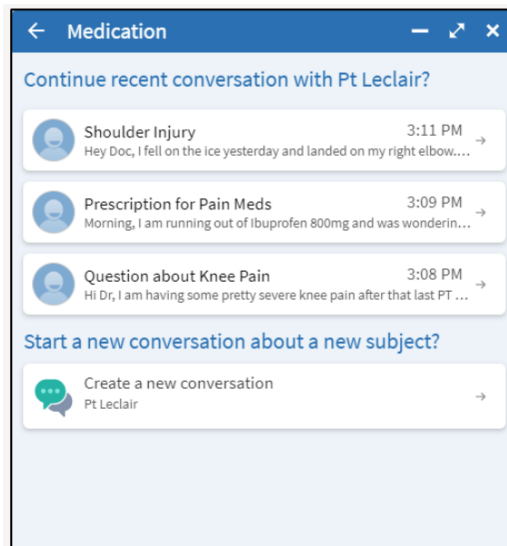
Select **[Medical Question]** and then click on the type of question you would like to ask



1. Select a recipient from the list. You can select your Primary Care Provider (PCP) if they are a UMMH provider. Many, but not all our Specialists are also available if you've had an appointment with them in the last 3 years.



If you have had a messaging conversation with your selected provider within the last five days, you will have the option to start a new conversation, or continue a recent conversation



2. Select a subject for your message (ex. Non-Urgent Medical Question) and enter your question. PLEASE enter only one topic per message. You can enter multiple messages if you have multiple topics to discuss. Separate messages make it easier for staff to triage and delegate appropriately and provide more timely responses.

← Back Test Results Question

To Stephen T Earls, MD

Include  Arnold Ambulatory

**Call 911 if you have a medical emergency.  
Call your provider's office for urgent medical questions.**

Non-urgent messages to your provider care team may take up to 2 busi

Please select the option that most closely matches your medical question  
Include only one subject per message.

Click [here](#) for additional help.

\* Subject

\* Enter your message...

Send =>

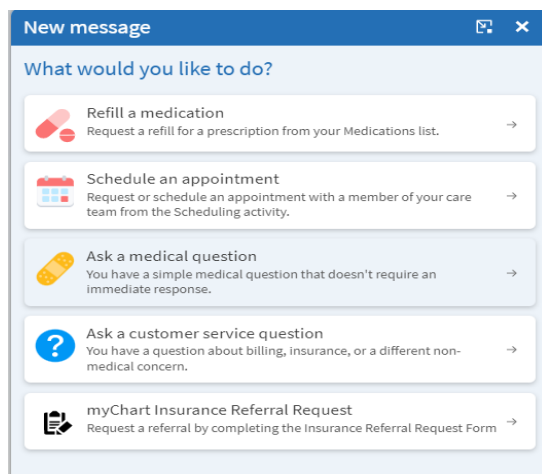
3. If applicable, you can even add a picture to help your provider understand the reported concern. Select the paperclip icon ( ) to Attach an Image and select from your personal pictures.
4. When you are finished, select **[SEND]**.

Your clinic will respond to you within two business days. You will receive an email notification in your personal email letting you know that the clinic has responded to your request. You will then sign on to myChart to read the content of the response.

If you are using myChart Mobile, you will also receive a PUSH notification on your phone. If you do not want to received PUSH notifications, turn off in the settings on your mobile phone.

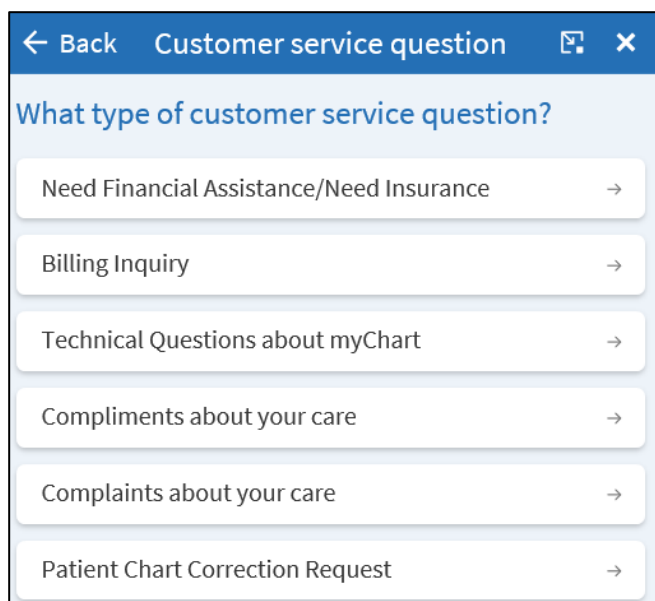
## Ask a NON-Clinical Question to another department.

If you have a **non-urgent, non-medical question**, you can send a message to other departments at UMMH. These staff persons are not familiar with you and your healthcare and the messages are not read and responded to in the same timeframe as a clinical message to your provider's office. Do NOT use this activity for clinical messages, they will take a much longer time to respond as they are likely being routed around to various departments to find the right person.



**Select Customer Service Question**, for other message options: Billing, Scheduling or Medical Records. Here you will be able to send messages to:

- Staff to help if you need insurance or assistance paying a bill
- Staff to answer questions about the use of the myChart or make suggestions to the application
- Office of Patient Advocacy to complain about care or compliment on great care
- Health Information Management (Medical Records) to request corrections to content of your clinical information seen from your myChart account.

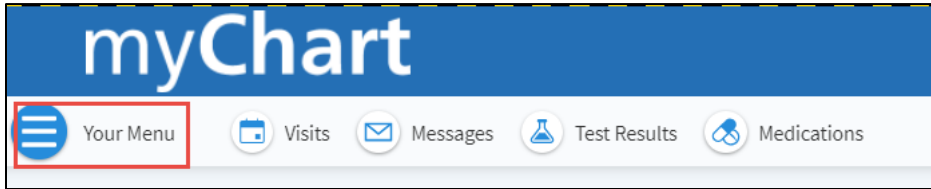




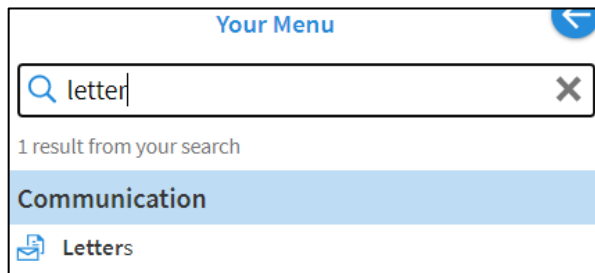
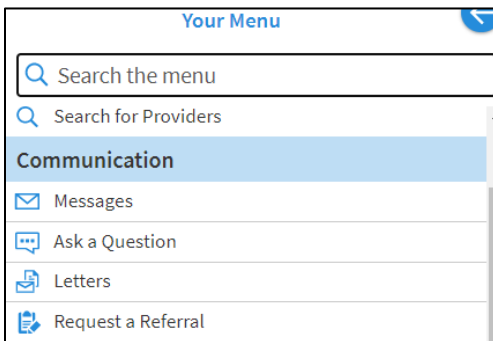
# Letters

Sometimes you may need a Return to School/Work note or a School or camp form. In this case, it will be in the Letter Activity of your myChart.

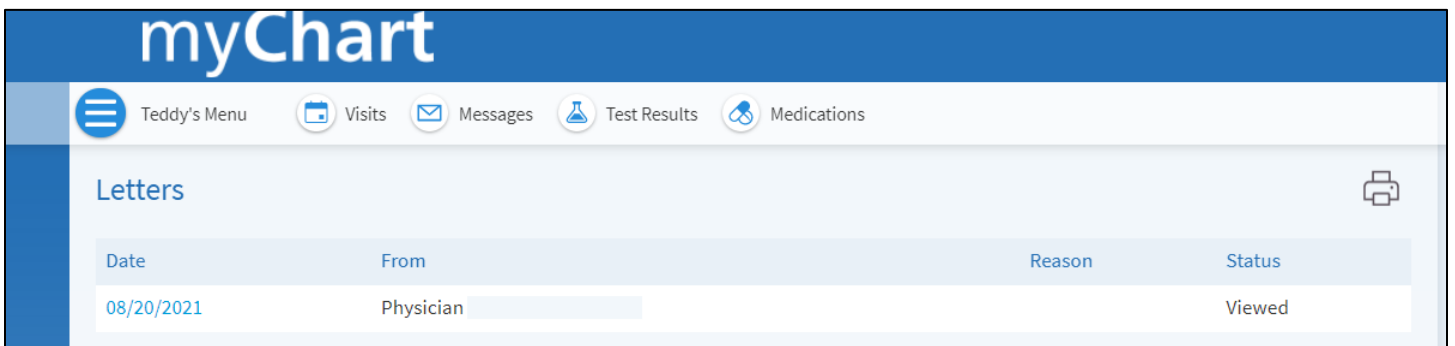
1. To find this, go to your myChart Menu



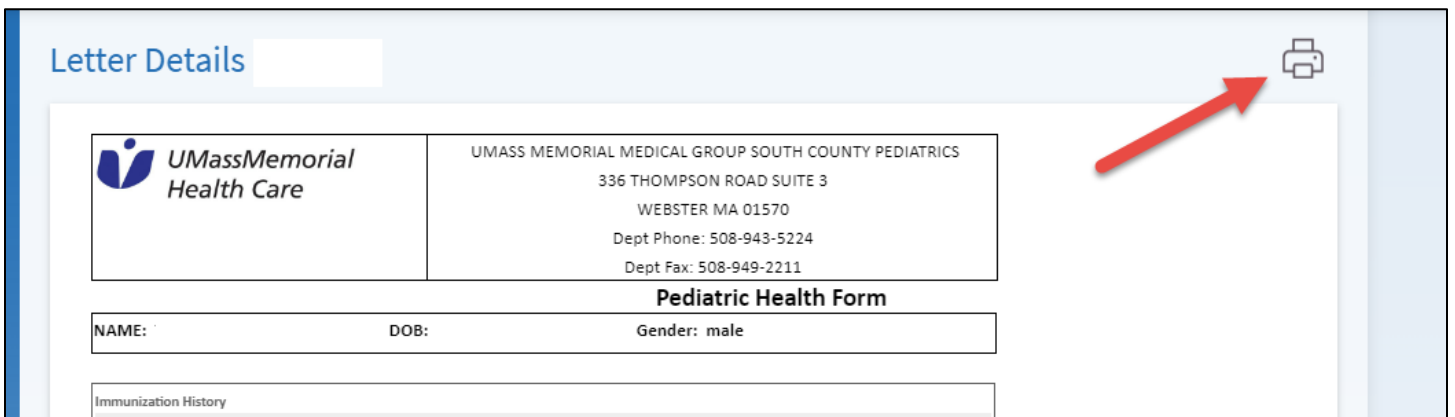
2. Scroll to Letters or type "Letter" and select it.



3. You can view all your letters in a list in this activity



4. You can print from a web browser by clicking the printer icon on the right side of the page.



# Appointments

## View Your Past Appointments

To access a visit summary or notes from a previous appointment, Select the **[Visits]** shortcut.

**MyChart by Epic** MyChart Log out

Your Menu **Visits** Messages Test Results Medications

**Appointments and Visits** Schedule an appointment

At UMass Memorial, we believe that sharing information builds trust and better relationships. We believe that you should be able to see your results and notes as soon as they are available.

However, this means that you may see results even before your healthcare provider has seen them. Some test results may be hard to understand. Other results may show a serious disease, like cancer. Most patients look up their results immediately. Others may prefer to wait until their provider's office contacts them. If you have not heard within a few days, or if you cannot wait, you may want to contact your provider's office before viewing the results on your own.

If you have questions or concerns about the information in your myChart account, please contact your provider. Only your provider can make changes to your medical information.

If you are looking for NOTES from an appointment PRIOR TO 2021, please click [here](#).

Show: Upcoming and Past More filter options

**Upcoming Visits**

Next 7 Days

**FEB 2 Tue** ANNUAL PHYSICAL with Stephen B Erban, MD  
Starts at 9:50 AM EST (40 minutes)  
UMass Memorial Medical Center- University Campus Primary Care Clinic  
55 Lake Ave North  
Worcester MA 01655  
508-334-2731

PRECHECK-IN  
Details  
Cancel appointment

**Past Visits**

Last 3 Months

**JAN 20 2021** Office Visit  
Priya M. Janardhana, MD  
UMass Memorial Medical Center- Hahnemann Campus  
Eye Center

**Hospital Visit**  
University Campus  
November 25, 2020

January 2021  
S M T W T F S  
1 2  
3 4 5 6 7 8 9  
10 11 12 13 14 15 16  
17 18 19 20 21 22 23  
24 25 26 27 28 29 30  
31

Related Links  
Document Center

If you have received care at other Epic organizations, an After Visit Summary from those organizations may appear alongside your past visits from UMMH. These outside visits will appear with the CE (Care Everywhere) icon.

**Past Visits**

Last 3 Months

**NOV 20 2020** Telephone  
William F. Corbett, MD  
UMass Memorial Medical Group Shrewsbury Primary Care

**NOV 6 2020** Telephone  
Stephen B Erban, MD  
UMass Memorial Medical Center- University Campus Primary Care Clinic

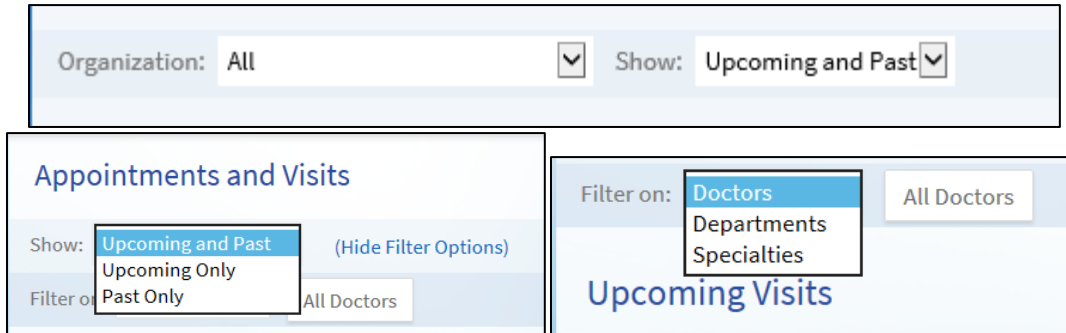
View After Visit Summary®

View After Visit Summary®

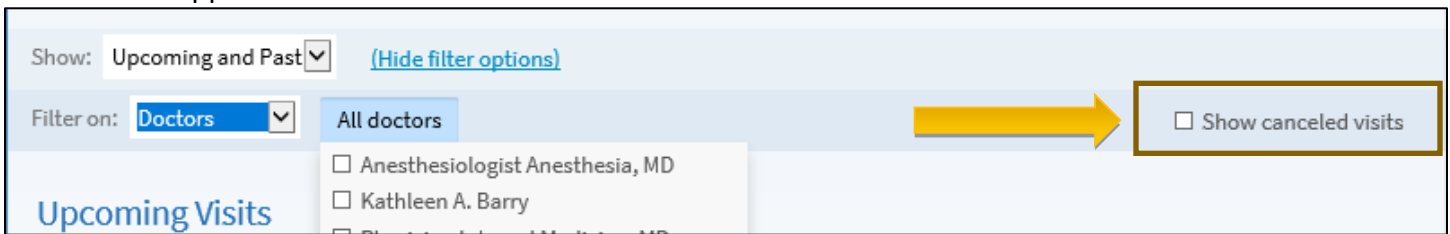
CE

You can keep this view or filter what you see. You can filter by:

1. Organization
2. Upcoming, Past or both (default)
3. Doctors (Providers)
4. Departments
5. Specialties

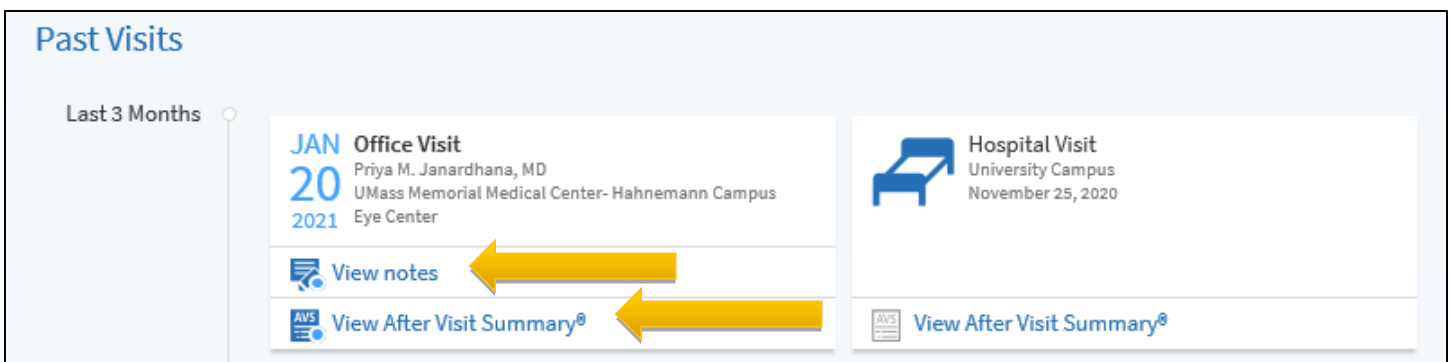


With the Filter Option toggled ON, you can select specific appointment types and whether you would like to see canceled appointments.

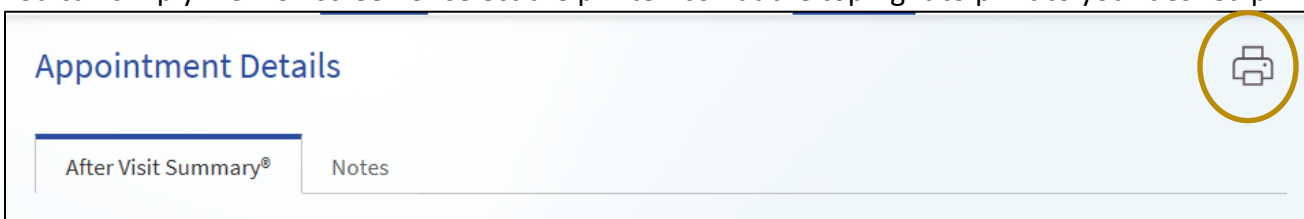


## View Notes written by your Provider during your Past Visit

Notes written by your provider and the After Visits Summary are 'attached' to their respective visit. Find the desired Visit to then find the associated notes and ACS: View notes or View After Visit Summary.



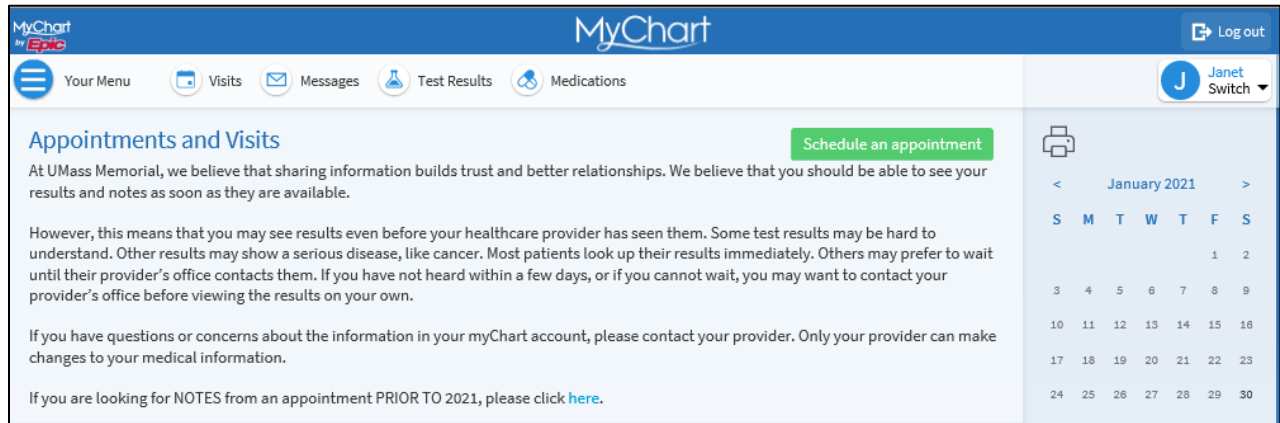
You can simply View on screen or select the printer icon at the top right to print to your desired printer.



# Schedule an Appointment

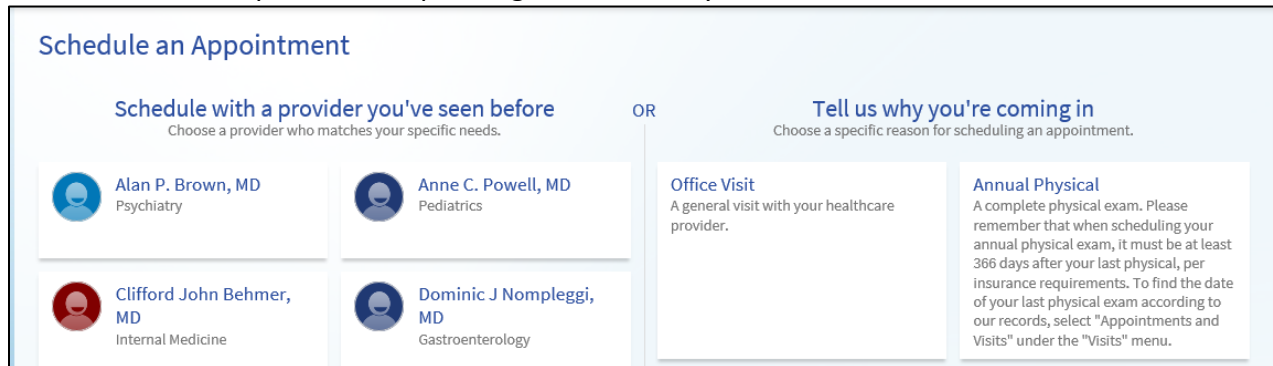
Directly scheduling an appointment means that you schedule the appointment yourself by choosing from a list of available appointment times for your associated provider. You can select your Primary Care Provider (PCP) if they are a UMMH provider. Many, but not all our Specialists are also available to schedule appointments with if you've already had an appointment with them in the last 3 years.

Select the **[Visits]** shortcut and then **[Schedule an appointment]**.



The screenshot shows the MyChart interface. At the top, there's a navigation bar with 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. A 'Log out' button is in the top right. Below the navigation, the 'Appointments and Visits' section is active, featuring a 'Schedule an appointment' button. The main content area contains text explaining the appointment scheduling process and a calendar for January 2021. The calendar shows dates from 1 to 30, with the 1st and 2nd highlighted.

Choose a provider OR the specific reason for scheduling an appointment. You will have to answer additional questions, depending on the route you choose.



The screenshot displays the 'Schedule an Appointment' screen. It is divided into two main sections: 'Schedule with a provider you've seen before' and 'Tell us why you're coming in'. The first section offers four provider options: Alan P. Brown, MD (Psychiatry), Anne C. Powell, MD (Pediatrics), Clifford John Behmer, MD (Internal Medicine), and Dominic J Nompleggi, MD (Gastroenterology). The second section offers two appointment types: 'Office Visit' (A general visit with your healthcare provider) and 'Annual Physical' (A complete physical exam. Please remember that when scheduling your annual physical exam, it must be at least 366 days after your last physical, per insurance requirements. To find the date of your last physical exam according to our records, select "Appointments and Visits" under the "Visits" menu).

Choose an appointment from the list of available times. This list can also be filtered based on your preferences.

The screenshot displays a scheduling interface for Tuesday, March 29, 2022. It features a grid of time slots for three providers: Danuta J. Antkowiak, MD; Kimberly A. Bombaci, MD; and Michael A. Burdulis, MD. The interface includes search criteria, gender selection, provider type selection, and a day/time selection grid.

1. Your appointment will be reserved for a ten-minute reservation period, so that no other patients can select the same opening for the time slot while you finish scheduling the appointment.
2. Enter specific comments as to why you would like to be seen for an appointment.
3. You can also choose to get on the wait list and be notified if an earlier appointment opens.
4. If you schedule recurring appointments for the same day/time, you can even choose to save for ease the next time.
5. Select **[Schedule]** to complete and the confirmation will appear on the screen.

The screenshot shows a confirmation screen for an appointment with Stephen T Earls, MD on Wednesday, January 26, 2022, at 8:30 AM. The screen includes a reservation notice, appointment details, a comment field, and a 'Schedule' button. Numbered callouts 1-5 highlight key elements.

Once scheduled, the appointment details will display, and you can add the appointment to your calendar (associated with the device you are on) and/or Print it.

**Appointment Details**

**Appointment Scheduled**  
You're almost done! Click the PreCheck-In button to verify your information.

**ANNUAL PHYSICAL with Stephen B Erban, MD**  
Tuesday February 09, 2021  
8:20 AM EST (40 minutes)  
[Add to calendar](#)

**UMass Memorial Medical Center- University Campus Primary Care Clinic**  
55 Lake Ave North  
Worcester MA 01855  
508-334-2731

**Prepare for Your Visit**  
Want an earlier time? [Get on the Wait List](#)  
All questionnaires for this appointment will be available for you to answer on Saturday February 06, 2021.

**Directions for UMass Memorial Medical Center- University Campus Primary Care Clinic**  
We are located at 55 Lake Avenue North, Worcester on the University Campus in the Benedict Building on the 1st floor. Enter the Benedict building and go to the check in desk straight ahead. Please arrive 20 minutes prior to your appt to park and check in. Please bring a government issued ID, your co-pay, insurance card and a list of your current medications. Valet parking is available for \$7 or you may park yourself for up to 2 hours for \$3. Additional fees for self-parking apply beyond 2 hours.  
If for some reason you are unable to keep this appointment, we kindly ask that you call us at least 72 hours in advance at 508-334-2731 so we may be of assistance in rescheduling your appointment to a date and time that is best for you. Our scheduling hours are Monday-Friday, 7:00 am to 8:00 pm.

[Cancel appointment](#)

Lastly, if the appointment is within 7 days, you can **PreCheck-In** (see that section). Else, you can return to the VISITS tab, find the appointment and PreCheck-In a day or two before the appointment. PreCheck-In allows you to update your information (address, contact info, insurance, medications) and complete documentation you'd normally do in the waiting room, from the comfort of home and potentially save time in the waiting room.

You can also schedule an appointment with a NEW provider/department to you. Many, but not all our Specialists are available for NEW PATIENT appointments via myChart

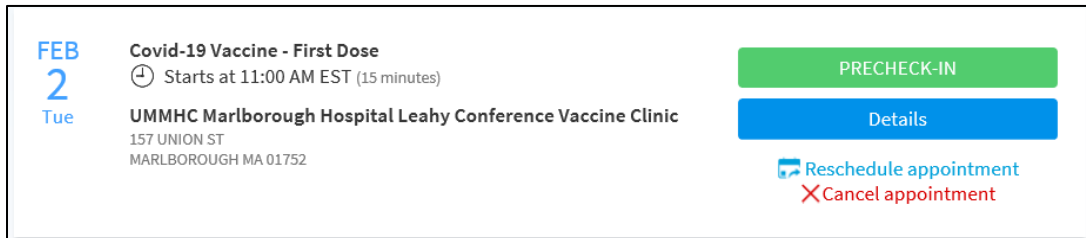
## Schedule an Appointment for a procedure your provider ordered for you.

Some Appointment types can be scheduled through myChart after your provider has placed the order for you to have the procedure done (ex: Mammogram).

# Reschedule an Appointment

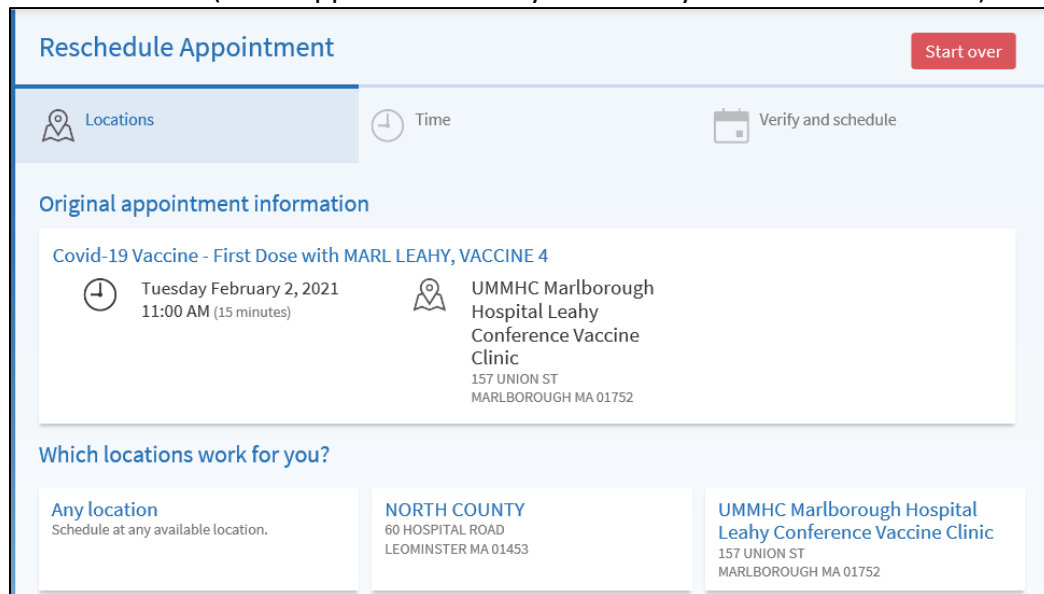
Some Appointment types can be rescheduled through myChart up to the time of the appointment. To reschedule an appointment (when available):

1. Select **[Visits]** from your Shortcuts.
2. Under Upcoming Visits, select **[Reschedule appointment]**.



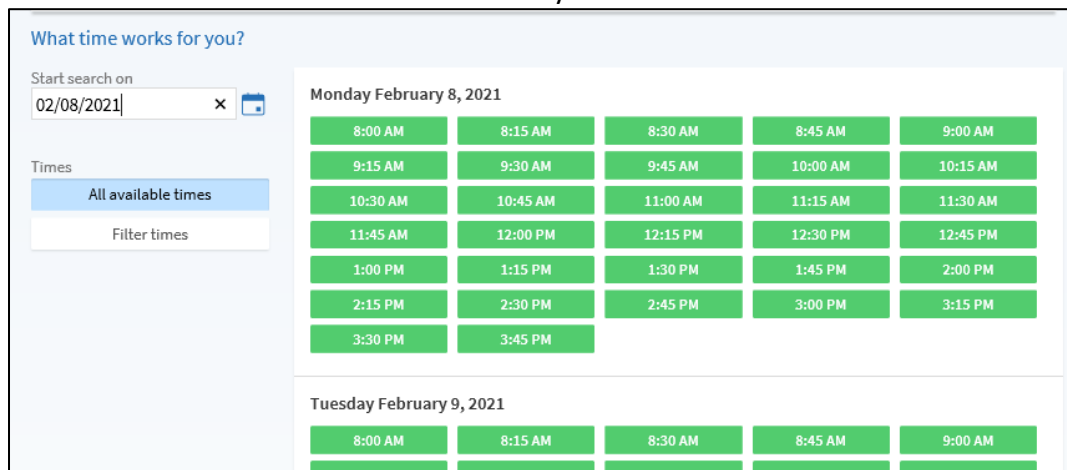
The screenshot shows an appointment card for a Covid-19 vaccine. On the left, it displays 'FEB 2 Tue'. The main text reads 'Covid-19 Vaccine - First Dose' with a clock icon and 'Starts at 11:00 AM EST (15 minutes)'. Below this is the location: 'UMMHC Marlborough Hospital Leahy Conference Vaccine Clinic', '157 UNION ST', and 'MARLBOROUGH MA 01752'. On the right, there are three buttons: a green 'PRECHECK-IN' button, a blue 'Details' button, and a red 'Reschedule appointment' button with a calendar icon, and a red 'Cancel appointment' button with an 'X' icon.

3. Pick the location. (some appointments may not allow you to switch locations)



The screenshot shows the 'Reschedule Appointment' interface. At the top right is a 'Start over' button. Below the title are three tabs: 'Locations' (selected), 'Time', and 'Verify and schedule'. Under 'Original appointment information', it shows 'Covid-19 Vaccine - First Dose with MARL LEAHY, VACCINE 4' on 'Tuesday February 2, 2021' at '11:00 AM (15 minutes)' at the 'UMMHC Marlborough Hospital Leahy Conference Vaccine Clinic'. Below this, the question 'Which locations work for you?' is followed by three options: 'Any location' (Schedule at any available location.), 'NORTH COUNTY' (60 HOSPITAL ROAD, LEOMINSTER MA 01453), and 'UMMHC Marlborough Hospital Leahy Conference Vaccine Clinic' (157 UNION ST, MARLBOROUGH MA 01752).

4. Pick the Date and Time that works best for you.



The screenshot shows the 'What time works for you?' screen. It has a search bar with '02/08/2021' and a calendar icon. Below the search bar are two buttons: 'All available times' (selected) and 'Filter times'. The main area displays a grid of available times for 'Monday February 8, 2021' and 'Tuesday February 9, 2021'. The times are listed in 15-minute increments from 8:00 AM to 3:45 PM.

Monday February 8, 2021				
8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM
9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM
10:30 AM	10:45 AM	11:00 AM	11:15 AM	11:30 AM
11:45 AM	12:00 PM	12:15 PM	12:30 PM	12:45 PM
1:00 PM	1:15 PM	1:30 PM	1:45 PM	2:00 PM
2:15 PM	2:30 PM	2:45 PM	3:00 PM	3:15 PM
3:30 PM	3:45 PM			

Tuesday February 9, 2021				
8:00 AM	8:15 AM	8:30 AM	8:45 AM	9:00 AM
9:15 AM	9:30 AM	9:45 AM	10:00 AM	10:15 AM

5. Select the reschedule reason and select **[Schedule]** to complete.

### Reschedule Appointment

Start over

[Locations](#) [Edit](#)  
NORTH COUNTY

[Time](#) [Edit](#)  
Tuesday February 9, 2021 9:00 AM

[Verify and schedule](#)

#### New appointment information

Click the Schedule button if everything looks correct.

#### Covid-19 Vaccine - First Dose

Tuesday February 9, 2021  
9:00 AM (15 minutes)

UMMHC HealthAlliance Clinton  
Hospital Leominster Campus –  
Simonds Building Guild Conference  
Vaccine Clinic  
60 HOSPITAL ROAD  
LEOMINSTER MA 01453

\*Why do you want to reschedule this appointment?

Schedule



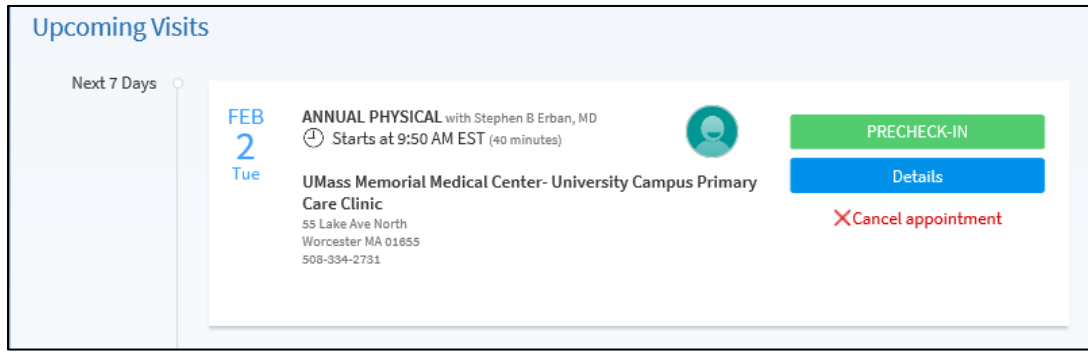
Some appointment types will not allow you to Reschedule via myChart. Certain specialty departments require a patient to call and speak with staff as the appointment timing is critical or you may need special instructions.



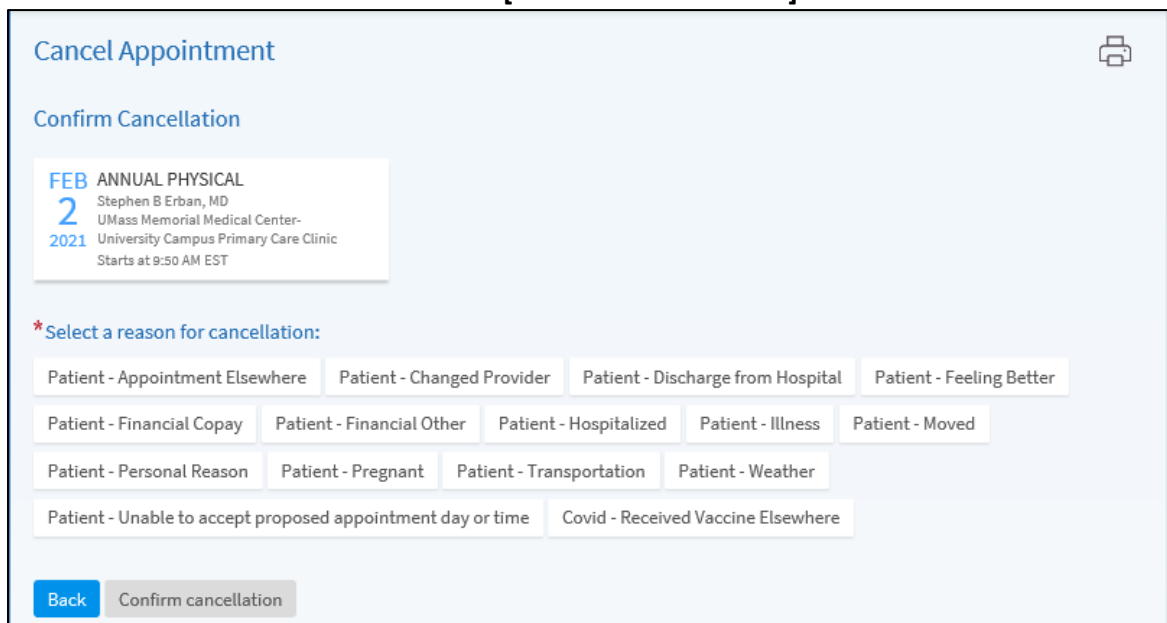
# Cancel an Appointment

Some departments allow you to cancel your next appointment through myChart, at any time, up to the time of the appointment. To cancel an appointment:

6. Select **[Visits]** from your Shortcuts
7. Under Upcoming Visits, select **[X Cancel appointment]**.



8. Select the cancellation reason. And **[Confirm cancellation]**.



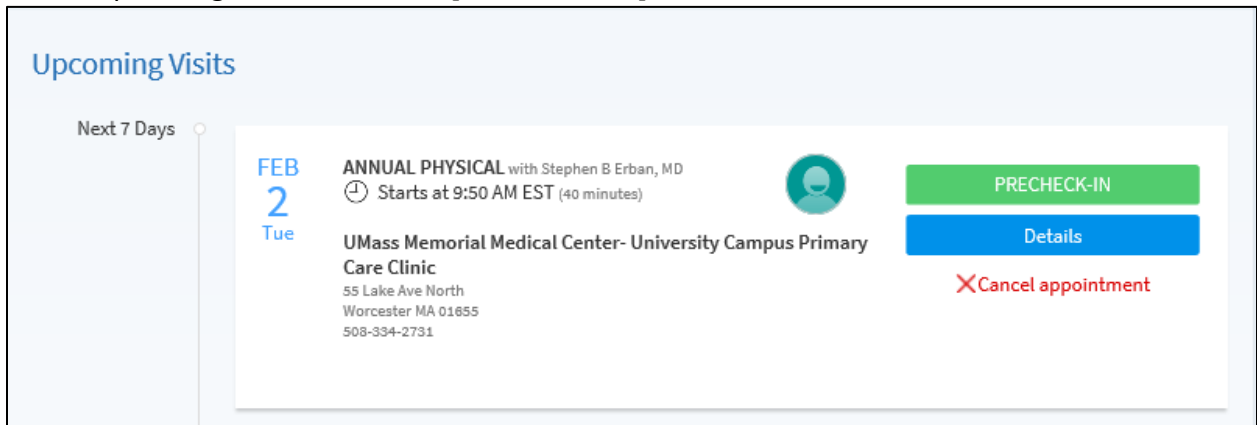
Some appointment types will not allow you to Cancel via myChart. Certain specialty departments require a patient to call and speak with staff as the appointment timing is critical or you may need special instructions.

# PreCheck-In for an Upcoming Appointment

To save time on the day of your appointment, you can update your information up to 7 days in advance by performing a **PreCheck-In** from your myChart account. Think of this like a PreCheck for a flight.

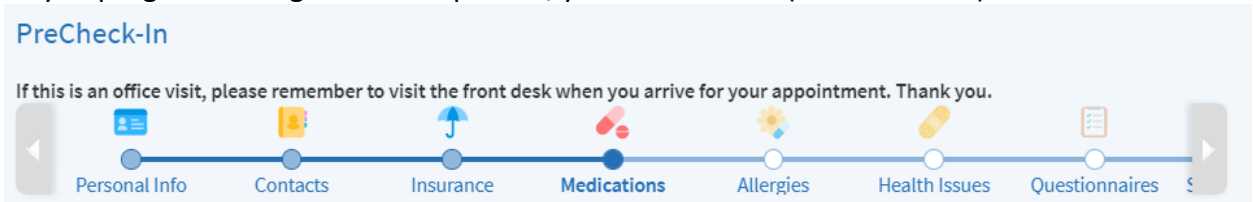
**PLEASE remember that you must still introduce yourself to the check-in desk so that they know that you have arrived. You will also still be required to show a picture ID for identification purposes.**

1. Select **[Visits]** from your Shortcuts
2. Under Upcoming Visits, select the **[PRECHECK-IN]** button.



3. You will be prompted through the various components of the PreCheck-In update screens; Personal Info, Patient Contacts, Insurance, Payments (co-pay), Medications, Allergies, Health Issues, Questionnaires, and Sign Documents. Components may vary between different types of visits.

As you progress through each component, you will advance (Bold indicator) on the timeline.



4. On the Insurance screen, you can attach an uploaded image of your insurance card, front and back.

**Add a coverage**  
Choose your insurance provider. If your insurance provider is not listed choose "Other".

**Indicates a required field**

Insurance  
Member Number  
Group Number

**Example card**

**Blue Cross of Idaho** Group Logo

Medical	PPO
PCP Office Visit	\$20
Non-PCP Office Visit	\$40
Dental	PPO
Vision	Yes

Group Number: 100000  
Plan: E1000

**Blue Cross of Idaho** The Customer Service and Member Support Center

Medical: 800-251-1544  
Dental: 800-251-1544  
Vision: 800-251-1544  
PCP Office Visit: 800-251-1544  
Non-PCP Office Visit: 800-251-1544  
Dental: 800-251-1544  
Vision: 800-251-1544

**Are you the policy holder for this insurance?**  
Yes No

Please upload images of your insurance card. ⓘ

**ADD FRONT PHOTO OF THE CARD**  
File types: BMP, DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF  
The maximum file size is 4 MB.

**ADD BACK PHOTO OF THE CARD**  
File types: BMP, DOC, DOCX, JPEG, JPG, PDF, PNG, TIF, TIFF  
The maximum file size is 4 MB.

5. On the Payments screen, you can authorize your visit copy or choose to make the payment later. You can also pay or postpone any outstanding payments.

**eCheck-In**

Insurance Payments

Please select the amounts you wish to pay below. If you are unable to pay now, you can pay later.

**Payment for This Visit**

Copay  
 \$20.00 (Amount due)

**Your Outstanding Physician Balances**

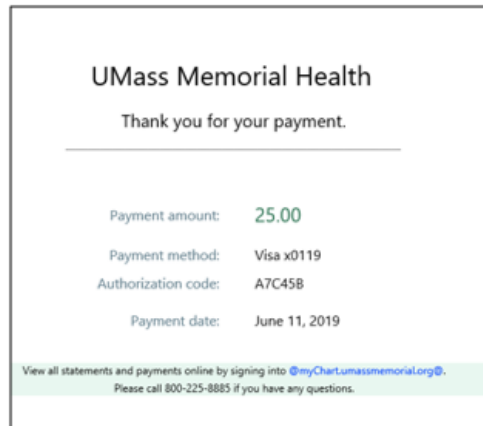
Account #106271  
 \$136.35 (Amount due)  
 Other amount

Account #2979  
 \$759.00 (Amount due)  
 Other amount

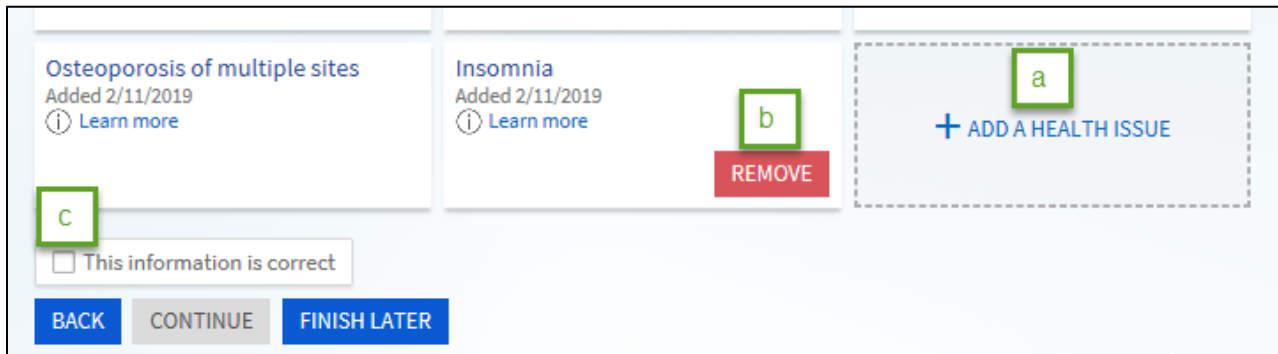
Pay copay and outstanding balances later

Back Pay \$20.00 Finish later

Your credit card will NOT be charged until the day of your appointment and you will receive an email receipt notification when the charge is processed.



6. On Clinical component screens (Medications, Allergies and Health Issues), you can:
  - a. Request an Addition [**+ ADD A HEALTH ISSUE**]
  - b. Request a Deletion [**REMOVE**] or
  - c. Accept the information [**This information is correct**].Clinical Staff at your visit location will review the requested changes. You may see the Allergies or Health Issues post their review, but the Medications will be finalized by the provider post review at the visit.



7. Over time, you will notice that more and more clinics will add their questionnaires to myChart so that you can complete these 'forms' in advance of your arrival, rather than the current process of completing them in the waiting room.

**Patient Medical History**

**Step 1 of 4**  
Please fill out the following questionnaire. When available, data is pulled from your chart.

**Medical History**  
Have you had or do you currently have any of the following conditions? Please check all that apply.

Question	Date first noted (approx)
<input type="checkbox"/> Anemia	
<input type="checkbox"/> Diabetes	
<input type="checkbox"/> Heart attack	
<input checked="" type="checkbox"/> Anxiety	December 2012
<input type="checkbox"/> Emphysema	
<input type="checkbox"/> Nerve / muscle disease	
<input checked="" type="checkbox"/> Arthritis	March 2016
<input type="checkbox"/> Acid reflux	

8. For forms which require patient signature, we now have the consent forms available via PreCheck-In so you can e-Sign them in advance of your arrival.

**PreCheck-In**

If this is an office visit, please remember to visit the front desk when you arrive for your appointment. Thank you.

Personal Info Insurance Medications Allergies Health Issues **Sign Documents** Payments

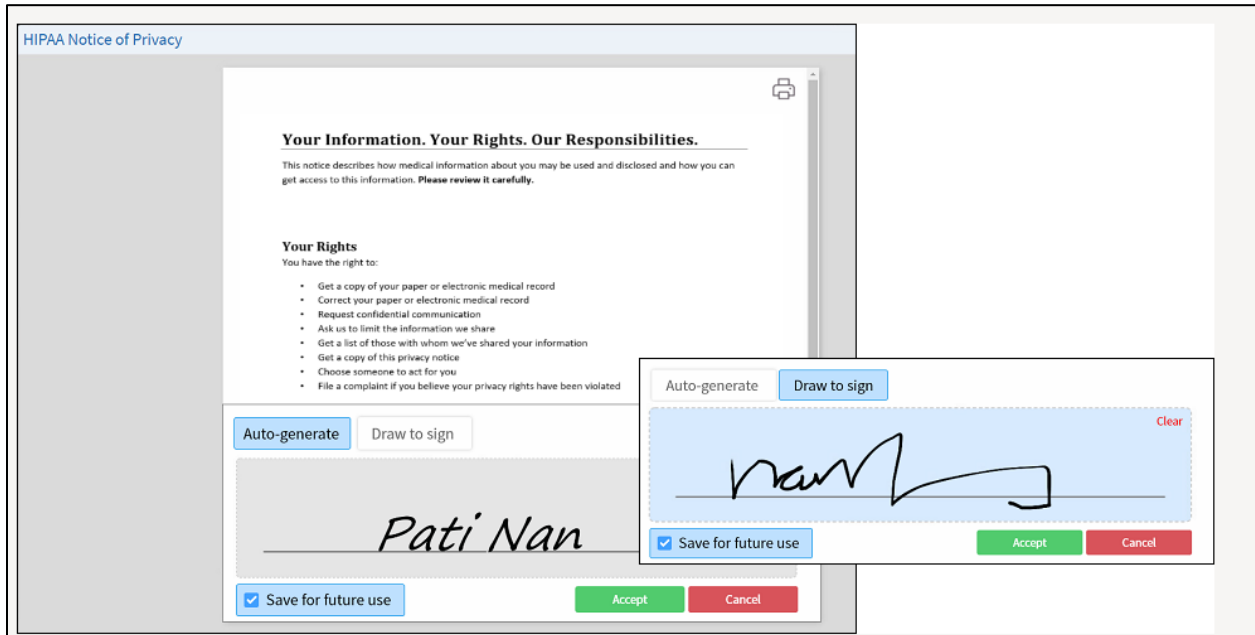
Please review and address the following documents. There may be additional documents to sign at the clinic.

<b>HIPAA Notice of Information Practices</b> Signed on 6/14/2019	<b>Hospital Consent and ROI</b> Signed on 6/14/2019
<b>REVIEW</b>	<b>REVIEW</b>
<b>Physician Consent and ROI</b> Signed on 6/14/2019	
<b>REVIEW</b>	

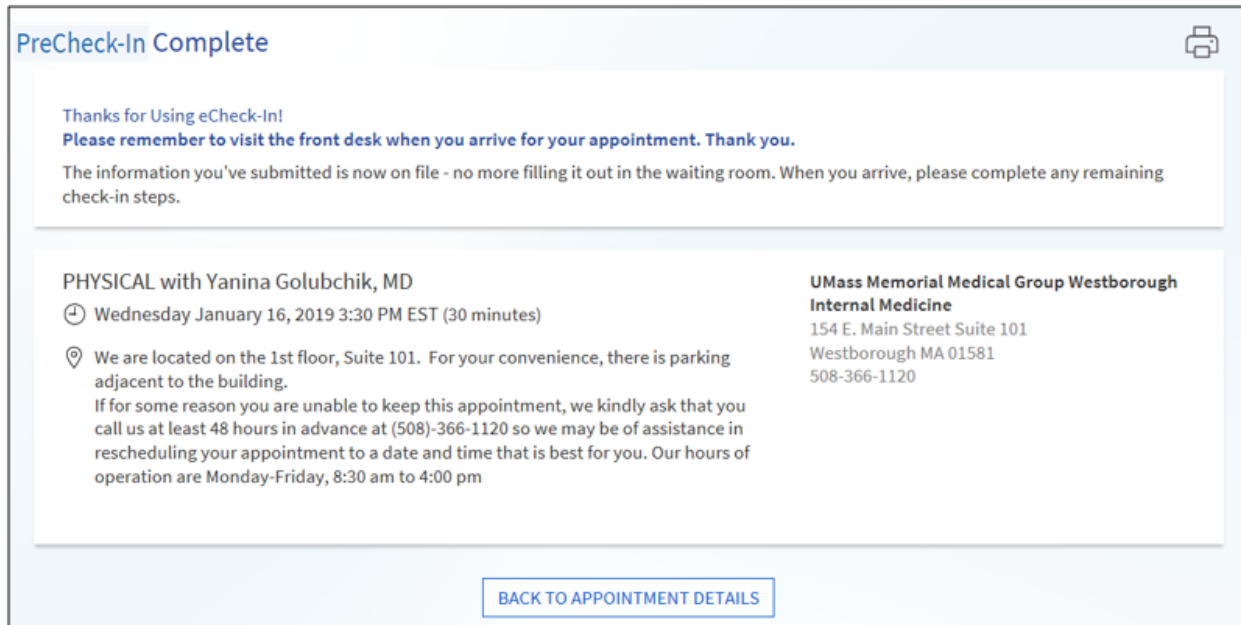
Once this step is completed, documents will be submitted for clinic review.

**BACK** **NEXT** **FINISH LATER**

You can also choose to auto-generate a signature or draw a signature. Whichever option you choose, you can select to Save for future use.



9. When all steps are complete, myChart will summarize your appointment details.



You can also PreCheck-In from the 3-day Appointment reminder you receive in your email. You will again receive a reminder on the day of your appointment.

myChart  
01/22/2020 09:15 AM Print Delete

### Appointment Reminder

**Appointment Information**


**Reason for Visit:** FOLLOW UP  
**Date:** 1/27/20  
**Time:** 9:30 AM  
**Dept:** UMass Memorial Medical Group Westborough Internal Medicine  
**Provider:** Parmender S. Bagga, MD  
154 E. Main Street Suite 101  
Westborough, MA 01581  
508-366-1120

We are located on the 1st floor, Suite 101. For your convenience, there is parking adjacent to the building. If for some reason you are unable to keep this appointment, we kindly ask that you call us at least 48 hours in advance at (508)-366-1120 so we may be of assistance in rescheduling your appointment to a date and time that is best for you. Our hours of operation are Monday-Friday, 8:30 am to 4:00 pm

**Save time in the waiting room and eCheck-In to your appointment.**

You will be able to:

- Review and update your demographic data
- Review and update insurance information
- Review and update allergies, problems and medications
- Select your pharmacy preference
- eSign documents including consent forms
- Authorize your visit co-pay if needed for the visit
- Complete health questionnaires at your convenience

[Please click here](#) to view your appointment details and complete eCheck-in. 

There is 1 questionnaire available for your appointment.

[View your available questionnaires](#)

**\*Remember, you will still need to stop at the front desk to let the office know you are here and to present your government issued ID and any insurance required referrals.**

We look forward to seeing you.


## Accept an Earlier Appointment Invitation

If you indicated that you wanted to be on a wait list when you made your appointment, you will receive a myChart notification if an earlier appointment becomes available.


**myChart**

Hello Moe Mychart,

There is a new opening for the appointment for which you are wait-listed! Please sign in to myChart to review the offer.



Thanks for using myChart,

 [Sign In to myChart](#)

Upon entering myChart, you will see the invite on the NEWS FEED. You will see both the NEW offered time and the Existing Time. Select **[Accept New Time]** or **[Keep Existing Time]** depending upon your desired appointment day/time.

Welcome!

J Janet 7

**New appointment offer for NEW PATIENT**  
This offer expires today at 4:00 PM.

**New Time**  
🕒 1:00 PM EST  
Jan 14 Thu  
🏢 UMass Memorial Medical Center- Hahnemann Campus Family Health Center  
👤 With Kathleen A. Barry  
[Accept New Time](#)

**Existing Time**  
🕒 1:30 PM EST  
Jan 21 Thu  
🏢 UMass Memorial Medical Center- Hahnemann Campus Family Health Center  
👤 With Kathleen A. Barry  
[Keep Existing Time](#)

If you accept the new time, your appointment will be adjusted in myChart (your old appointment is automatically cancelled).

Welcome!

J Janet 6

✓ **Success**  
This appointment has been moved to an earlier time.

**New Time**  
🕒 1:00 PM EST  
Jan 14 Thu  
🏢 UMass Memorial Medical Center- Hahnemann Campus Family Health Center  
👤 With Kathleen A. Barry  
[View Details](#)

The offer is only good for a specific amount of time.

**New appointment offer for FOLLOW UP**  
This offer expires today at 6:03 PM.

If you log in to your myChart outside of that specific time, you will see this.

📅 Earlier appointment offers are no longer available for FOLLOW UP on Friday October 14, 2022 at 10:00 AM EDT.  
[Dismiss](#)

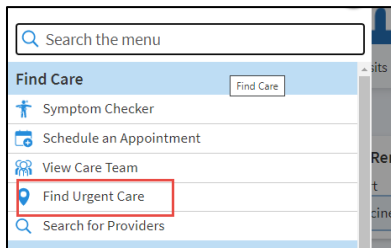


# On My Way

You can view all available Emergency Rooms and Urgent Care departments to see which is closest to you and also let the staff you will be arriving soon.

**This function is not intended for a truly urgent issue. You should call 911 or go directly to the Emergency Room if there is an emergency.**

In the myChart menu, select Find Urgent Care.



You will now be able to see a list of all available Emergency and Urgent Care Departments.

### Find Care Now

If this is a medical emergency, **call 911 or go to the nearest emergency room.**

Showing All Locations

- UMass Memorial Medical Center-Memorial Campus Emergency Department  
Always open
- UMass Memorial Medical Center-University Campus Emergency Department  
Always open
- UMass Memorial- HealthAlliance-Clinton Hospital Clinton Campus Emergency Department  
Always open
- UMass Memorial- HealthAlliance-Clinton Hospital Leominster Campus Emergency Department  
Always open
- UMass Memorial- HealthAlliance-Clinton Hospital Urgent Care Leominster  
Always open

A map of Massachusetts with several blue location pins indicating emergency and urgent care departments. The map shows major highways like I-90, I-495, and I-95, and cities such as Boston, Lowell, and Springfield. The state name "MASSACHUSETTS" is centered on the map.

Select the department you wish to visit by clicking on it.

Enter the approximate time you will arrive at your destination, then click **I'm On My Way**.

Find Care Now

If this is a medical emergency, call 911 or go to the nearest emergency department.

← Back to list

UMass Memorial Medical Center- Memorial Campus Emergency Department

119 Belmont Street Worcester MA 01605

Always open

508-334-6481

Let us know you're coming

\*How long until you'll arrive?

30 minutes

I'm on my way

Enter your mobile phone number, confirm your email address, and enter the reason you are seeking care. Then click **Submit**.

New Problem Visit

Today

UMass Memorial Medical Center- Memorial Campus Emergency Department  
119 Belmont Street  
Worcester MA 01605

How can we contact you for this visit?

This contact information will only be used for this visit.

\*Mobile phone  
5085555555

Email  
me@email.com

Help us prepare for your arrival

Additional information  
Stomach pain

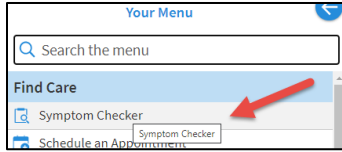
237 of 250 characters remaining

Submit Back

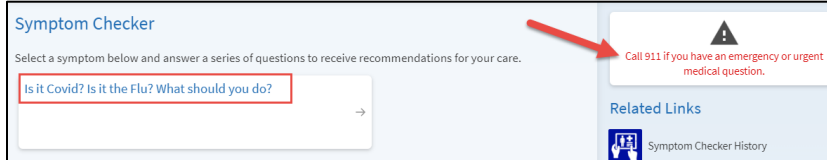
\*Indicates a required field

## Symptom Checker

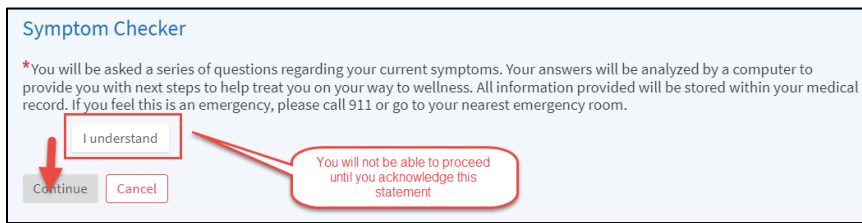
The Symptom Checker tool can direct you to the right level of care for your symptoms.



This is the first and thus the only Self-Triage available currently. **Is it Covid? Is it the Flu? What should you do?** Please note: you ARE advised on the right side of the page and again a few screens later to call 911 in an emergency.



Before proceeding, you must acknowledge both the Terms and Conditions of use and must indicate you understand you are interacting with a computer, all info is stored within you myChart and you should call 911 or go to the nearest emergency room if you feel this is an emergency.



You will then be presented with a series of questions. Depending on how you answer the question, you could get another question or instructions.

**Symptom Checker**

\*Test result?

Positive  Negative

**Symptom Checker**

Here's what we recommend for you.  
You can review this information the next time you return to the symptom checker.

Please mask, isolate and call your PCP.

If you need help or want further information, please visit <https://www.ummchealth.org/balearis-visitors/covid-19-latest-information-and-resources>

**Symptom Checker**

\*Have you been exposed to Covid-19 in the past 5 days?

Yes  No

**Symptom Checker**

\*Test result?

Positive  Negative

**Symptom Checker**

Here's what we recommend for you.  
You can review this information the next time you return to the symptom checker.

Please wear a mask and repeat test in 24 hours.

**Symptom Checker**

Are you experiencing any of the following symptoms today?

Select all that apply.

Abdominal pain  Body Aches  Chills/Shaking Chills  Diarrhea  Fatigue  Fever  Loss of appetite  Nausea

NEW Cough  New Headache  NEW Loss of taste or smell  NEW Muscle pain  NEW Shortness of breath  Sore throat

You/Someone Weakness  None of these symptoms

**Symptom Checker**

\*Have you been exposed to Covid-19 in the past 5 days?

Yes  No

**Symptom Checker**

Here's what we recommend for you.  
You can review this information the next time you return to the symptom checker.

You might just have a cold or allergies.

For information on cold and treating the symptoms of colds, click [here](#).

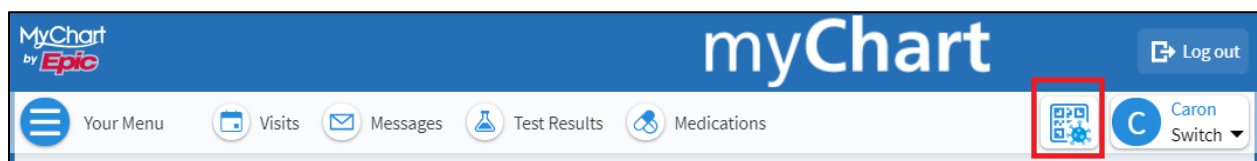
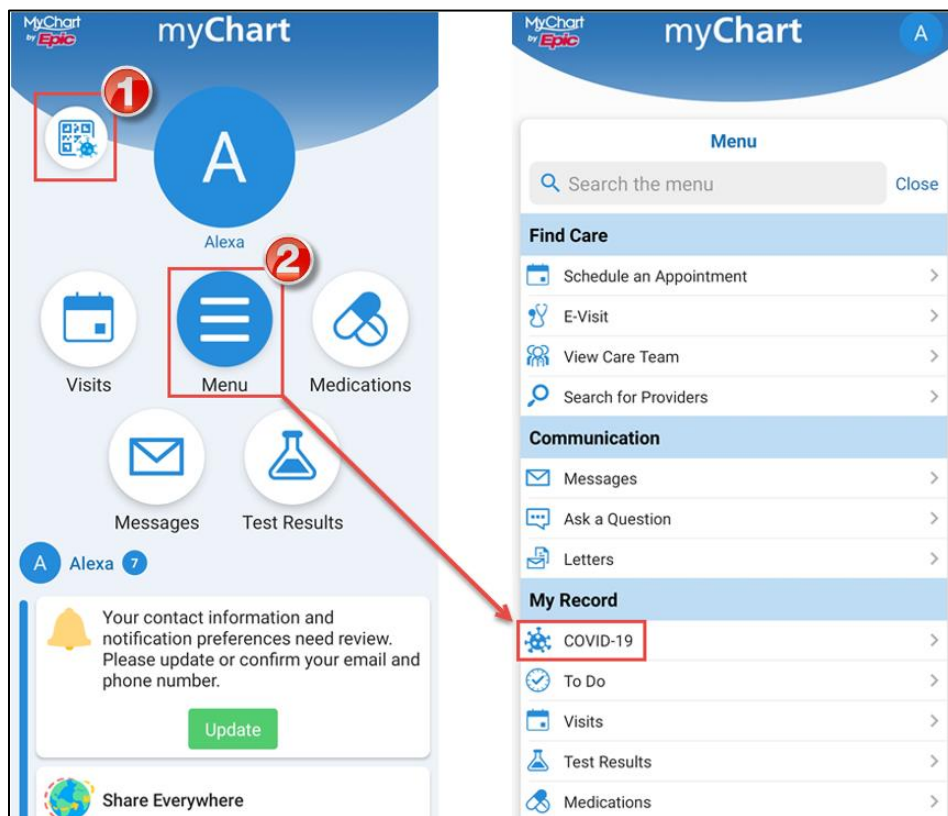
For information to help distinguish between colds, allergies, flu and Covid-19, click [here](#).

# COVID -19

## COVID-19 Vaccination Status & Test Results

Your COVID-19 vaccination status and test results are available at all times in myChart without having to carry around a paper vaccination card or test results, which can become outdated quickly.

To view your COVID-19 information, you can click either the (1) **QR Code/COVID-19 icon** or go to (2) **Menu > My Record > COVID-19**.



As you start to go back to work, travel, or attend events such as a concert or sporting event, you might be asked if you've been vaccinated for COVID-19 or if you have recent test results. You can share your information quickly, easily, and securely, right from myChart by:

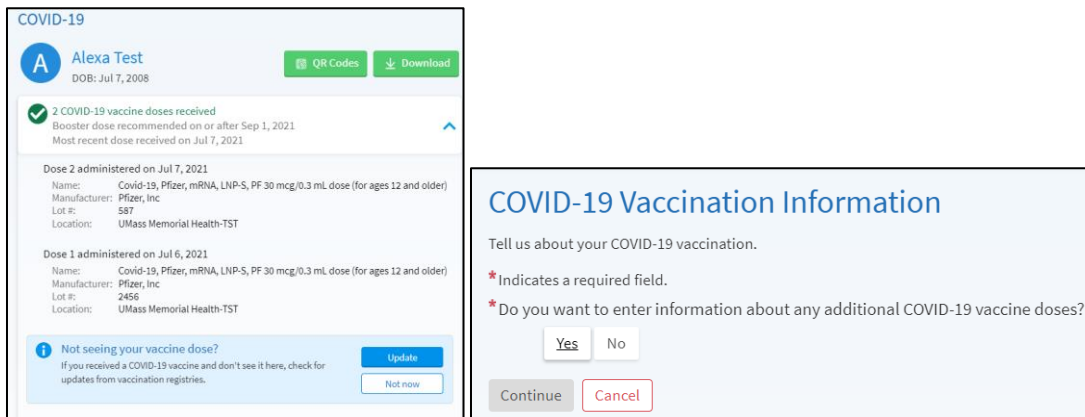
- Generating barcodes that can be scanned right from your mobile device.

- Downloading a PDF document that includes your vaccination barcodes. (Test result barcodes are not included in the PDF.)
- Exporting your information to another application.

The barcodes that appear in myChart are created according to an open industry standard called SMART Health Cards. They contain verified information and only what is relevant to COVID-19, including your legal name, date of birth, COVID-19 vaccination information, and your most recent COVID-19 test result. You decide how much to share and with whom—you can share only your test results, only your vaccination information, or both. To learn more about SMART Health Cards, refer to the following website: <https://smarthealth.cards/>  
 You can also watch a video on YouTube to learn more about sharing your information:

- For the MyChart website: <https://youtu.be/rOQVTuucc54>
- For the MyChart mobile app: [https://youtu.be/Wlj\\_xkukNrA](https://youtu.be/Wlj_xkukNrA)

If a vaccination that a patient received isn't available in MyChart, you can fill out a questionnaire to manually add the information and submit for review.



**COVID-19 Vaccination Information**

Tell us about your COVID-19 vaccination.

\*Indicates a required field.

\*Do you want to enter information about any additional COVID-19 vaccine doses?

Yes  No

\*How many additional vaccine doses do you want to enter information for?

**Additional Dose 1**

\*Vaccine manufacturer  
 Enter the manufacturer for this dose.

\*Date administered  
 Enter the date that this dose was administered.

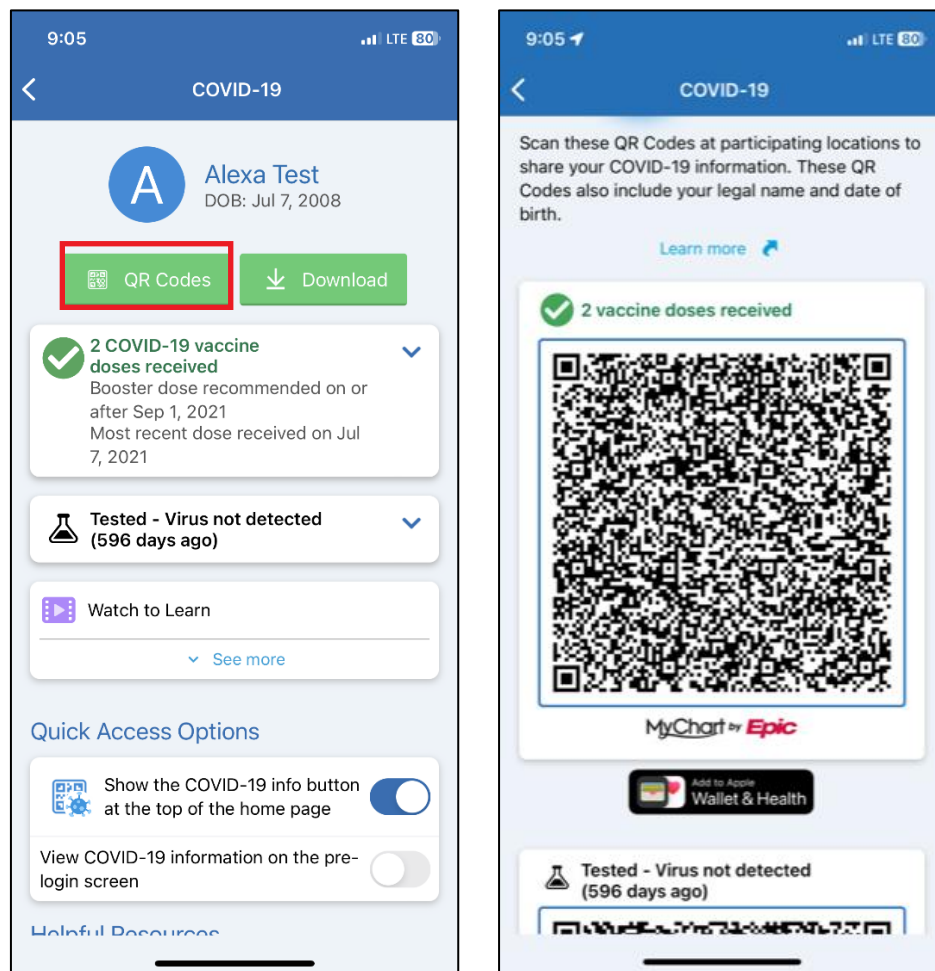
MM/DD/YYYY

Location  
 Enter where you received this dose. You can find the location in the Healthcare Professional or Clinic Site column on your COVID-19 Vaccination Record Card.

Lot number  
 Enter the lot number of this dose. You can find the lot number underneath the Manufacturer on your COVID-19 Vaccination Record Card.

## Generate a QR code with your COVID-19 Information

To generate a barcode that can be scanned by whoever requested it, click **[QR codes]**. If you have both COVID-19 vaccinations and test results on file, you'll have separate barcodes for each of them, and you can choose whether to allow someone else to scan only one or both.



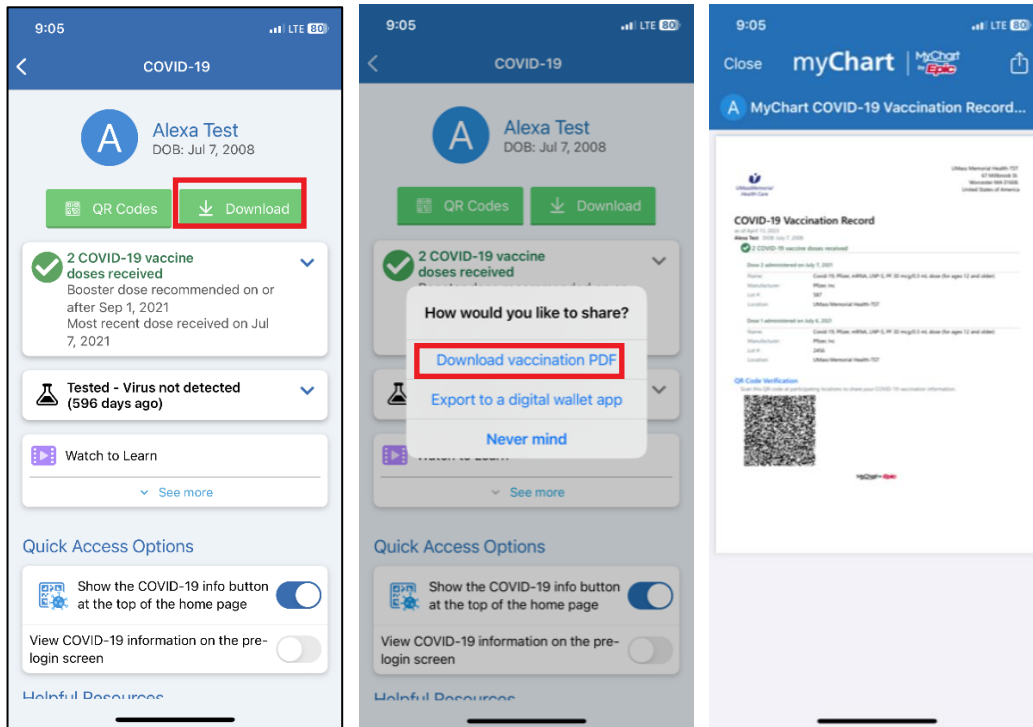
## Download a PDF Document with Your COVID-19 Vaccination Information

You can now access QR codes with your verified vaccination information through the PDF documents you can download in the COVID-19 activity in myChart. To do so, click **[Download/Export] > [Download vaccination PDF]**. Patients who don't use smartphones can

[Return to the top of the document](#)

print the PDF to take their vaccination information with them wherever they go and share the information when needed for travel, events, or work.

The QR code contains the patient's SMART Health Card, which includes basic information about the patient such as their legal name, birthdate, and details of the COVID-19 vaccinations the patient has received.

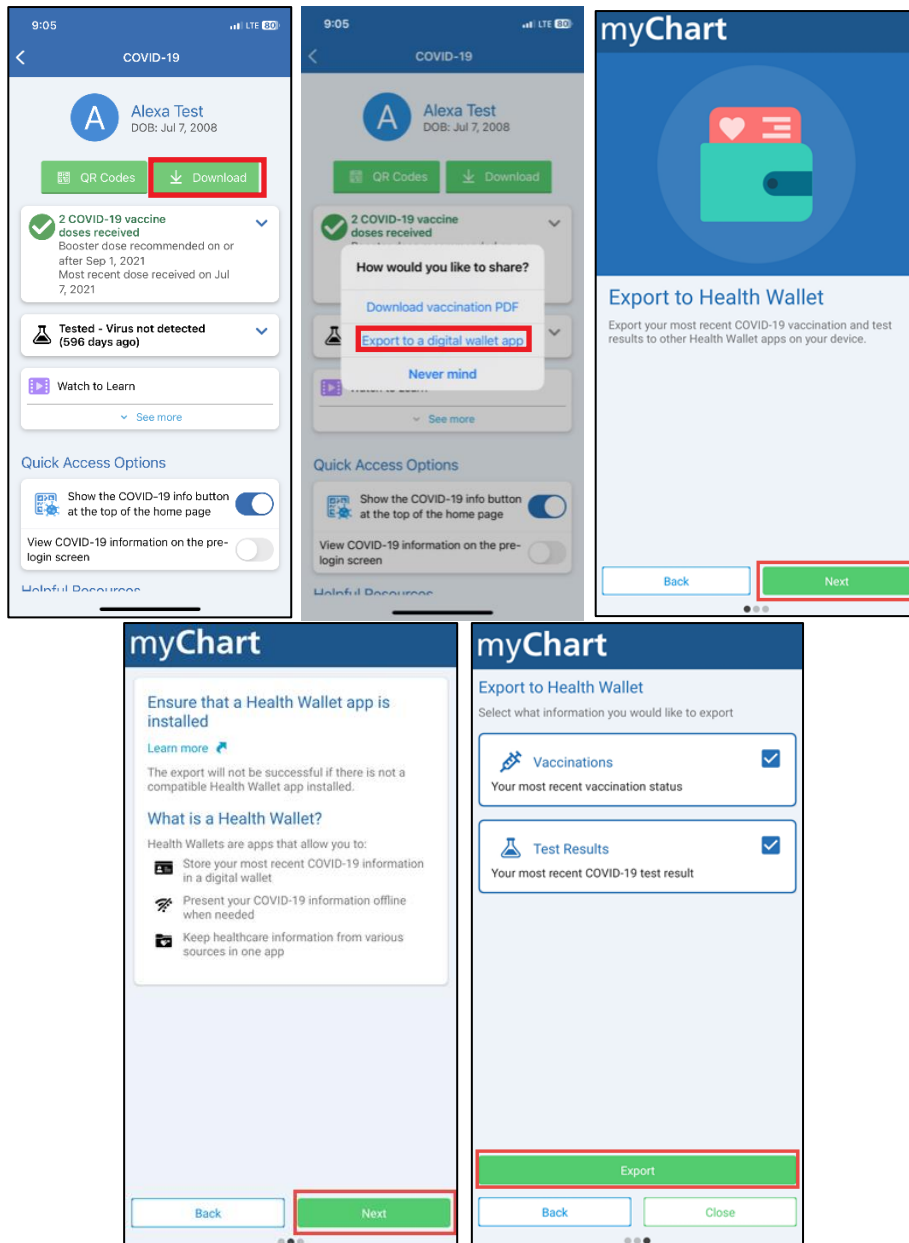


## Export Your COVID-19 Information to Another App

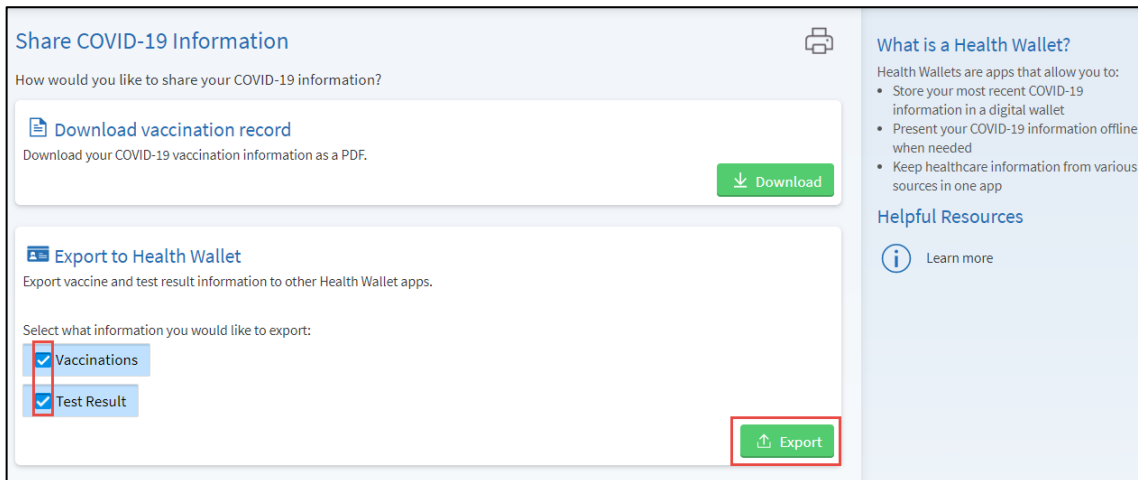
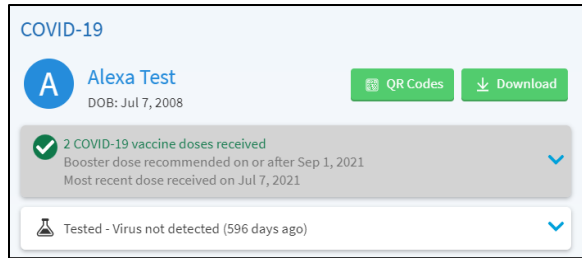
Select **[Download/Export]**. If you're using the MyChart mobile app: A series of screens appears to help you verify that you have another app installed on your device into which you can export your information. Then, another screen appears to show the data you can share. If you have both COVID-19 vaccinations and test results on file, a checkbox appears for each one. Select the checkbox for the information you want to share with the other app, and then click **[Export]**. Select the app into which you want to export your data and follow the instructions in that app.

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If you're using the [UMMH's myChart](#) website: If you have both COVID-19 vaccinations and test results on file, a checkbox appears for each one. Select the checkbox for the information you want to share through the other app. Then, click **[Export]**. A copy of your information is downloaded to your computer or device. To import it into another app, go to that app on a mobile device and follow the app's instructions.



## Apple Health and Wallet

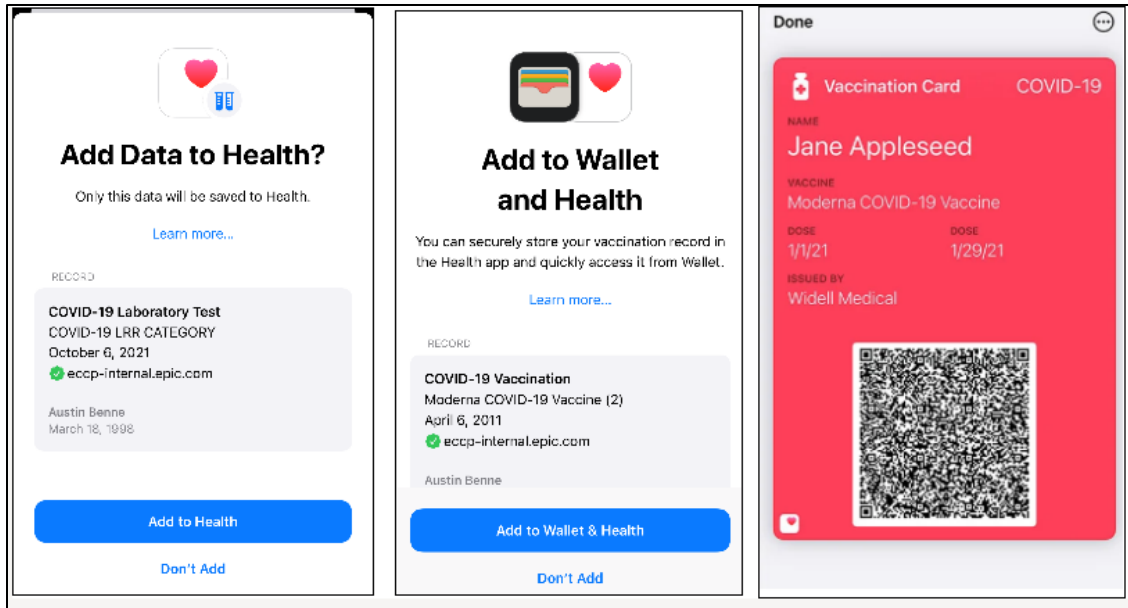
If you have QR codes for vaccination and testing credentials in MyChart, you can easily export those QR codes to Apple Health with the tap of a button using iOS 15.0 or higher.

In iOS 15.0, patients tap the Works with Apple Health button below the vaccination or testing QR code to export their information.

In iOS 15.1 or higher, patients tap the Add to Apple Wallet & Health button below the vaccination QR code or the Works with Apple Health button below the testing QR code to export their information.



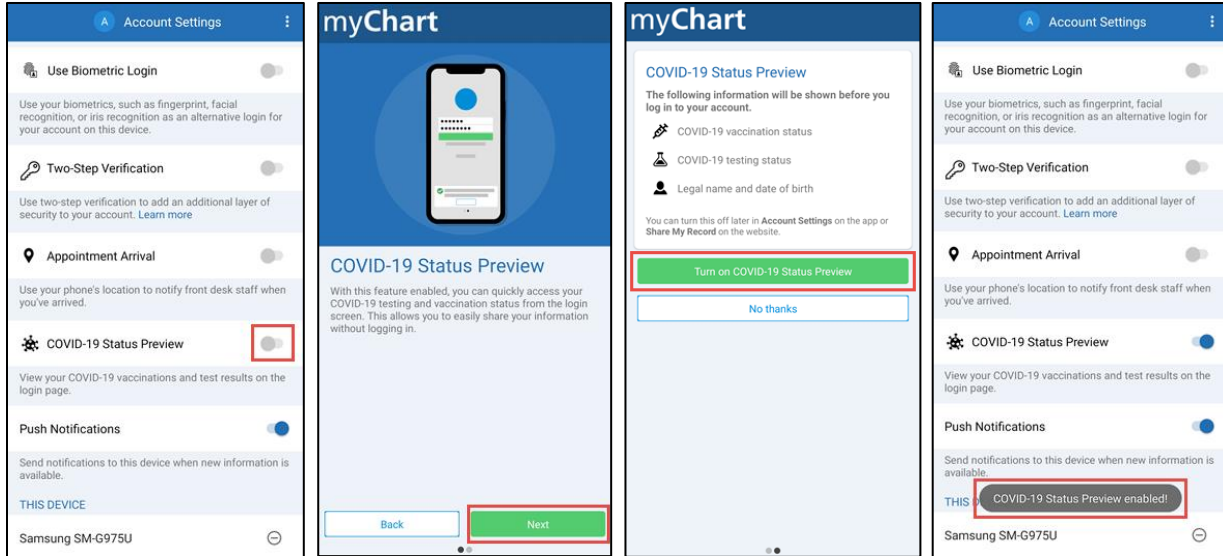
After tapping one of these buttons, the export workflow is down outside of myChart by iOS.



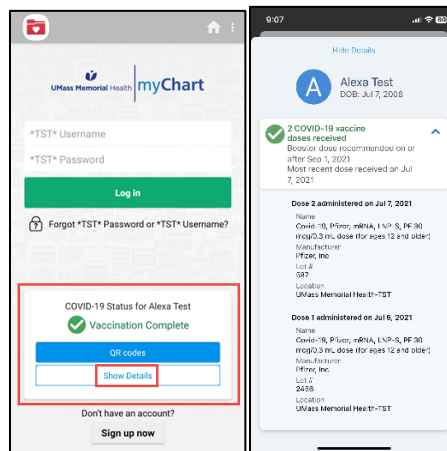
## See COVID-19 Test Results and Vaccination History on the Login Page

You can now easily access your COVID-19 vaccinations and test results without logging in to myChart. Whether you're traveling, returning to work, or attending an event, you can quickly show your COVID-19 information to anyone who needs it.

Before you can see this information on the login page, you'll need to enable the COVID-19 Status Preview. You can turn the feature on and off by toggling the **COVID-19 Status Preview** option in **Menu > Account Settings**. You'll be taken through the onboarding workflow when turning it on.



The COVID-19 Status Preview appears at the bottom of the login page. When you tap **[Show Details]**, you'll see your legal name, date of birth, COVID-19 vaccinations, and most recent COVID-19 test result.



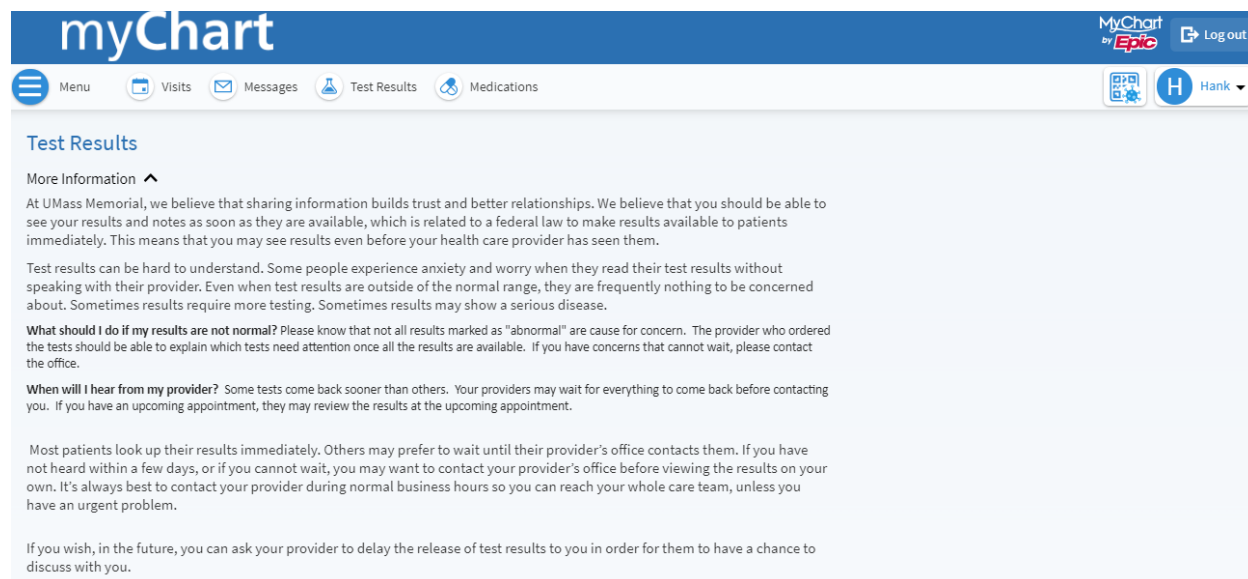
# My Record

## View your Test Results

With myChart, you can view your test results. At UMass Memorial, we believe that sharing information builds trusts and better relationships. We also believe you should be able to see your results and notes as soon as they are available. Most results release automatically within 4 hours of being finalized. This rapid availability is in accordance with the Cures Act, which mandates us to provide full transparency with you about your clinical care.

Test results can be hard to understand. Some people experience anxiety and worry when they read their test results without speaking with their provider. Even when test results are outside of the normal range, they are frequently nothing to be concerned about. Sometimes results require more testing. Sometimes results may show a serious disease, like cancer. Most patients look up their results immediately. Others may prefer to wait until their provider's office contacts them. If you have not heard within a few days, or if you cannot wait, you may want to contact your provider's office before viewing the results on your own. It's always best to contact your provider during normal business hours so you can reach your whole care team, unless you have an urgent problem.

If you wish, in the future, you can ask your provider to withhold the test results until they have seen them and had a chance to discuss them with you. Because we release your results faster, you may see your result before your provider does. We encourage you to be patient until your provider reaches out with an explanation of your results.



The screenshot shows the myChart patient portal interface. At the top, there is a blue navigation bar with the myChart logo on the left and a Log out button on the right. Below the navigation bar is a menu with icons for Menu, Visits, Messages, Test Results, and Medications. The Test Results section is highlighted. Below the navigation bar, the page content includes a heading "Test Results" and a "More Information" link. The main content area contains several paragraphs of text explaining the availability of test results, the importance of sharing information, and instructions on what to do if results are not normal or if there is an urgent problem. The text is consistent with the main body of the document.

If your provider has entered any comments about the result, this will be displayed both on the main Test Results page, and on your Results Details page.

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<ul style="list-style-type: none"> <li> <b>CBC W/ AUTO DIFFERENTIAL</b> Jul 18, 2023 </li> </ul>	Physician Physician Beaker, MD <a href="#">Comments from Care Team</a>
<ul style="list-style-type: none"> <li> <b>COMPREHENSIVE METABOLIC PANEL</b> Jul 18, 2023 </li> </ul>	Physician Physician Beaker, MD
<ul style="list-style-type: none"> <li> <b>CYSTINE, QUANTITATIVE, TIMED URINE</b> May 19, 2023 </li> </ul>	Physician Physician Beaker, MD
<ul style="list-style-type: none"> <li> <b>THROMBIN CLOTTING TIME</b> May 03, 2023 </li> </ul>	Physician Eric J. Alper, MD
<ul style="list-style-type: none"> <li> <b>MRSA/SA BC PCR</b> Mar 20, 2023 </li> </ul>	Physician Without Fax Number Req Entry Unlisted Prov, MD
<ul style="list-style-type: none"> <li> <b>CULTURE, BLOOD</b> Sep 27, 2022 </li> </ul>	Physician Without Fax Number Req Entry Unlisted Prov, MD

**CBC W/ AUTO DIFFERENTIAL**  
Collected on July 18, 2023 10:28 AM

Lab tests - Blood (Venous, Peripheral)

[New comments](#)

Emily G  
1:38 PM  
Your results are normal. We will repeat this test in 6 months.

Results [Compare result trends](#)

<b>WBC</b> Normal range: 4.3 - 10.8 10 <sup>3</sup> /uL 4.3	<b>RBC</b> Normal range: 4.20 - 5.80 10 <sup>6</sup> /uL 4.20
<b>Hemoglobin</b> Normal range: 13.2 - 17.1 g/dL 13.2	<b>Hematocrit</b> Normal range: 39.0 - 52.0 % 39.0
<b>MCV</b> Normal range: 80.0 - 100.0 fL 80.0	<b>MCH</b> Normal range: 27.0 - 34.0 pg 27.0

NOTE: Some providers choose to send you a separate letter with explanation instead of adding a result comment. You can find these in **Your Menu > Communications section > Letters**.

**Your Menu**

- Find Care
  - Schedule an Appointment
  - View Care Team
  - Search for Providers
- Communications
  - Messages
  - Ask a Question
  - Letters**
- Eyecare Center
  - Eyeglass Prescription
- My Record
  - COVID-19
  - Vault

Messages | Test Results | Medications

You have no test results to display.

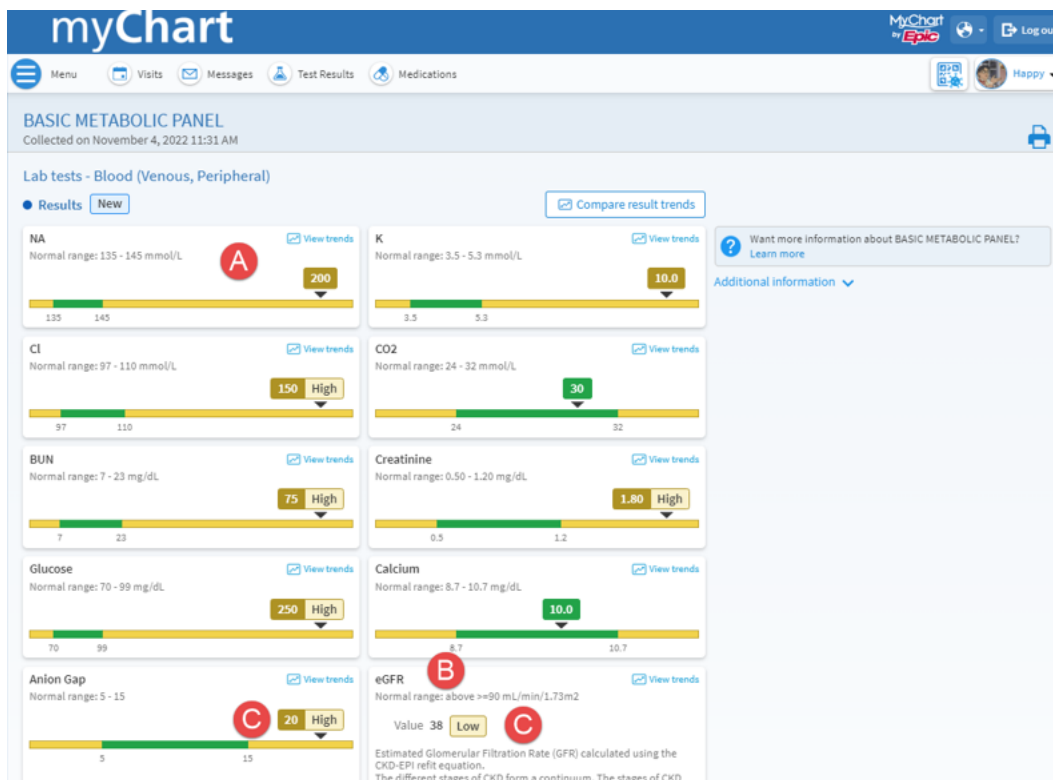
For Laboratory results, you will be able to see the Standard Range for that test's result, and where your result falls within the Standard Range.



For multi-component tests, you can see each individual component of the result in its own “card”, making it clear what information is associated with each component.

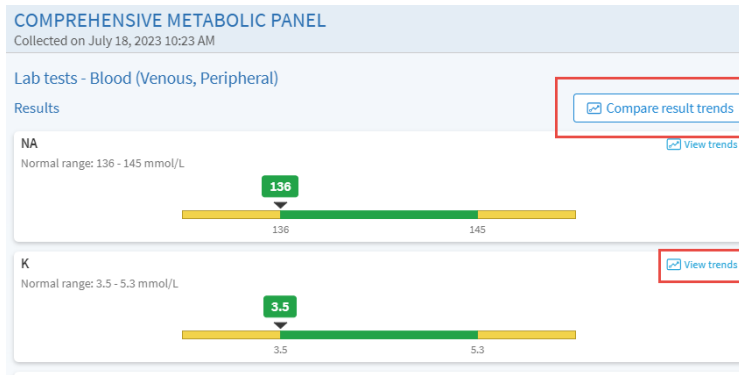
In these cards, you can see if the result falls within the configured normal range. Numeric test results appear on a horizontal graph (A). Non-numeric test results appear with just the result value and the normal value (B).

Flags for both numeric and non-numeric results appear on the card for clear labeling (C).



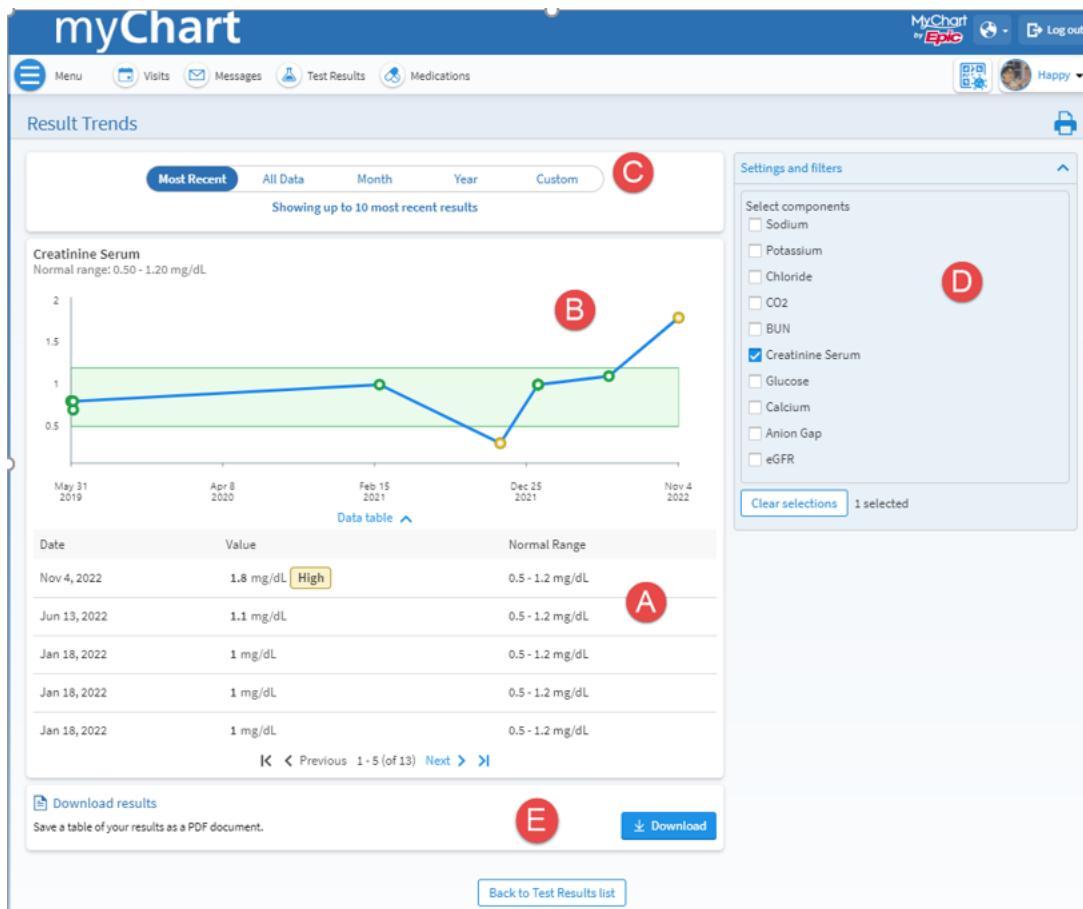
You can trends for certain lab values, and compare your results to past results. To do so, select “Compare result trends” to compare all components of a test, or “View trends” to view only a single component.

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On the Results Trends page, you can view the results over time in a table (A) and, for numeric results, in a graph (B). You can filter your test results to a specific time period (C), or view only certain components from a result (D).

You may choose to download a table of your results in PDF format at the bottom of the screen (E).



The provider review status banner (A) will be displayed if you are seeing a test result before your Provider has reviewed it. The banner reads, "Not yet reviewed by care team" and includes a "See details" link that opens a separate window (B) with additional details.

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The screenshot shows the myChart interface for a patient's test results. The main heading is "RAPID COVID-19, FLU A, FLU B & RSV RNA PCR, SYMPTOMATIC (ED ONLY)" collected on July 13, 2023, at 9:31 AM. A notification states "Not yet reviewed by care team. See details" with a red 'A' icon. Below this, the "Results" section shows "PCR, SARS CoV-2 RNA" with a value of "Detected" and a yellow "Abnormal" tag. A red arrow points from the "See details" link to a "Not Reviewed" pop-up window that says "This test result was made available to you before your care team had a chance to review it." with an "OK" button. Other test results shown include "Flu A RNA PCR" with a value of "Not Detected".

## Patient Entered Results

If you use a personal health device at home, such as a glucometer, these results are available in a different location. (see last topic in this section). Go to the **Track My Health** activity in **Your Menu**.



Patient Entered Flowsheets must be ordered by your provider for us to collect the data. This assures us that your provider is expecting the results and will view them in a timely fashion.

## View a Summary of Your Health Information

To get a summary of your medical record, select **Health Summary** from **Your Menu**. This summary includes a tab for each:

- ✓ Current Health Issues
- ✓ Medications
- ✓ Allergies
- ✓ Immunizations
- ✓ Preventive Care

**Health Summary**

Use the links to jump directly to a section of your Health Summary.

Current Health Issues Medications Allergies Immunizations Preventive Care

Please review your health issues, and verify that the list is up to date. **Call 911 if you have an emergency.**

<b>Nevus</b> Added 2/21/2018 <a href="#">Learn more</a>	<b>Skin cancer screening</b> Added 2/21/2018 <a href="#">Learn more</a>	<b>Atrial fibrillation and flutter (CMS/HCC)</b> Added 8/29/2018 <a href="#">Learn more</a>
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## Plan of Care

In the rush of everyday life, it's easy for people to forget To Do items such as Health Reminders and Tests which your provider has ordered and asked you to schedule. myChart can help with reminders of when recurring checks should be done so that patients can schedule them prior to them becoming overdue.

We have a few Health topics set up (with more to come):

- Mammogram (2 months prior to due date)
- Hemoglobin A1c (Glycohemoglobin) Lab Test (1 week prior)
- Urine Microalbumin Test (1 week prior)
- Diabetic Eye Exam (1 week prior)
- Colonoscopy

Patients who slide into the coming due timeframe will receive a notification via a myChart message and it will display in your To Do section.

Select **[Request This]** to schedule with your PCP office (or have them order the associated test).

**My Plan of Care**

Summary | Hypertension

**To Do**

Overdue health reminders [Request This](#)

< January 2021 >

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

**CT HEAD WO CONTRAST** Expires: May 28, 2021 [Feb 2, 2021 >](#)  
Ordered by Physician Internal Medicine, MD on May 28, 2020  
Expected: May 28, 2020

**EMG/ NCS/ NEUROMUSCULAR ULTRASOUND** Expires: May 28, 2021  
Ordered by Physician Internal Medicine, MD on May 28, 2020  
Expected: Jun 4, 2020

## Patient Education

If you have Patient Education assigned to you, whether through a Care Plan or an inpatient visit, you can now view and complete this in your myChart.

Search the menu

- Claims
- Sharing
  - Share My Record
  - Share Everywhere
  - Link My Accounts
  - Personal Health Record (Lucy)
- Resources
  - Search Medical Library
  - Research Studies
  - Education**

**myChart**

Menu | Visits | Messages | Test Results | Medications

**Education**


Admission Education  
2 topics, 19 pages  
Assigned May 10, 2021

[Open education](#)

## Upcoming Tests and Procedures

If your provider orders tests and procedures for you during a visit, you can find these by navigating to the Upcoming Tests and Procedures activity from Your Menu.

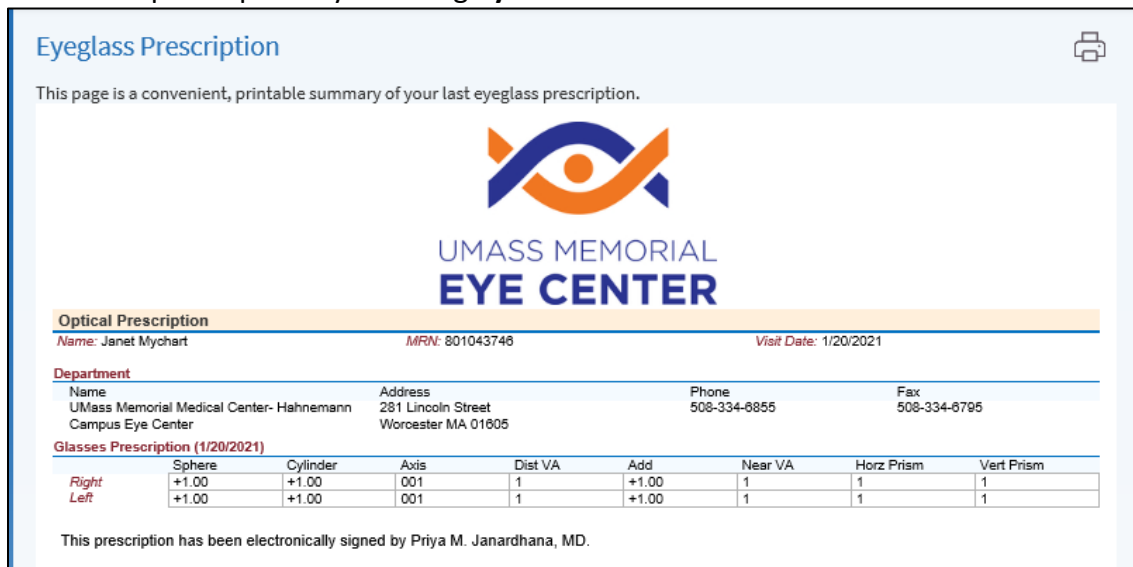
You can download and print a copy of your lab requisitions and order reports by selecting [Download document] next to applicable labs and procedures. **This is not necessary at UMMH or local Quest labs.**



The screenshot shows the 'myChart' interface. At the top, there are navigation icons for 'Your Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. Below this, the page title is 'Upcoming Tests and Procedures'. A notification from 'Physician Gordon S. Manning, MD' for an 'Office Visit on Mar 14, 2023' is displayed. There is a checkbox for 'Hide reminder from home page until Oct 3, 2023' and a note about downloading and printing lab requisition forms. A blue button labeled 'Download document' is highlighted with a green arrow. Below the button, a card for 'CBC W/ AUTO DIFFERENTIAL' is shown, with 'Expires on Mar 13, 2024' and '1 of 1'.

## Eye Center Prescriptions

If you are a patient of UMass Memorial's Eye Center, you can view and print your last eyeglass or contact lens prescription by selecting **EyeCare Center** from **Your Menu**.



The screenshot shows the 'Eyeglass Prescription' page. It includes a printer icon in the top right. The text states: 'This page is a convenient, printable summary of your last eyeglass prescription.' Below this is the UMass Memorial Eye Center logo. The prescription details are as follows:

**Optical Prescription**  
Name: Janet Mychart MRN: 801043746 Visit Date: 1/20/2021

**Department**

Name	Address	Phone	Fax
UMass Memorial Medical Center- Hahnemann Campus Eye Center	281 Lincoln Street Worcester MA 01605	508-334-6855	508-334-6795

**Glasses Prescription (1/20/2021)**

	Sphere	Cylinder	Axis	Dist VA	Add	Near VA	Horz Prism	Vert Prism
<i>Right</i>	+1.00	+1.00	001	1	+1.00	1	1	1
<i>Left</i>	+1.00	+1.00	001	1	+1.00	1	1	1

This prescription has been electronically signed by Priya M. Janardhana, MD.

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# Manage Your Medications

## View your Current Medications


Select the **[Medications]** Shortcut to see all your current medications in one place. You can see details for each medication, including the prescribed dosage, instructions, and the provider who prescribed the medication.

## See Future Medication Refills

Providers and technicians can schedule future prescription refills and you can view these scheduled refills, along with the amount of refills, from the Medications Page.


**ibuprofen 800 MG tablet**  
Commonly known as: MOTRIN  
[Learn more](#)

Take 1 tab by mouth every 6 hours as needed for pain.

 Fill scheduled for June 26, 2020 [i](#)

3 refills before June 12, 2021

Prescription Details	Refill Details	Pharmacy Details
Prescribed June 12, 2020	Quantity 30 tablets	MONTICELLO PHARMACY
Approved by Heather Williams, MD	Last filled June 12, 2020	444 West 5th St, MONTICELLO, MN 55362
Prescription number QA0015168		555-111-2222

 Remove

## Request a Medication Renewal

You can request a renewal for a medication prescription directly through myChart, rather than by calling your provider's office.

1. From the medication list, select **[REQUEST RENEWALS]**.

**Current Medications**

Please review your medications, and verify that the list is up to date. Updates to your medication list will not be reflected until your provider is able to review them with you during your next visit. **Call 911 if you have an emergency.**



Need to update your list of pharmacies? [Go to Manage My Pharmacies.](#)

[Request Renewals](#)

**SUMatriptan 100 mg tablet**  
Commonly known as: IMITREX  
[Learn more](#)

Take 1 at onset of migraine, may repeat in 2 hours, maximum 2/day, 6/week  
3 refills before October 10, 2024

Prescription Details	Refill Details	Pharmacy Details
Prescribed October 11, 2023 Approved by <a href="#">Physician Joan Puglia, MD</a>	Quantity 36 tablets	Optum Home Delivery - Overland Park, KS - 6800 W 115th Street 6800 W 115th Street, Ste 600, Overland Park KS 66211-9838 800-791-7658

 Request Renewal  Remove

2. On the **Request Medication Renewal** page, select the check box next to the medication(s) you need renewed and enter any comments.
3. Select **[NEXT]**.

**albuterol 90 mcg inhaler**  
Commonly known as: PROAIR HFA, VENTOLIN HFA  
[Learn more](#)  
5 refills before May 11, 2024

Inhale 2 puffs (180 mcg total) by mouth every 4 hours as needed for wheezing or shortness of breath. Use with spacer.

Prescription Details	Refill Details	Pharmacy Details
Prescribed May 12, 2023 Approved by NP Elin Kienitz-Bell, NP	Quantity 8.5 g	CVS/pharmacy #1050 - HOLDEN, MA - 160 RESERVOIR ROAD 160 RESERVOIR ROAD, HOLDEN MA 01520 508-829-7631

**EPINEPHrine 0.3 mg/0.3 mL injection syringe**  
Commonly known as: EPIPEN  
[Learn more](#)  
2 refills before March 7, 2024

Inject 1 Syringe (0.3 mg total) into the outer thigh muscle as directed as needed for anaphylaxis.

Prescription Details	Refill Details	Pharmacy Details
Prescribed March 8, 2023 Approved by NP Elin Kienitz-Bell, NP	Quantity 2 each	Optum Home Delivery - Overland Park, KS - 6800 W 115th Street 6800 W 115th Street, Ste 600, Overland Park KS 66211-9838 800-791-7658

**valsartan 40 mg tablet**  
Commonly known as: DIOVAN  
[Learn more](#)  
3 refills before February 13, 2024

Take 1 tablet (40 mg total) by mouth once a day.

Prescription Details	Refill Details	Pharmacy Details
Prescribed February 13, 2023 Approved by Kenneth Raibo	Quantity 90 tablets Day supply 90	Optum Home Delivery - Overland Park, KS - 6800 W 115th Street 6800 W 115th Street, Ste 600, Overland Park KS 66211-9838 800-791-7658

**Next** **Cancel** g (1,000 unit) capsule 1 prescription selected

4. Select a pharmacy from the dropdown of pharmacies you have used in the past, or choose Other to designate a new pharmacy.
5. If you have a copay, you may opt to make a payment now or at pick up. Additionally, myChart will show an estimated cost, along with your last fill payment.

**Cost Information**

**VISA** CC  
x1111 exp. 08/2028

Total last fill cost: **\$44.12**  
Delivery fee: **\$3.00**  
Estimated total: **\$47.12** ⓘ

**Payment Option**

Pay now  
 Pay later

**Next** **Back** **Cancel** 1 prescription selected

6. Select **[NEXT]**, confirm, and select **[SUBMIT]**.

*Pharmacies listed will be the onsite UMass Memorial Health's dispensing pharmacies. Retail pharmacies are **not connected** to myChart for refills, you must contact them directly.*

You will receive a message in your myChart Inbox when your prescription refill is processed **IF** you use one of the UMass Memorial onsite Pharmacies, located at the University or Memorial campus.



If you want to request a renewal without first reviewing your whole medication list, you can select **Messages** to go directly to that page.

### To Request Medication Renewal

Use this for ...

When you have no refills left on your medication

View the renewal status on your current medication

#### Definitions:

**Renewal** – is done by your provider when you no longer have any refills left at your pharmacy.

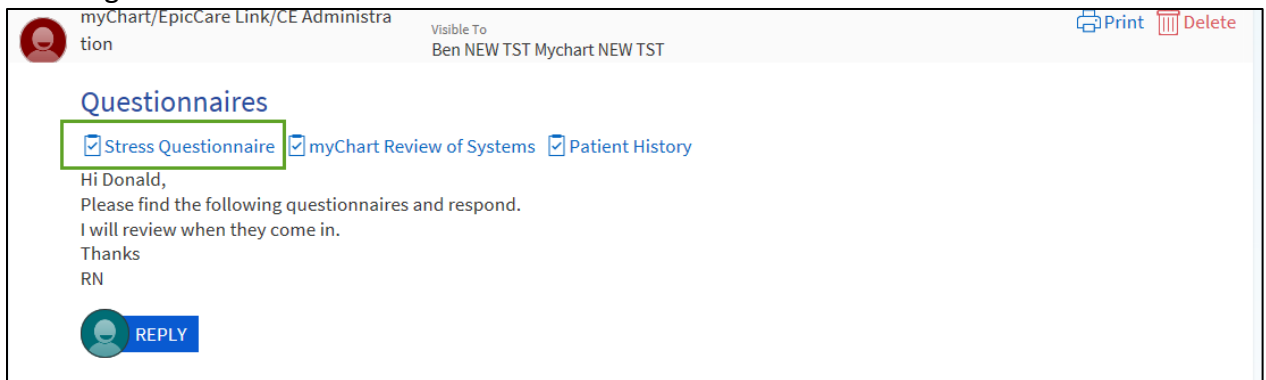
**Refill** – is done by your pharmacy, fulfilling each prescription the number of times your provider allowed.

# Respond to Questionnaires from your Clinic

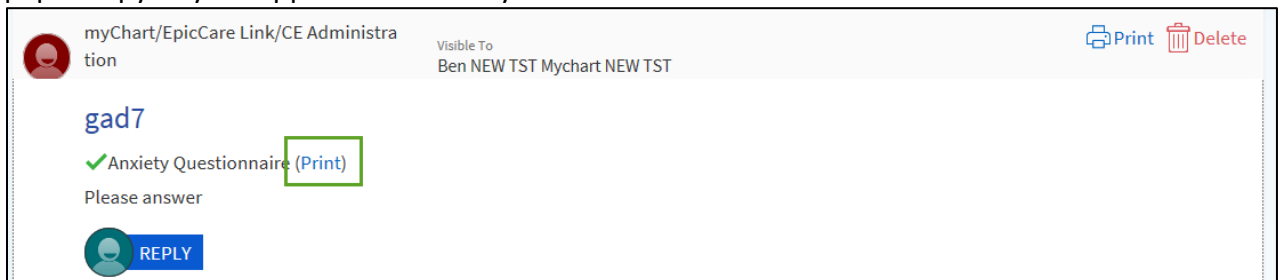
Your clinic might make questionnaires available from myChart so you can complete them online instead of filling out a form when you arrive to the clinic.

You may be able to respond to questionnaires in three different places:

1. Open generally available questionnaires from **Questionnaires** in the My Record submenu of **Your Menu**.
2. If your provider wants you to complete a questionnaire for an upcoming appointment, Select the **[Visits]** Shortcut. Select the appointment and open the questionnaire by selecting its name in the Questionnaires section of appointment details.
3. If your provider sends you a myChart message with an attached questionnaire, open it by selecting the Questionnaire Name.



After completion, you can go back to the message and print it if you would like to bring a paper copy to your appointment with you.



If you need to close a questionnaire before you finish it, select **[Finish Later]** to save your progress. You can return to the questionnaire later to finish and submit it.



# Track your Daily Health Readings Online

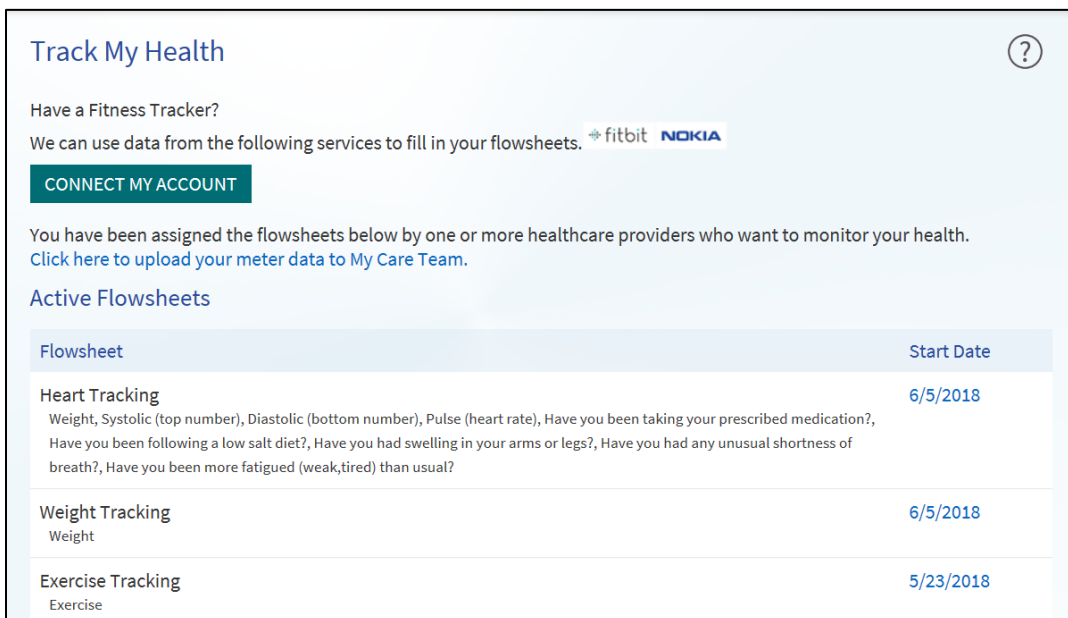
Your provider might request that you record information, such as your daily glucose or blood pressure readings, in myChart. When you enter the information in the **Track My Health** activity, your provider automatically receives the readings, so s/he can monitor your progress.

## Record a new reading in Track My Health

1. Select the **[Messages]** Shortcut. Open the message from your provider about a new flowsheet. The flowsheet is what you use to enter your readings in the Track My Health feature.
2. Open **Track My Health** by selecting the link in the message.
3. Select the flowsheet's name to open it, and then select **Add New Data** to start recording your readings.
4. Add the date and time for your reading. If you just took your reading, select **Now** to add today's date and the current time.
5. Enter your reading and select **Continue**. Or if you have multiple days of readings, select **Add Another Reading**.
6. On the next screen, verify that you have entered your reading correctly and select **Submit**. You'll return to the flowsheet page, where you can see your reading.
7. If you need to change or remove a reading after you've submitted it, you can do so by selecting **edit** or **delete** at the bottom of the table.

If you have a personal health device, such as a Fitbit or a Withings monitor, or AppleHealth or GoogleFit account, you can LINK the account to your myChart account (CONNECT MY ACCOUNT) and they will be synchronized once/day (will not show immediately). This requires a different Flowsheet than the one for manual entry.

For Fitbit & Withings devices, have your provider order the **Personal Health Monitors & Trackers** Flowsheet.



The screenshot shows the 'Track My Health' interface. At the top, there is a header 'Track My Health' with a help icon. Below the header, there is a section titled 'Have a Fitness Tracker?' with a sub-header 'We can use data from the following services to fill in your flowsheets.' and logos for 'fitbit' and 'NOKIA'. A button labeled 'CONNECT MY ACCOUNT' is present. Below this, there is a message: 'You have been assigned the flowsheets below by one or more healthcare providers who want to monitor your health. Click here to upload your meter data to My Care Team.' The main content is a table titled 'Active Flowsheets' with two columns: 'Flowsheet' and 'Start Date'. The table lists three flowsheets: 'Heart Tracking' (started 6/5/2018), 'Weight Tracking' (started 6/5/2018), and 'Exercise Tracking' (started 5/23/2018). Each flowsheet entry includes a brief description of what is tracked.

Flowsheet	Start Date
Heart Tracking Weight, Systolic (top number), Diastolic (bottom number), Pulse (heart rate), Have you been taking your prescribed medication?, Have you been following a low salt diet?, Have you had swelling in your arms or legs?, Have you had any unusual shortness of breath?, Have you been more fatigued (weak,tired) than usual?	6/5/2018
Weight Tracking Weight	6/5/2018
Exercise Tracking Exercise	5/23/2018



## Track your readings over time in a table or graph

After you have entered several readings, you can view trends and track your progress over time.

1. Select the **Health** activity in **Your Menu** and select a flowsheet's name to view previous readings in a table.
2. From this page, you can:
  - Change the orientation of the **Table**. Select **More Options** to choose whether dates appear as rows or columns.
  - View the readings in a graph. Select **Graph** to change the display.
  - Customize the date range or the number of readings that appear. Change the **From** and **To** fields or the **latest values** field and select **[Apply]** to update the display.
  - If you enter an abnormal value, the data will display in **RED** with an A, H or L (abnormal, high or low) following – you will also be prompted to contact your provider.

### Personal Health Monitors and Trackers

Select number of readings or a date range to view the data you are tracking, and click **Apply**.  
You are pulling in data from 1 Personal Health accounts.

**MANAGE ACCOUNTS**

Data from your Personal Health devices will automatically sync **ONCE** per day.

**ADD NEW DATA**

Table

From 8/28/2018 to 10/24/2018 - or - 10 latest values **APPLY** **More Options**

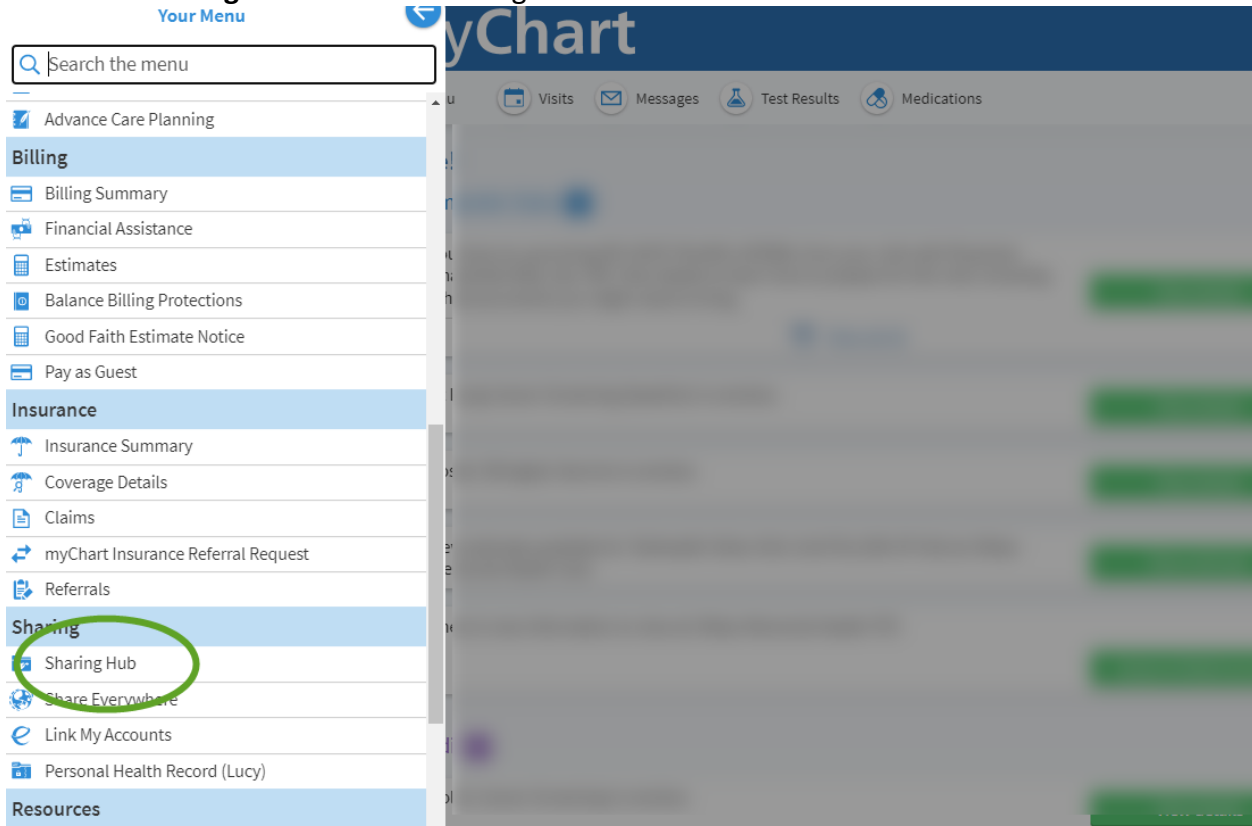
	8/28/2018 7:20 AM	9/4/2018 7:50 AM	9/13/2018 7:57 AM	9/25/2018 6:32 AM	10/4/2018 7:54 AM	10/10/2018 6:42 AM	10/10/2018 6:43 AM	10/18/2018 8:38 AM	10/19/2018 8:33 AM	10/24/2018 7:20 PM
Blood Pressure Monitor Data										
Systolic (top number)	149				135	118	115		138	127
Diastolic (bottom number)	75				72	63	60		75	69
Activity Tracker Data										
Steps per Day										
Other										
Pulse (heart rate)	68				63	64	66		66	63

# Requesting Your Records

Sometimes, you need access to your records so you can share with a provider outside of the UMass Network or you may like to carry your records with you while travelling. You can request a formal copy of portions or all of your health record from myChart. You can save your health summary to a USB drive or other device to carry with you in case of emergency.

If necessary, the information on your USB drive or other device can be uploaded into a personal health record or another healthcare organization's electronic health record.

1. Select **Sharing Hub** from the Sharing submenu on **Your Menu**.



2. Select **[Request formal copy of health record]**.
3. Complete the Form and submit. Our Health Information Management (HIM), aka Medical Records Department, will fulfill your request and send your records back to you in myChart.

# Obtaining Your Records

Sometimes, you need access to your records so you can share with a provider outside of the UMass Network or you may like to carry your records with you while travelling. You can save your health summary to a USB drive to carry with you in case of emergency..

1. To access your records, select **Document Center** in the My Record submenu from **Your Menu**.
2. Select **View, Download, or Send Visit Records** (or **Requested Records** if you requested portions of your medical record from the Health Information Management department – prior section).
3. Choose a tab for the visit(s) to view/download/send by: **Single Visit**, **Date Range**, or **All Visits**.
4. Select WHICH visit(s) and then either **[DOWNLOAD]** or **[Send]**.

View, Download, or Send Visit Records

You can select a single visit, visits in a date range, or all of your visits. Any visits selected will include a copy of your health summary.

Single Visit Date Range All Visits

Showing 5 of many  
3 Months Ago

SEP 7 2023 Telephone  
Physician Gordon Manning, MD  
UMass Memorial Medical Group Westborough Internal Medicine →

AUG 30 2023 Letter (Out)  
Physician Gordon Manning, MD  
UMass Memorial Medical Group Westborough Internal Medicine →

AUG 30 2023 Letter (Out)  
Physician Gordon Manning, MD  
UMass Memorial Medical Group Westborough Internal Medicine →

AUG 30 2023 Letter (Out)  
Physician Gordon Manning, MD  
UMass Memorial Medical Group Westborough Internal Medicine →

AUG 30 2023 Letter (Out)  
Physician Gordon Manning, MD  
UMass Memorial Medical Group Westborough Internal Medicine →

Load more past visits

Back to Document Center

← Back

Preview Documents

This includes your health summary and your visit on 9/7/2023.

Download all (2) Send all (2)

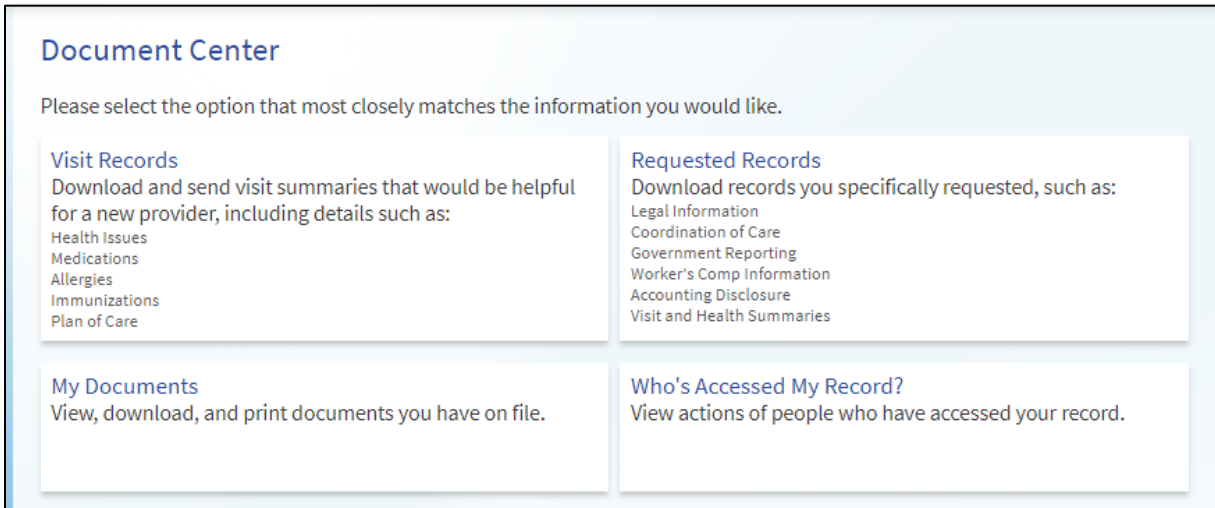
Select a document to preview

Select a document to display a preview here

[Return to the top of the document](#)

If you have requested your medical record or portions of your medical record from the Health Information Management department via a phone call, email, or via myChart Sharing Hub you have the option to receive the documentation in myChart – just note in your request that you would like to receive them via myChart.

1. Select **[Requested Records]**.



**Document Center**

Please select the option that most closely matches the information you would like.

<b>Visit Records</b> Download and send visit summaries that would be helpful for a new provider, including details such as: Health Issues Medications Allergies Immunizations Plan of Care	<b>Requested Records</b> Download records you specifically requested, such as: Legal Information Coordination of Care Government Reporting Worker's Comp Information Accounting Disclosure Visit and Health Summaries
<b>My Documents</b> View, download, and print documents you have on file.	<b>Who's Accessed My Record?</b> View actions of people who have accessed your record.

2. You should see your Request, Select **[DOWNLOAD]**.



**Requested Records**

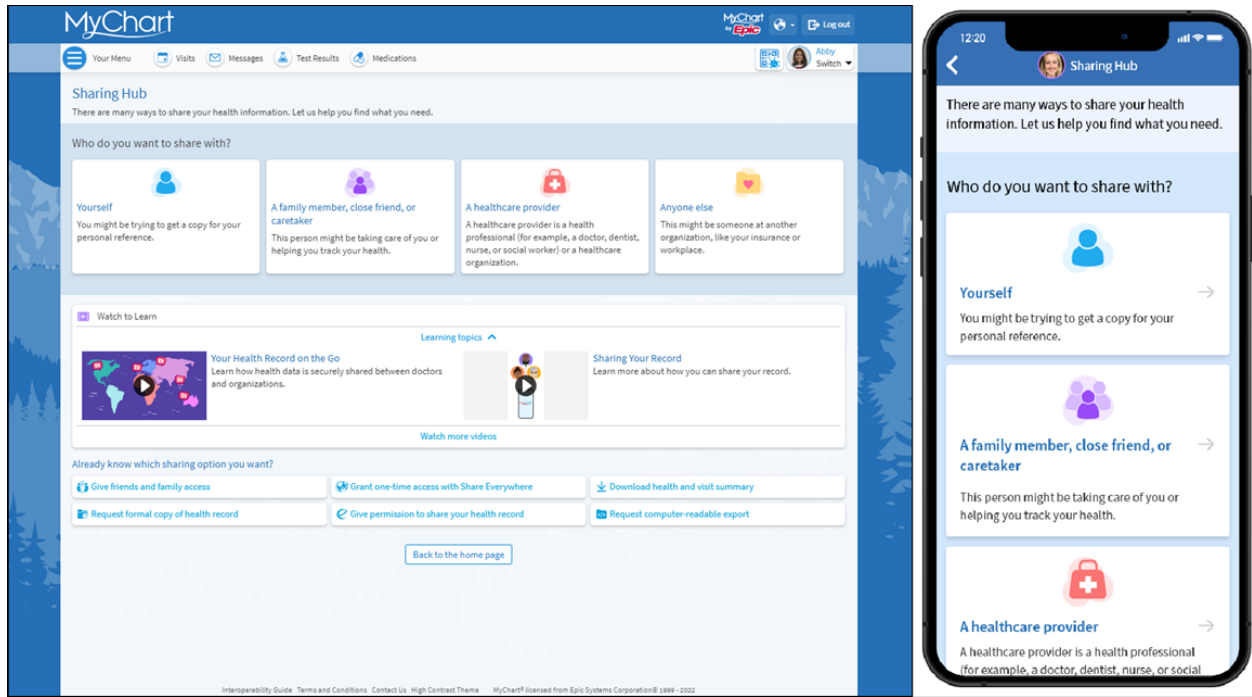
This is where your requested medical records appear for download.

Recently Requested Documents ^

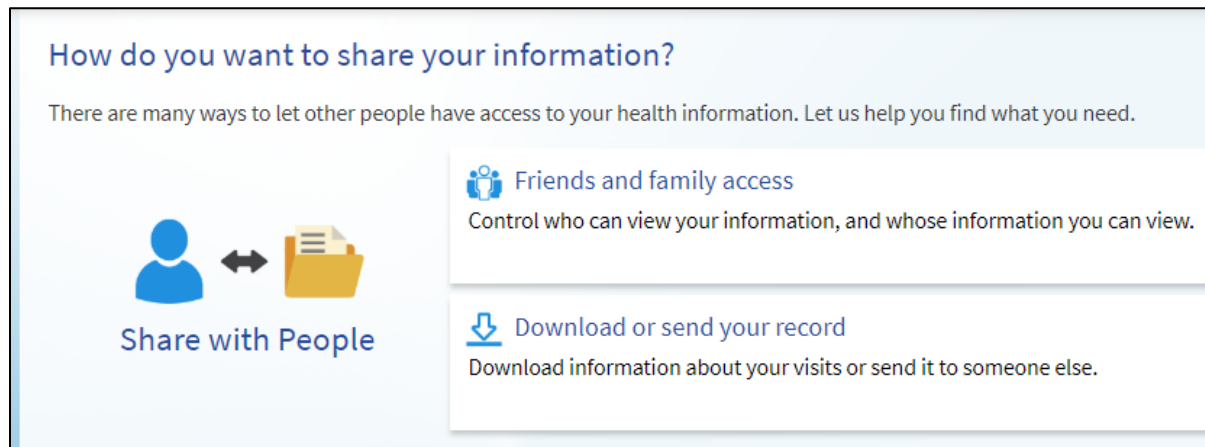
Visit record from 7/31/2018 HealthSummary_Oct_28_2018.zip Requested 10/28/2018 Expires 11/04/2018 1:55 PM	<b>DOWNLOAD</b>
--	-----------------

# Sharing your Record

The Share my Record page has been redesigned to help you better find the right sharing option based upon your needs.



## To Share with People




The **Friends and family access** option allows you to:

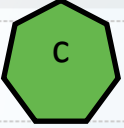
- view who already has proxy access to see your record
- view who you have proxy access to see their record
- grant proxy access to see your record to another person with a UMass Memorial Health myChart account access.
- revoke current proxy access from viewing your record.

[Return to the top of the document](#)


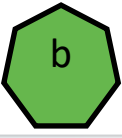


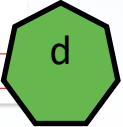
### Friends and Family Access

Who Can See My Record?

No one can see your information 


 + INVITE SOMEONE

Whose Records Can I See?


 <p><b>The Donald Mychart POC</b>          Nickname:          Donald          This is your record.</p> 	 <p><b>Dina Test</b>          Nickname:          Dina</p> <p>REVOKE</p>
 <p><b>Valerie Optime</b>          Nickname:          Mort</p> <p>REVOKE</p>	


## To Connect with Hospitals and Doctors

As a myChart patient, you also have the option to ‘share’ your medical record with a provider in your presence to assist them with review of your Health Records.



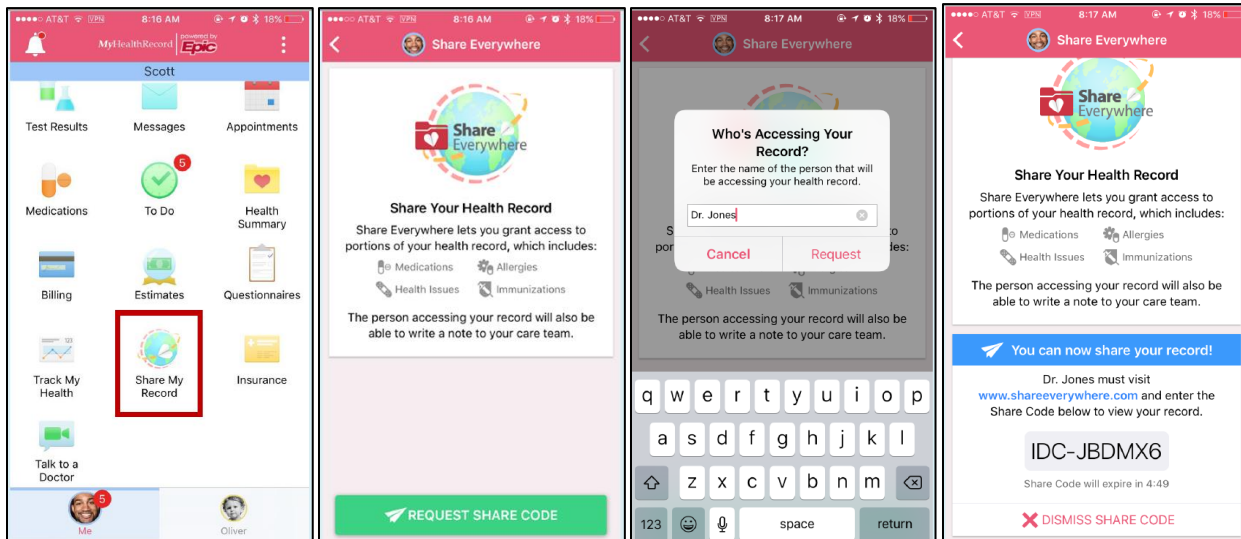
**Connect with Hospitals and Doctors**

 **Give one-time access with Share Everywhere**  
 Share your information with just about anyone, like a social worker or a school nurse.

 **Link your accounts**  
 Link your myChart account with other healthcare organizations and see your health information in one place.

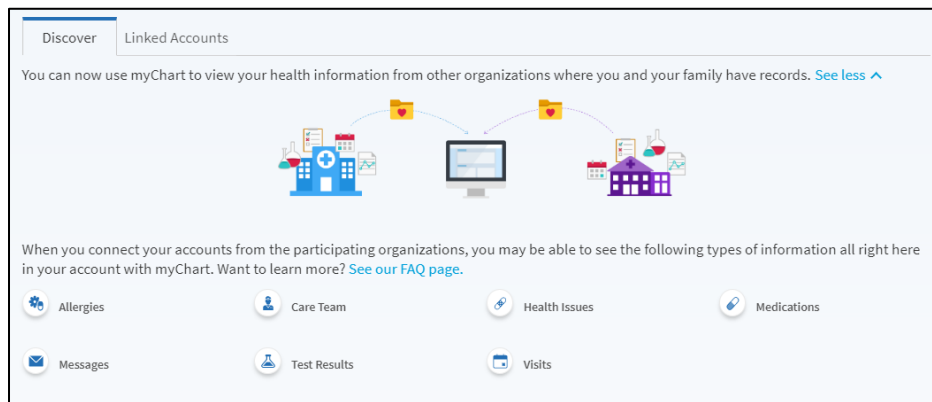


If you are somewhere and the provider is not able to access your record electronically (i.e., out of the country), you can also use the **Share Everywhere** option allowing you to grant temporary **one-time access** to any provider anywhere. Internet access is all that's needed, which means even a provider across the world could view your chart to provide care. Access is granted by you to the provider in person – by identifying the person by name, and providing the Share Code and webpage [www.shareeverywhere.com](http://www.shareeverywhere.com). The provider must access the chart within 60 minutes and access ends as soon as the provider exits your record.



## Link your myChart accounts

You can link your myChart account to another you have with an organization that also uses myChart. Be sure you have the participating organization's login information and follow the prompts.



Once you've linked your accounts, you can access them easily at the bottom of your health feed.

## Third-Party Apps

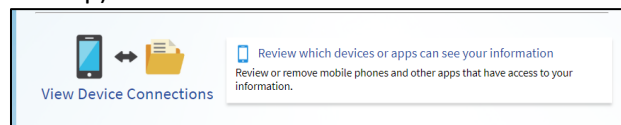
You can authorize individual types of data requested by third-party applications. This allows you to see the specific resources for which the third-party app is requesting access.

Additionally, you can set a time limit as to how long the app can have access.

The screenshot shows the MyChart interface for authorizing data sharing. At the top, it says "What would you like to share?" and "Medication Tracker is requesting the following types of information. Select the information you want to share:". There are several categories with checkboxes: Allergies (checked), Care Plans (unchecked), Medications (checked), Appointments, Clinical Notes, Health Goals, Medical Conditions, Procedural and Diagnostic Orders, and Referrals. A note states: "Clinical Notes includes free text notes written about you that might contain many different types of data." Below this, there is a section for "How long would you like Medication Tracker to have access to your information?" with buttons for 1 hour, 1 day (selected), 1 week, 1 month, 3 months, 6 months, 1 year, 2 years, 3 years, 4 years, 5 years, and Indefinite. At the bottom, it says "Medication Tracker will have access to your information for 1 day, until Saturday September 25, 2021 1:01 PM CDT. Medication Tracker may access your information even when you are not using that app, and you can revoke access at any time." There are buttons for "Deny access", "Allow access", and "Back".

## View Device Connections

This option is used to view your connections after setting up via your personal health account, like Apple Health (see next section for setup).



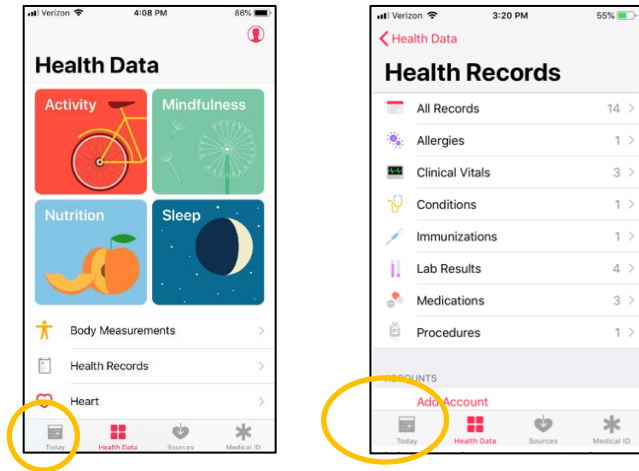
You can also access your linked Apps and Devices directly from the Menu.

Account Settings	
	Personal Information
	Security Settings
	Personalize
	Change Your Shortcuts
	Linked Apps and Devices
	Communication Preferences
	Other Preferences
	Back to the Home Page

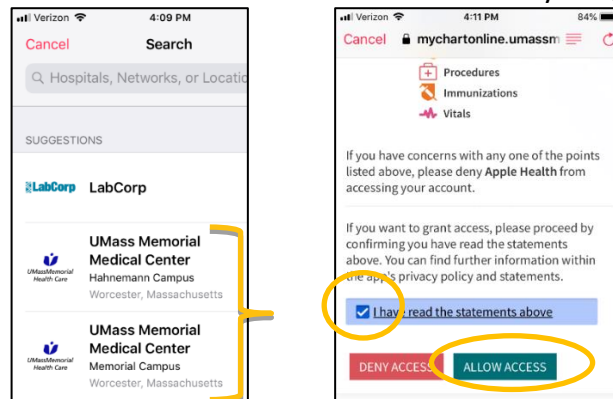
# Connect your Apple Health with your myChart

If you use Apple Health, you can connect with your UMMH myChart account to pull down select clinical data to your iPhone.

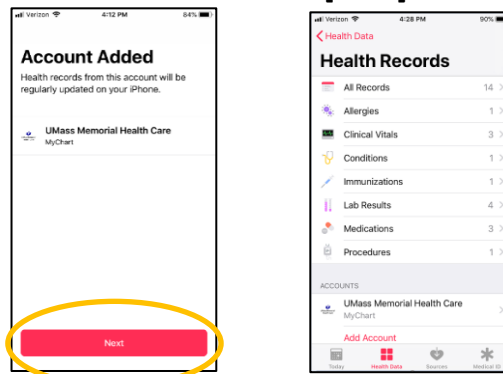
1. Open the Apple Health application on your iPhone.
2. Select **[Health Data]** & **[Add Account]**.



3. Find one of the UMass Memorial Health locations – it does NOT matter which one you select, as we are one system.
4. Check that you have read the statements on screen and if you agree, then **[Allow Access]**.



5. You have now made the connection. Select **[Next]** to see your records in Apple Health.

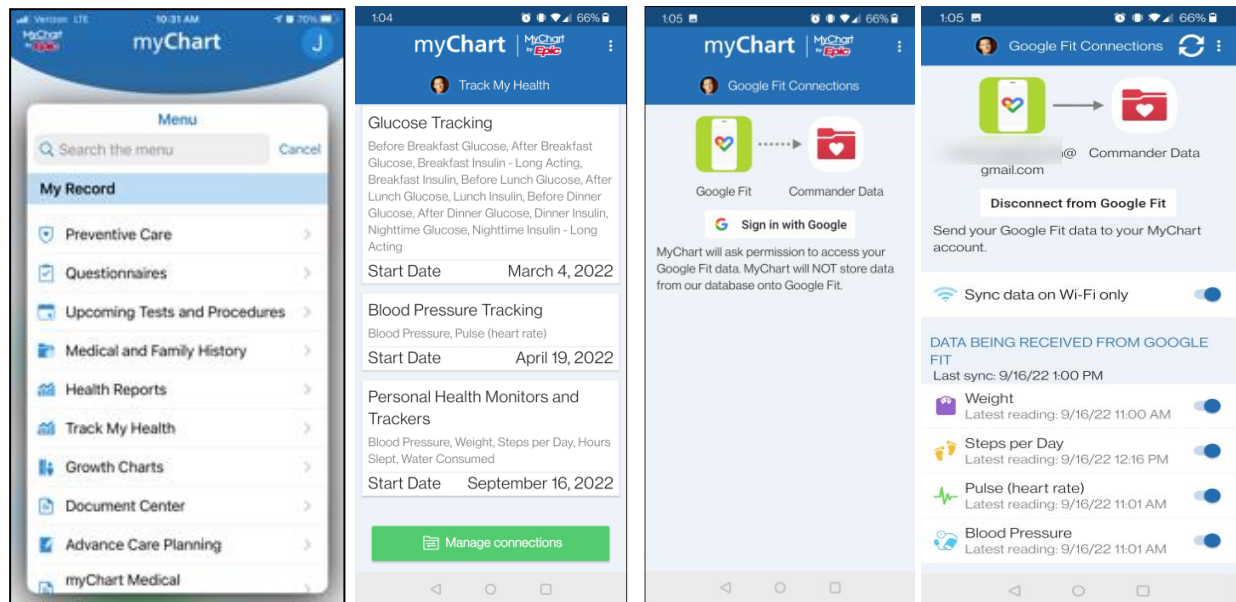


# Connect your Google Fit Account to myChart

You can similarly connect your myChart to your Google Fit account.

1, To sync your myChart app with Google Fit, log into myChart on your mobile device and open the Track My Health feature.

2, Tap the **Manage connections** button, then sign into your Google account to connect to Google Fit. Once signed in, you can select which categories you want to allow myChart to update and read. Your data will sync automatically when connected to wifi.



Data will **only** display if your provider has placed the myChart Fitness Device order. Once the steps above have been completed, your data will automatically sync and send to your provider when you are connected to wi-fi.

4. To manually sync, open the Track My Health feature, tap the **Connect to Google Fit** button, then tap the refresh button at the top right.

# Billing and Insurance

## View your outstanding balance

To see the outstanding account balance and recent payments for any of your accounts, Select **Billing Summary** from the Billing submenu on **Your Menu**. Here, you'll see all your accounts with links to individual statements and bill payment features. To view additional information about an account, select **View account details** under Outstanding Accounts.

**Billing Account Summary**

Click [View account details](#) to see more information about a particular account. If you have an amount due on an account, click [Pay Now](#) to pay online using a credit card.

Some, or all of your balances may be eligible for our 20% Prompt Pay Discount Program. If you are eligible, the discount will be reflected in your amount due. If you establish a payment agreement you are not eligible for a Prompt Pay Discount.

Save time while you save paper! Sign up for paperless billing.

**UMass Memorial Health**  
Guarantor #1005 (Donald New Tat Mychart New Tat)   
Patients included: You

You Owe **\$1,203.00**  
[PAY NOW](#)

Can't pay all at once?  
Sign up to pay \$50.13 per month.  
[SET UP PAYMENT PLAN](#)

Last paid: \$100.00 on 6/14/2019

- [View account details](#)
- [View last statement \(3/5/2019\)](#)
- [Contact customer service](#)

**Zero-Dollar Balance Accounts**

**UMass Memorial Health**  
Guarantor #1189 (Donald Mychart Tat)   
Patients included: Childseven

Amount Due **\$0.00**  
[PAY NOW](#)

[View account details](#)

[View last statement \(3/22/2018\)](#)

**UMass Memorial Health**  
Guarantor #1275 (Donald Mychart Tat)   
Patients included: Teen

Amount Due **\$0.00**  
[PAY NOW](#)

[View account details](#)

Overview Charges Payments Communications

**Balances**

You Owe **\$1,203.00**  
[PAY NOW](#)

Can't pay all at once?  
Sign up to pay \$50.13 per month.  
[SET UP PAYMENT PLAN](#)

**Recent Payments**

Jun 14 2019	Patient Payment	\$100.00	VISA x0119
Jun 7 2019	Patient Payment	\$100.00	VISA x0119
May 22 2019	Patient Payment	\$15.00	VISA x0119
Mar 8 2019	Patient Payment	\$10.00	VISA x0119

# Make a payment

When you have an outstanding account balance, you can make a payment directly through myChart. NEW as of November 2022: You can pay toward all eligible accounts at once, instead of having to make individual payments. Additional accounts will only show up if they have a non-zero balance.

1. Select **Billing Summary** from **Your Menu**.
2. Select **PAY NOW** on the bill to pay.
3. Select **Amount Due** or enter **Other Amount** and select **[NEXT]**.
4. Select how you would like the dollars applied to the respective outstanding balance, if applicable.

The screenshot shows the 'Account Payment' interface. At the top, it asks 'How much would you like to pay today?' for Guarantor #4000256 (Joe Montana) with an amount due of \$2,300.00. Below this, it asks 'How much would you like to pay towards other balances?' for two other guarantors: #102945 (Joe Montana) for Physician Services with an amount due of \$158.50, and #102945 (Joe Montana) for Hospital Services with an amount due of \$200.00 and an outstanding balance of \$2,540.00. The total amount to be paid is \$2,500.00.

5. Select how you want to pay your bill (Apply Pay, Google Pay, Credit/Debit Card, or directly from a bank account). Enter the requested payment information, which will vary based on the payment method you. Select **[Submit]**.

The screenshot shows the 'Payment Method' selection screen. It offers four options: Google Pay, Add Credit/Debit Card (selected), Add Bank Account, and Save Payment Method to My Wallet (checked). The 'Add Credit/Debit Card' section includes fields for Name on Card, Card Number, Exp Date, CVN, and Zip. A 'SUBMIT' button is located at the bottom right.



# Paperless Billing

Paperless Billing is on by default for all myChart users. If you'd prefer to turn it back on, you can do so.


1. Select **Billing Summary** from **Your Menu**, select the **Cancel paperless billing** link.

## Billing Summary

Click **View balance details** to see more information about a particular account. If you have an amount due on an account, click **Pay Now** to pay online using a credit card.

Some, or all of your balances may be eligible for our 20% Prompt Pay Discount Program. If you are eligible, the discount will be reflected in your amount due. If you establish a payment agreement you are not eligible for a Prompt Pay Discount.

UMass Memorial health is introducing a new patient billing statement in December 2021. To view our new statement, along with a helpful guide to navigate, click on the link provided [here](#).



The leaf icon indicates the account is signed up for Paperless Billing.

[View balance details](#)

If you would like to receive paper statements, you may [cancel paperless billing](#).

2. Select **Receive paper statements**.

## Receive Paper Statements

Are you sure you want to begin receiving paper statements again?

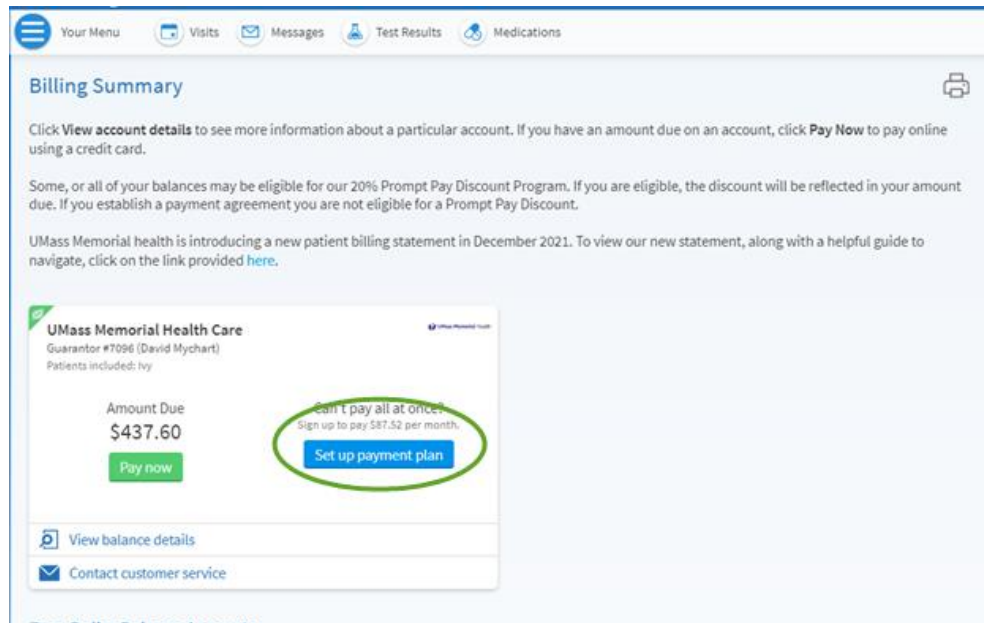
[Receive paper statements](#) [Cancel](#)



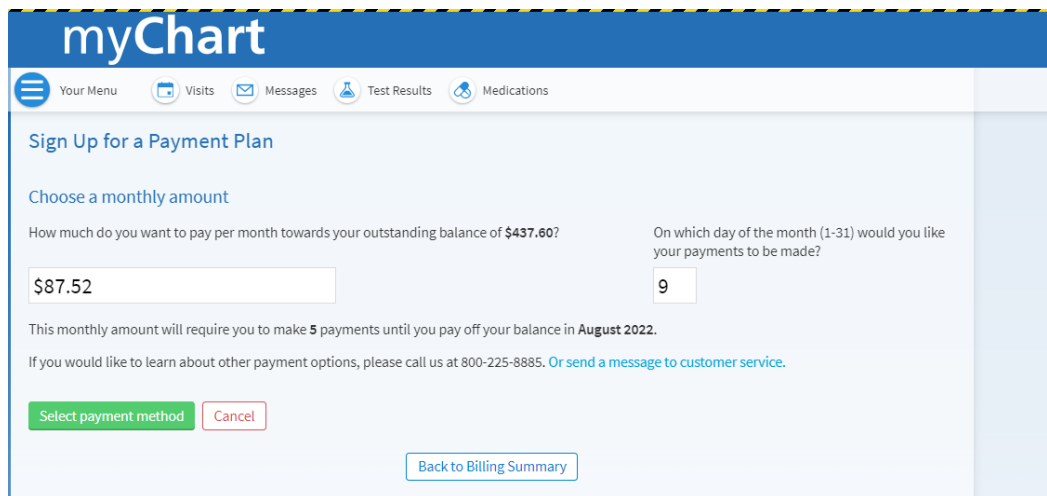
# Sign up for a Payment Plan

If you are unable or prefer not to pay your entire balance at one time, you may set up a payment plan from the **Billing Summary** activity.

1. Select the **[Set up payment plan]** button.



2. Enter the amount you want to pay per month and **[Select payment method]**.



The screenshot shows the 'Sign Up for a Payment Plan' form in the myChart interface. The form is titled 'Sign Up for a Payment Plan' and includes a section for 'Choose a monthly amount'. It asks 'How much do you want to pay per month towards your outstanding balance of \$437.60?' and 'On which day of the month (1-31) would you like your payments to be made?'. The input fields contain '\$87.52' and '9' respectively. Below these fields, a message states: 'This monthly amount will require you to make 5 payments until you pay off your balance in August 2022.' At the bottom of the form, there are two buttons: 'Select payment method' (green) and 'Cancel' (red). A 'Back to Billing Summary' button is located at the bottom right of the form.

3. Select a payment method, enter bank account or credit card information, save your payment method, then review your plan.

myChart MyChart by Epic C Switch Log out

### Sign Up for a Payment Plan

How would you like to pay?

Enter payment information

We accept payments via bank accounts and the following credit card brands: VISA MASTERCARD DISCOVER AMERICAN EXPRESS

Credit Card Bank Account 1

\* Indicates a required field

\* Name on card 2

\* Card number VISA

\* Expiration date 12 2022  
mm / yyyy

Security code 201 ⓘ

Payment method nickname ⓘ

Billing information

Enter a new address

Save payment method 3

Review plan 4 Cancel

4. Once a payment plan has been set up, the **Billing Summary** activity will reflect the amount currently due, as well as the total balance of the payment plan.

⚠ Your payment plan amount is overdue. Pay now

UMass Memorial Health Care

Guarantor #

Patients included: You

Amount Due \$296.00

Your balance: \$2,259.00

Payment Plan \$296.00

Overdue since 4/7/2020

Sign up for automatic payments

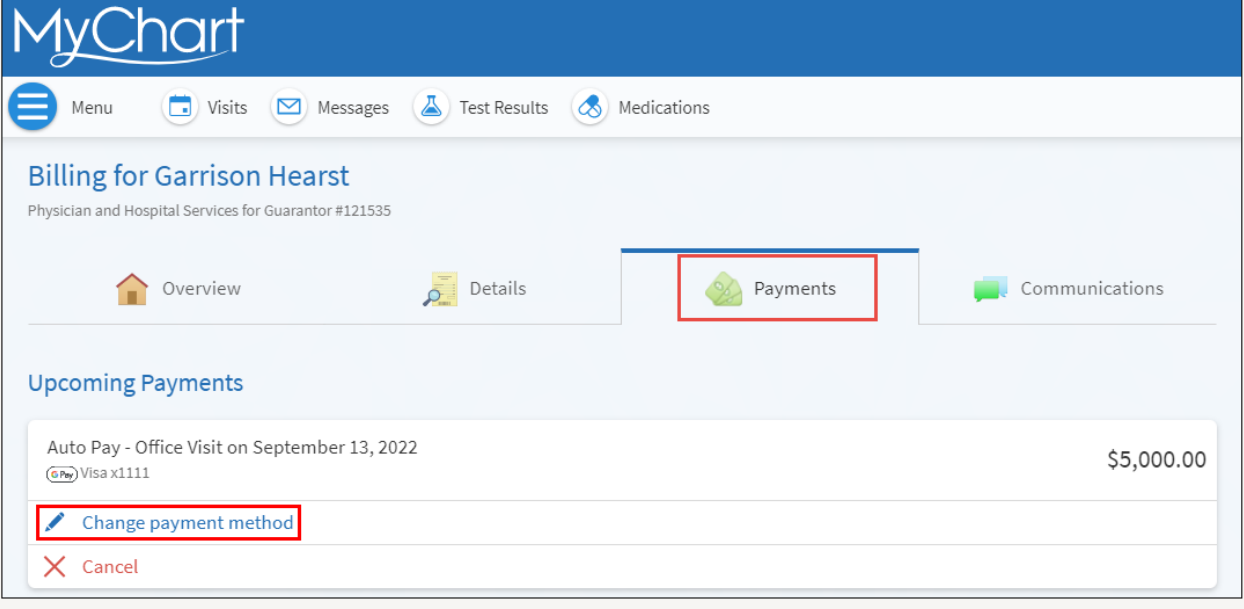
Pay now

Last paid: \$1.00 on 4/30/2021

View balance details

Contact customer service

You can now also update the payment method associated with your Visit Auto Pay Agreement. To do so, please go to the **Payments** tab of the **Billing Details** page.



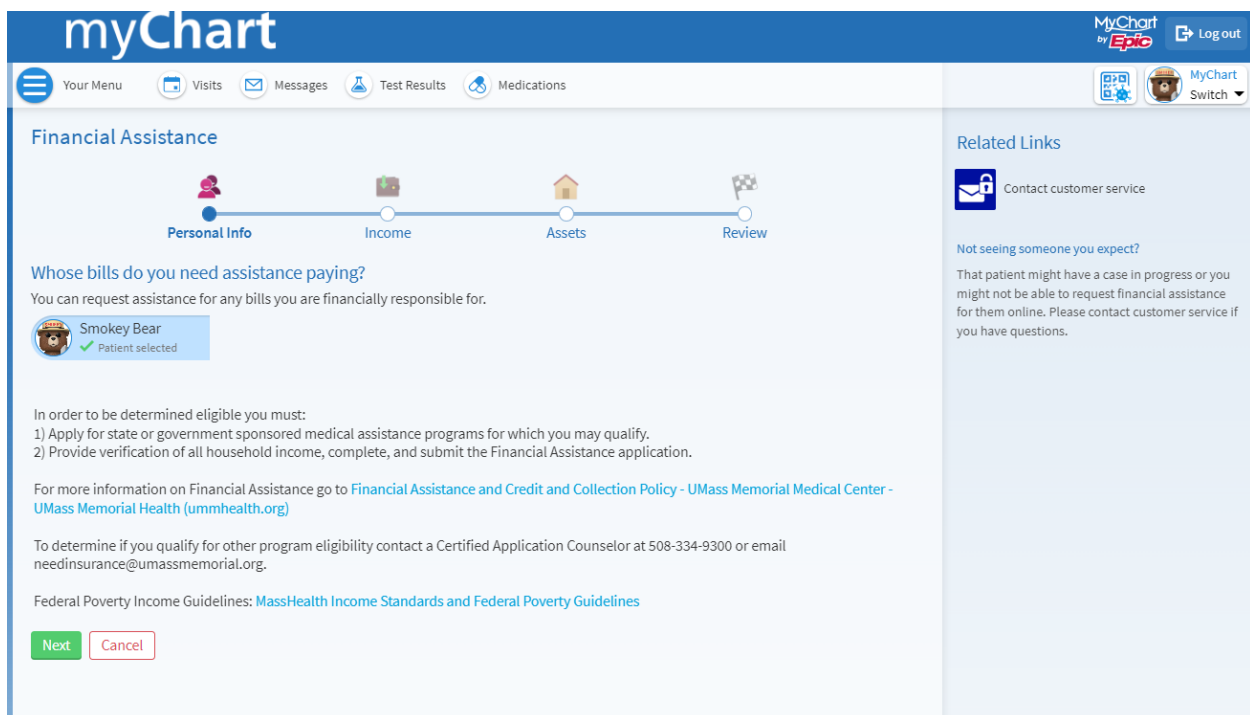
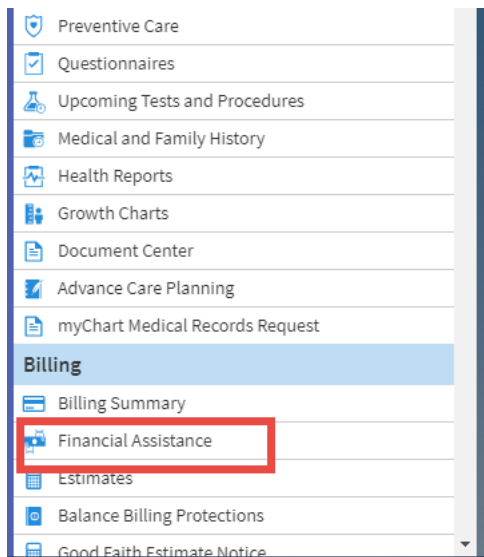
The screenshot shows the MyChart interface for Garrison Hearst. The top navigation bar includes Menu, Visits, Messages, Test Results, and Medications. The main content area is titled "Billing for Garrison Hearst" and includes a sub-header "Physician and Hospital Services for Guarantor #121535". Below this are four tabs: Overview, Details, Payments (highlighted with a red box), and Communications. Under the Payments tab, there is a section for "Upcoming Payments" with one entry: "Auto Pay - Office Visit on September 13, 2022" for \$5,000.00, using a Visa x1111 card. A "Change payment method" button (with a pencil icon) is highlighted with a red box, and a "Cancel" button is also visible.

Please note: Because changing the payment method can also change the payment date (so that patients have enough time to ensure the new payment method has sufficient funds), patients can change their payment method a maximum of two times per Visit Auto Pay agreement. After that they must call the billing office to make further changes.

## Apply for Financial Assistance

If you need assistance paying your UMMH bills, you may qualify to receive Financial Assistance. In order to be eligible, you must 1) apply for state or government sponsored medical assistance programs for which you may qualify, and 2) provide verification of all household income, complete, and submit the Financial Assistance application.

1. Select **Financial Assistance** from **Your Menu**.
2. Read the instructions, then follow the prompts to enter your household size, income, and assets, and then review and submit your application. Please remember to list all household members' information on the last page of the application.




Your application will be reviewed by the Financial Counseling department. For more information on Financial Assistance, go to [Financial Assistance and Credit and Collection Policy - UMass Memorial Medical Center - UMass Memorial Health \(ummhealth.org\)](https://www.ummhealth.org/financial-assistance)

## View Claims

You can view claims for services you've received under a given insurance coverage from the Claims page in myChart.

1. Select **Coverage Details** from **Your Menu**.
2. Select your name under the respective coverage details

[Return to the top of the document](#)

**Coverage Details** 

**AETNA - Aetna Hmo**

Member	Member Number	Date of Birth
The Donald Mychart NEW TST	xxxxxxx	02/14/1968

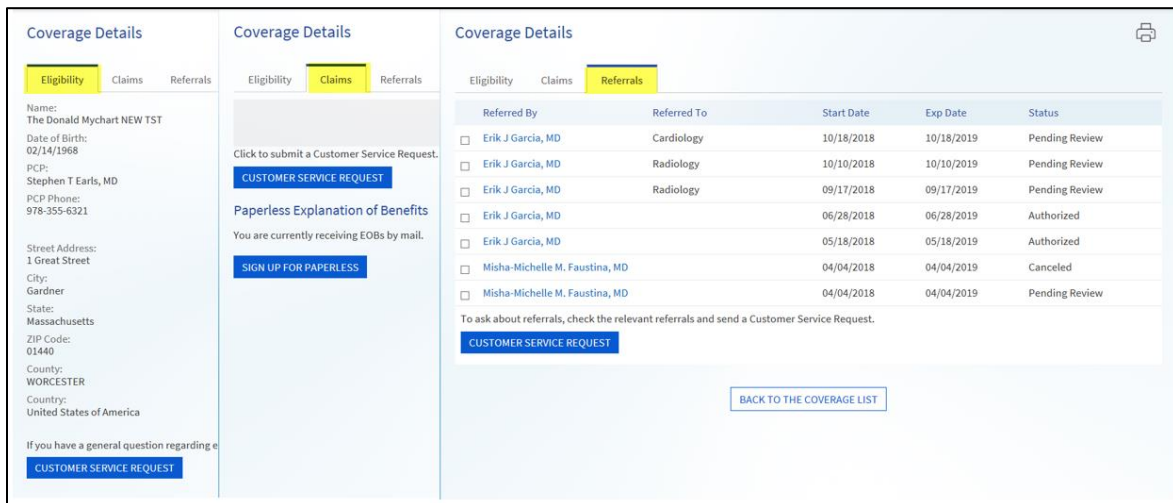
**TUFTS - Tufts Carelink**

Member	Member Number	Date of Birth
The Donald Mychart NEW TST	xxxxxxxxxx	02/14/1968

If you have a general question regarding coverages, submit a Customer Service Request.

[CUSTOMER SERVICE REQUEST](#)

3. You will be presented with **Eligibility**, but you can toggle between that and the tabs for **Claims** and **Referrals**.



The image shows three side-by-side screenshots of the 'Coverage Details' page for 'The Donald Mychart NEW TST'. Each screenshot has a different tab selected: Eligibility, Claims, and Referrals.

- Eligibility Tab:** Shows member information (Name, Date of Birth, PCP, PCP Phone, Street Address, City, State, ZIP Code, County, Country) and a 'CUSTOMER SERVICE REQUEST' button.
- Claims Tab:** Shows a 'CUSTOMER SERVICE REQUEST' button and a 'SIGN UP FOR PAPERLESS' button.
- Referrals Tab:** Shows a table of referrals with columns: Referred By, Referred To, Start Date, Exp Date, and Status. It includes a 'CUSTOMER SERVICE REQUEST' button and a 'BACK TO THE COVERAGE LIST' button.

If you have a question regarding the claim, select **CUSTOMER SERVICE REQUEST** from this billing page to send a message to financial customer service staff.

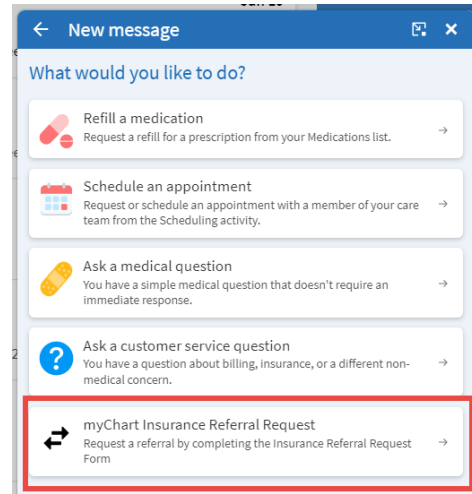
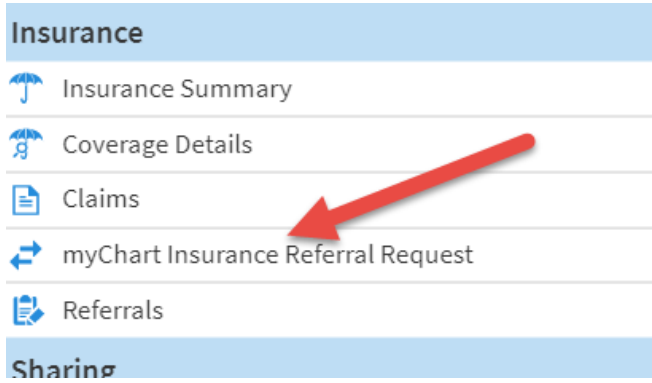
## Request a Referral

An insurance referral is an approval from your PCP (Primary Care Provider) and health plan to get certain medical services or specialty care. Many HMOs (Health Maintenance Organizations) require an insurance referral prior to the patient seeking treatment.

UMass Memorial Health has a centralized team that will work to secure your insurance referral if you have a UMass Memorial PCP (Primary Care Provider) and are seeing a UMass Memorial Specialist.

This form can be used for patients who have a UMass Memorial PCP (Primary Care Provider) and need an insurance referral with a **non-UMass Memorial Specialist**.

You can access the UMMH myChart Insurance Referral Request form from the myChart menu, or by using the Messaging feature.



Complete the requested information on the form, select [Submit Request], and the referrals team will review your request within three business days.

The image shows the "myChart Insurance Referral Request" form. It includes a header with the myChart logo and a sub-header "Insurance Referral Request". The form contains several paragraphs of text explaining the process and requirements. Below the text are several input fields with labels and asterisks indicating required information:

- \*Your Health Plan: BCBS MA HMO/POS
- \*PCP Name (Last, First): Manning, Gordon
- \*Specialist Name (Last, First): Ralto, Kenneth
- \*Specialist Address and/or Phone #: 85 Prescott St, Worcester, MA 01605 508- 856-3155
- \*Appointment Date: 5/10/2023
- \*Reason for Visit or Medical Condition: Chronic renal failure follow up
- \*Visits Requested: 2

At the bottom of the form are two buttons: "Submit Request" (green) and "Cancel" (red). The footer contains links for "Interoperability Guide", "Terms and Conditions", "Contact Us", "High Contrast Theme", and "MyChart® licensed from Epic Systems Corporation © 1999 - 2023".

[Return to the top of the document](#)



# View Benefits Summary

You can quickly see your benefit summary from a particular visit within billing details. This will now allow you to view the following:

- The amount billed to the insurance
- The amount covered by the insurance company
- Your remaining balance

The remaining responsibility will be further broken down into copay, deductible, coinsurance, and the amount that was not covered.

<b>Oct 9 2020</b>	Oct 9, 2020 to Oct 15, 2020 Hospital Services Provider: Dr. Heather Colt Patient: Eliza Paladino Primary Payer: Blue Cross Blue Shield Account #4000018655	Billed Insurance Covered You Paid Pending Insurance <b>Your Balance</b>	\$3,553.17 -\$3,053.17 \$0.00 \$0.00 <b>\$500.00</b>
<b>Benefits Summary from Your Insurance</b> <a href="#">Learn more</a>			
Blue Cross Blue Shield			
Billed to Insurance			\$3,553.17
Insurance Covered			-\$3,053.17
Remaining Responsibility			\$500.00
Deductible			\$500.00
<b>Detailed Account Information</b>			
R&B – SEMIPRIVATE (TWO-BEDS) (MEDICAL OR GENERAL) - GENERAL			\$3,118.92
<a href="#">Show charges</a>			
RADIOLOGY – DIAGNOSTIC – GENERAL			\$200.00
<a href="#">Show charges</a>			
PHYSICAL THERAPY – GENERAL			\$234.25
<a href="#">Show charges</a>			
Payments and Adjustments			
Blue Cross Blue Shield			-\$3,053.17

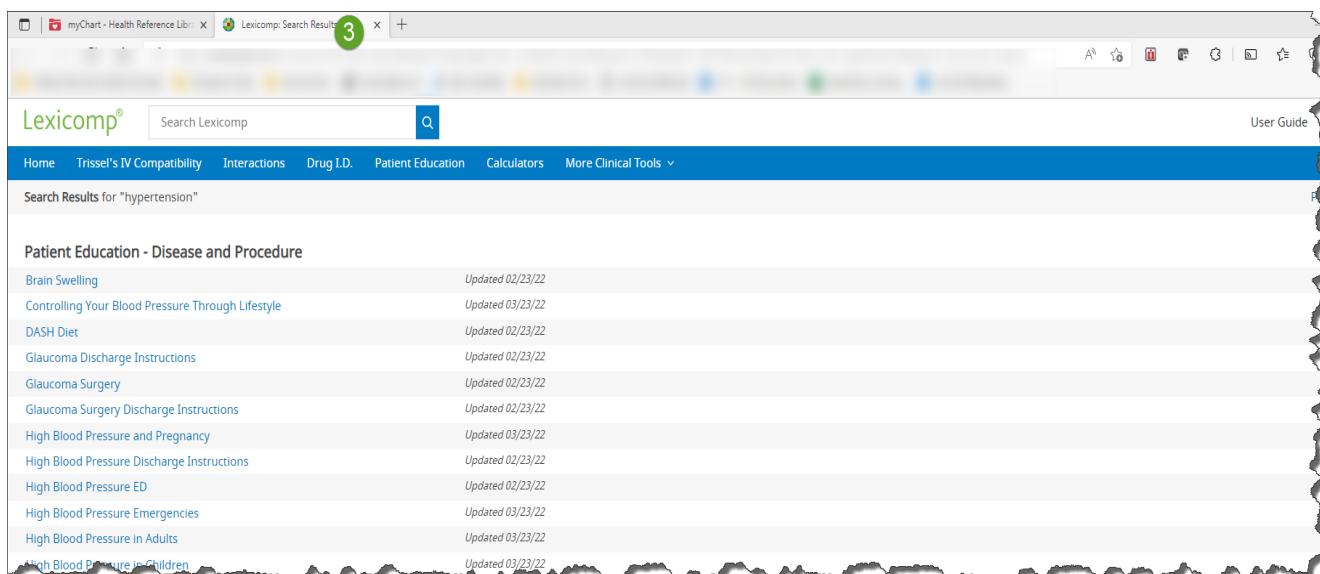
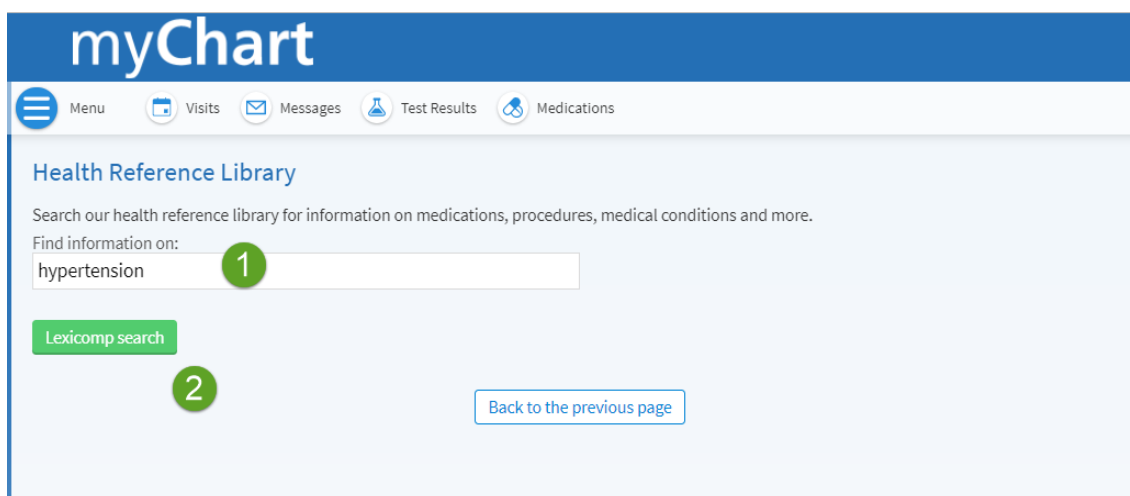


# Resources

myChart contains other useful resources, in addition to providing access to your health information.

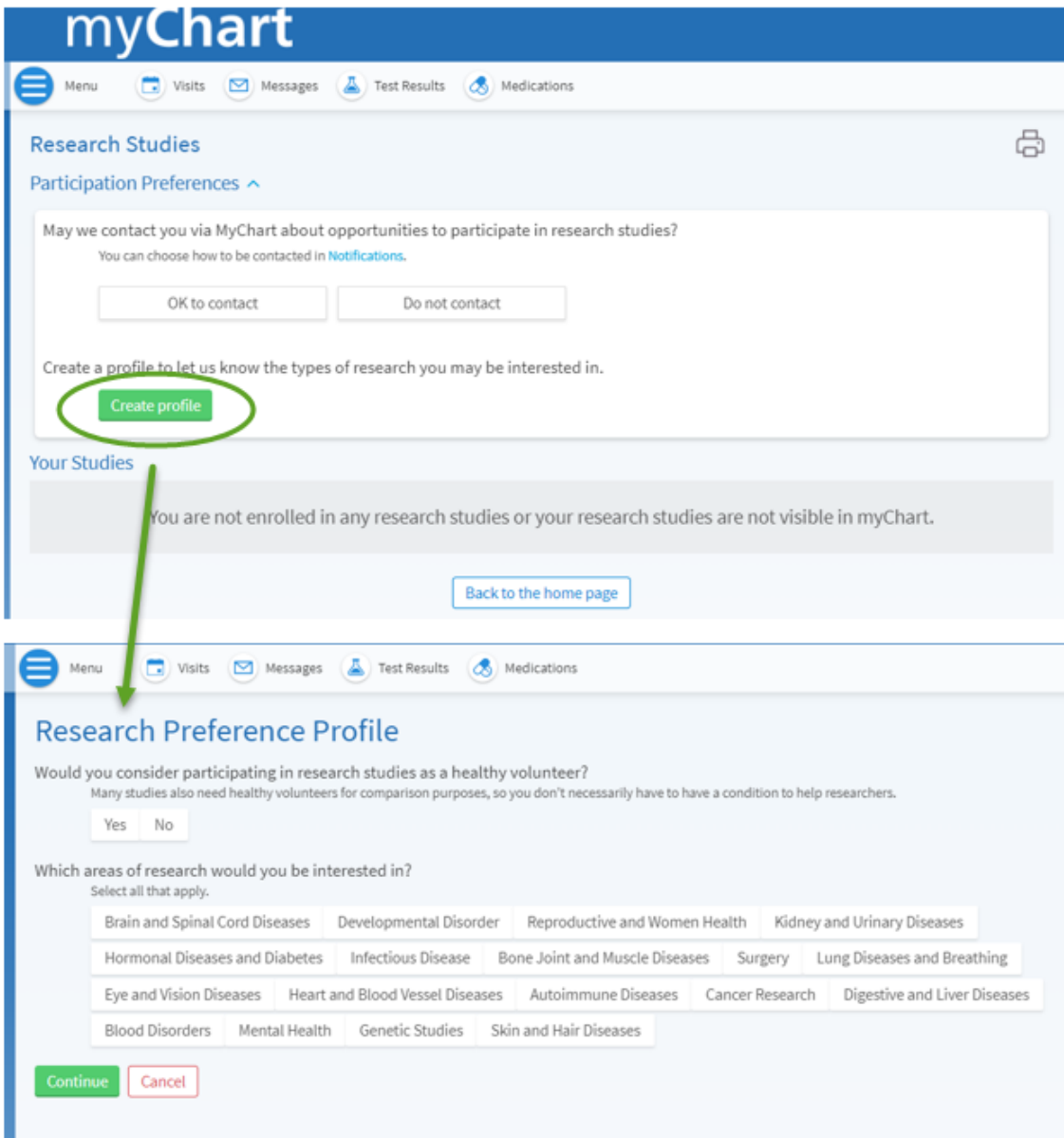
## Medical Library

Select **Search Medical Library** from **Your Menu** to search the online health reference library. In order to learn more information about medications, procedures, conditions, and more, simply type in search term(s) and select [**Lexicomp search**]. Your search results will open in a new browser tab.



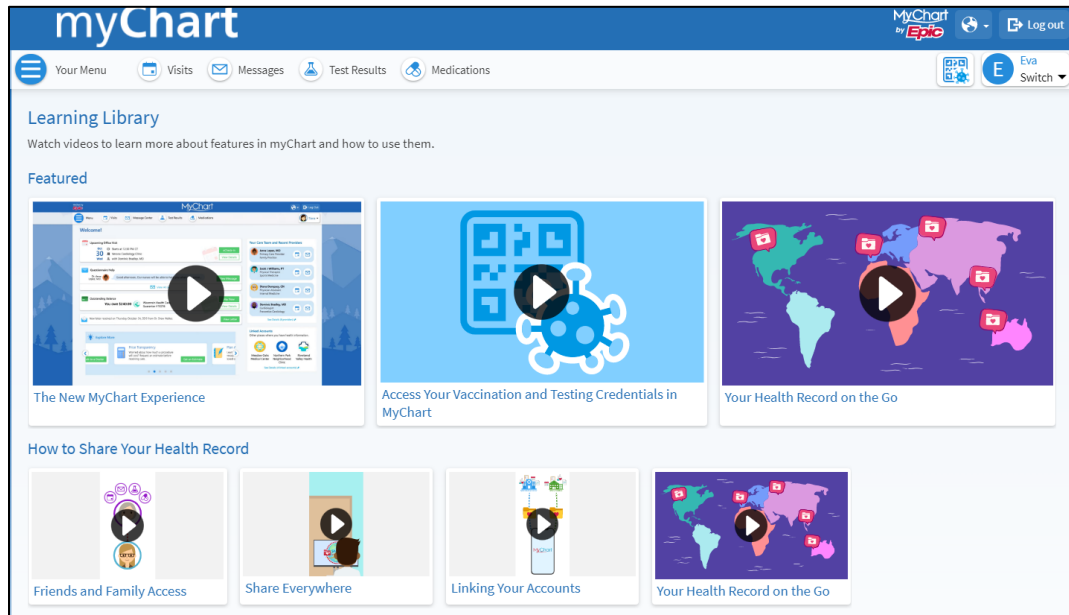
# Research Studies

As an academic medical center, UMMH is involved in cutting-edge research and clinical trials to help improve medical innovations of our future. If you are interested in participating in research studies at UMMH, you can set your myChart contact preferences by selecting **Research Studies** from **Your Menu**. You can also set your contact preferences for Research studies here. If you are enrolled in any research studies, you will be able to access information about them from this section.



# myChart Learning Library

myChart now offers check out videos to discover more MyChart features that can help them from a new centralized video library on the MyChart site and the mobile app.

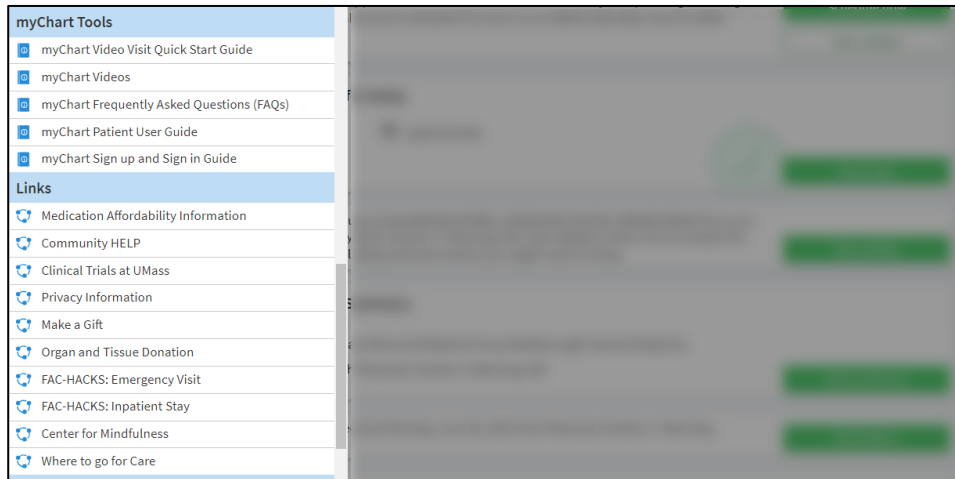


## GetWell Loop

GetWell Loop is an online care communication platform utilized by UMMH for patients who undergo certain procedures, like joint replacement surgery. You can access your GetWell Loop account via myChart, which helps to ensure daily, personal support, patient education and post-surgical pathway reinforcement.

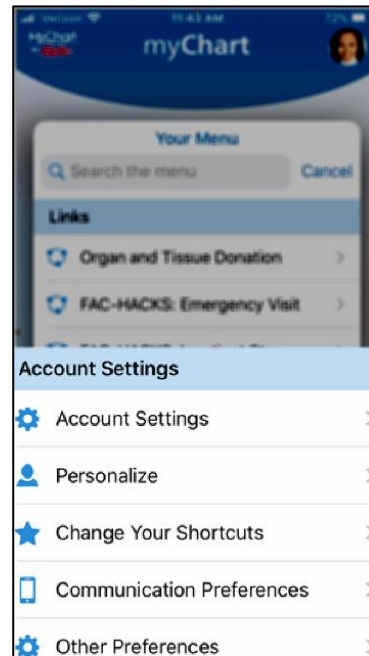
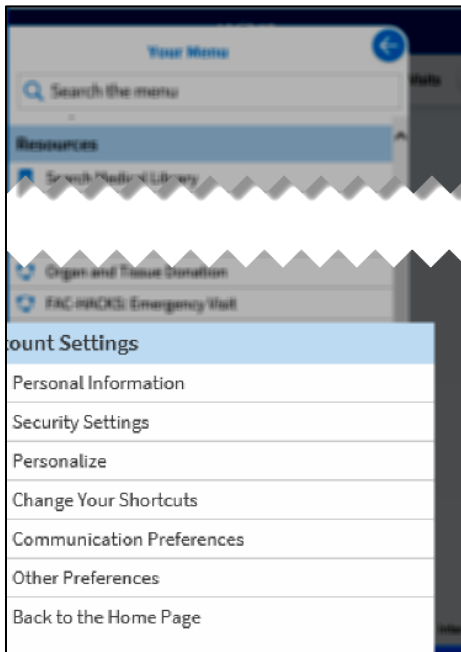
## myChart Tools and Other Links

Easy access to other useful myChart guides and tools is available for you from Your Menu. Your myChart Menu also provides access to external links that can provide even further information for you while you are logged in and accessing your health information, such as educational videos, privacy information, and tips and tricks for making your hospital stay more comfortable.



# Preferences and Settings

myChart allows you as a user to set some preferences specific to you, whether you are logged into the web version or the mobile version. These ACCOUNT SETTINGS activities on **Your Menu** will differ slightly between the web version and the mobile version.



## Change your myChart password

To ensure that your medical information stays protected, consider changing your myChart password periodically.

From the web application, select **Security Settings** from **Your Menu**. Enter your current password, then enter your new password twice.

### Security Settings

[?](#)

#### Change Password

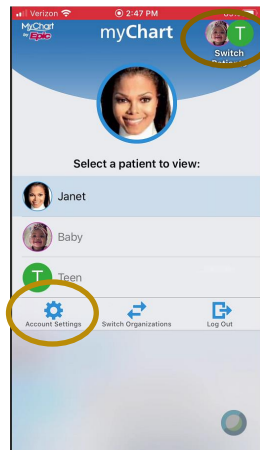
Your password must be between 8-20 characters and contain at least 1 uppercase letter, 1 lowercase letter and 1 number.

Current Password:

New Password:

Confirm New:

From the mobile application, select **[Account Settings]** from the **[Switch Patients]** icon in the top right.



## Opt-In for Two-Step Verification

As an added security feature, you can now enable Two-Step Verification for logins from new/different locations. To do so, Select **Security Settings** from **Your Menu** and then **[Turn on two-step verification]**.

You'll be asked to Verify Your Identity to ensure the code is sent to the correct email or phone.

**Security Settings**

**Change Password**  
Your password must be between 8-20 characters and contain at least 1 uppercase letter, 1 lowercase letter and 1 number.

Current Password:  
New Password:  
Confirm New:

**Save password**

**Two-Step Verification Settings**  
Two-step verification is an additional level of security.

**Turn on two-step verification**

**Verify Your Identity**  
Two-step verification uses the contact information we have on file to verify your identity. Before we begin, please make sure the information below is up to date and enter your password.

Your email  
zach.mychart@umassmemorial.org

Verify email  
zach.mychart@umassmemorial.org

Your phone  
508-555-5555

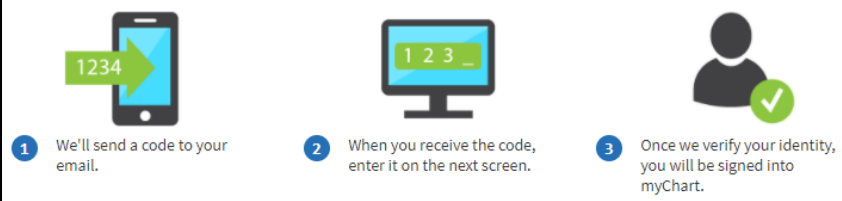
Verify phone  
508-555-5555

Password  
\*\*\*\*\*

**Continue** **Cancel**

After entering your email/phone and selecting **[Continue]**, you will select **[Send to my email]** or **[Text to my phone]**.

**Verify Your Identity**  
It is our goal to make sure your health information is safe and secure. You will now be required to enter a one-time use security code to verify your identity.



- 1 We'll send a code to your email.
- 2 When you receive the code, enter it on the next screen.
- 3 Once we verify your identity, you will be signed into myChart.

How would you like to receive the code?

email

**myChart**

Hello Zach Mychart,

To verify your identity, enter the code shown below into the Extra Security Required screen. This code expires at 11:02 AM EDT.

Code: **8PV9WJ**

If you didn't request to reset your password, please contact 855-UMASS-MD (855-862-7763).

Thanks for using myChart,




Text

To log in to myChart, enter this code: **J6DK8F** This code expires at **11:03 AM EDT**.

Now

Enter the security code you received from your email or Text into the **\*Enter Code** field, then click **[Next]**. Two-step verification is now turned on.


**Verify Your Identity**  
To finish updating your two-step verification settings, we need to send you a security code.



We've sent you a security code. Please enter it in the box below.

Keep this webpage/tab open, as you will have to return here to enter the received code.

Didn't receive the code?  
If you haven't received the code within a few minutes, we can send it to you again.



**Two-step verification is now turned on for your account**

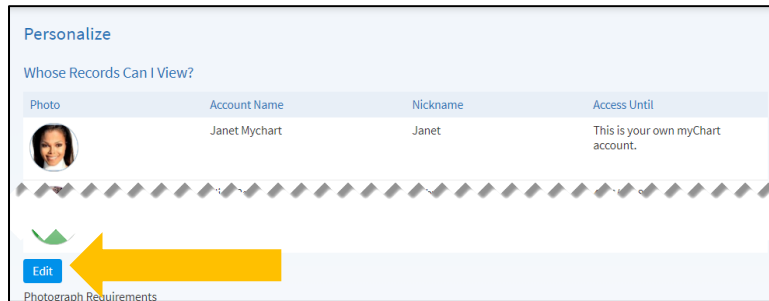
This extra layer of security will help to keep your account secure.

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# Change or Add your own Photograph

You may already see a headshot photograph of yourself in your myChart if you had your photograph taken at a recent office visit. You can now update that picture or add one if one has not been taken.

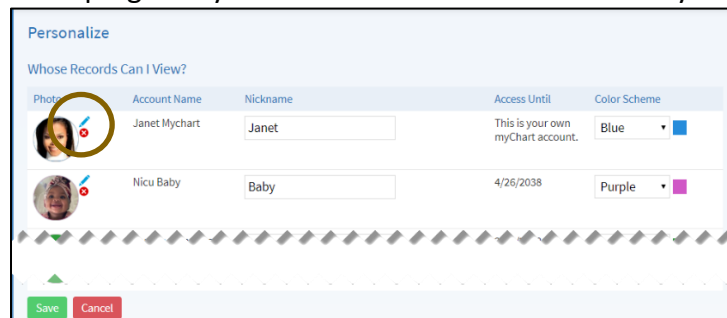
Select **Personalize** from **Your Menu** and then select the **[Edit]** button.



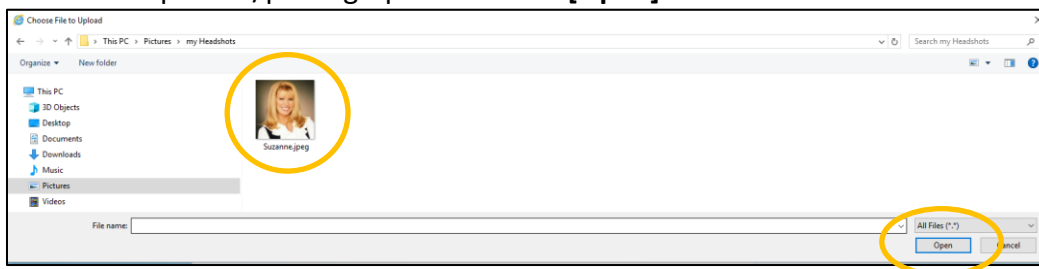
Before adding a photograph, read the Photograph **Requirements** and **Tips for taking a High-Quality Photograph** displayed on the page.

If the photograph is not appropriate, the staff person checking you in at your next visit can NOT accept the photograph and it will not update your UMMH Medical Record.

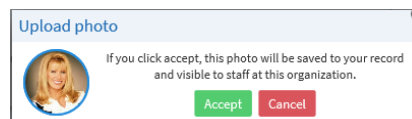
Select the pencil at the top right of your headshot to continue and add your photograph.



You will now have to navigate to where (on your device) you have saved a profile photograph of yourself. Select the picture/photograph and Select **[Open]**.



This photograph will be reviewed during your next check-in and applied as your profile picture, if deemed appropriate. Select **[Accept]**. Your photograph is now awaiting confirmation at your next in person appointment.



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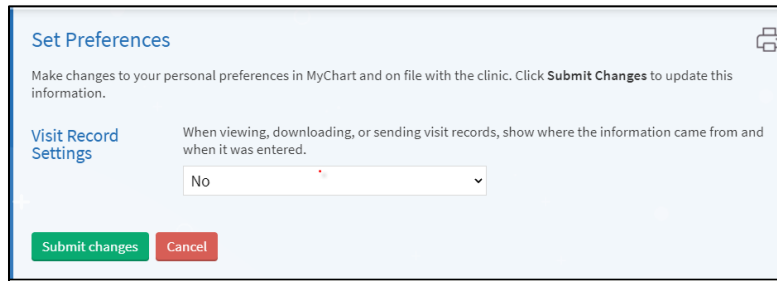


## Other Preferences

You can update your preferences for scheduling and Visit Record settings in the **Other Preferences** section.

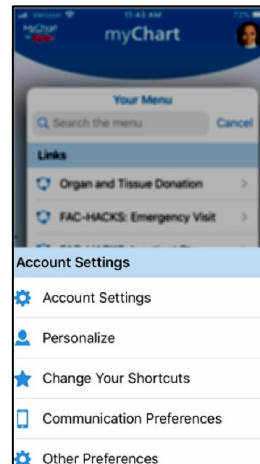
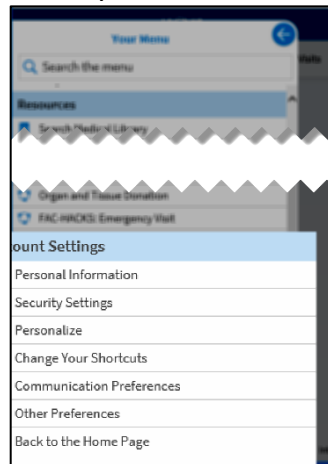
Visit Record allows you to see attribution information (such as author and entry time) for elements in your After Visit Summaries.


To update this, go to Other Prefences and choose your option from the drop down box.

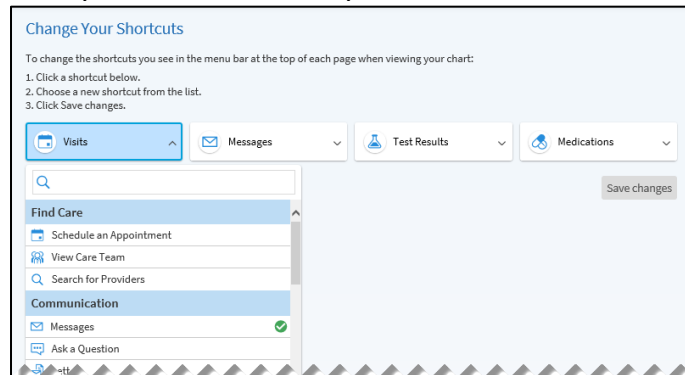


## Change your Shortcuts

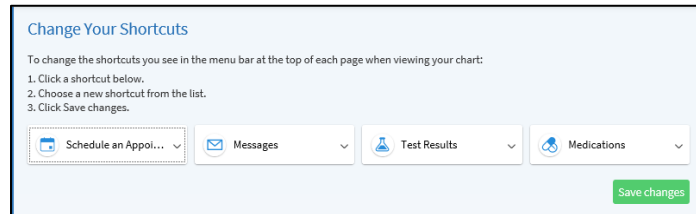
With the menu redesign, you will have four (4) Shortcuts to your most commonly used activities. The Default Shortcuts will be: **[Visits]**, **[Messages]**, **[Test Results]**, **[Medications]**. You can change these to other activities, if these do not work as your most common activities. To change your personal Shortcuts, select **Change Your Shortcuts** from the Account Settings submenu. It's quite easy to do.



Select the existing shortcut. **Your Menu** will appear, and you can then pick a different activity. Those with a  are already selected as one of your Shortcuts.



The selected activity will then become your new shortcut.



# Change your Notifications

To cater when and how you receive notifications from UMMH, you can change your specific settings to best suit your needs. To do so, Select **Communication Preferences** from **Your Menu**.

Various notifications are organized by activities; Appointments, Messages, Health, Billing, Questionnaires, Account Management. Each section can be expanded (and contracted) by selecting the Up/Down carrot to visit each of the settings within.

**Communication Preferences**

**General**

**Contact Information**  
Email  
annemarie.caron@umassmemorial.org  
Mobile phone  
508-981-7468  
[Review contact information](#)

**Settings**

- Email  
45 of 49 notifications turned on
- Text message  
14 of 22 notifications turned on
- Phone  
2 of 4 notifications turned on
- Mail  
2 of 6 notifications turned on

You are opted in to receive notifications from our organization via text message. [Opt out](#)

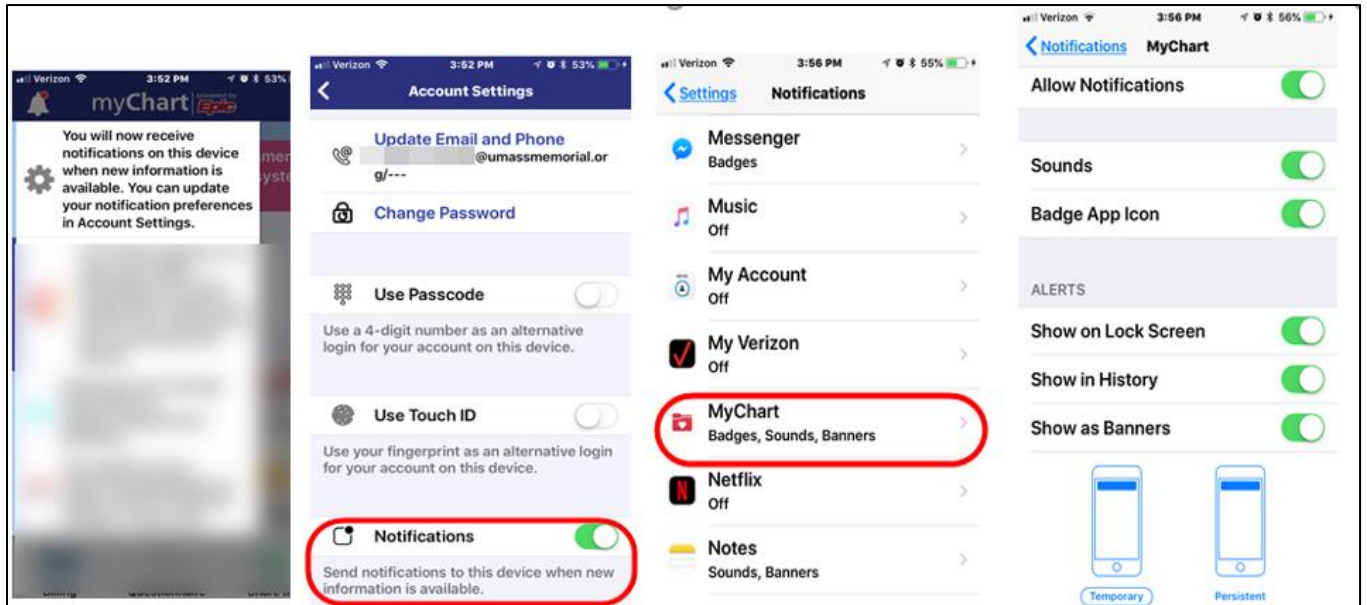
**Details**

- Appointments**  
Email, Text message, Phone, Mail
- Messages**  
Email, Text message, Phone, Mail
- Health**  
Email
- Billing**  
Email, Text message
- Questionnaires**  
Email
- Account Management**  
Email
- Telehealth**  
Email, Text message
- To Do**  
Email

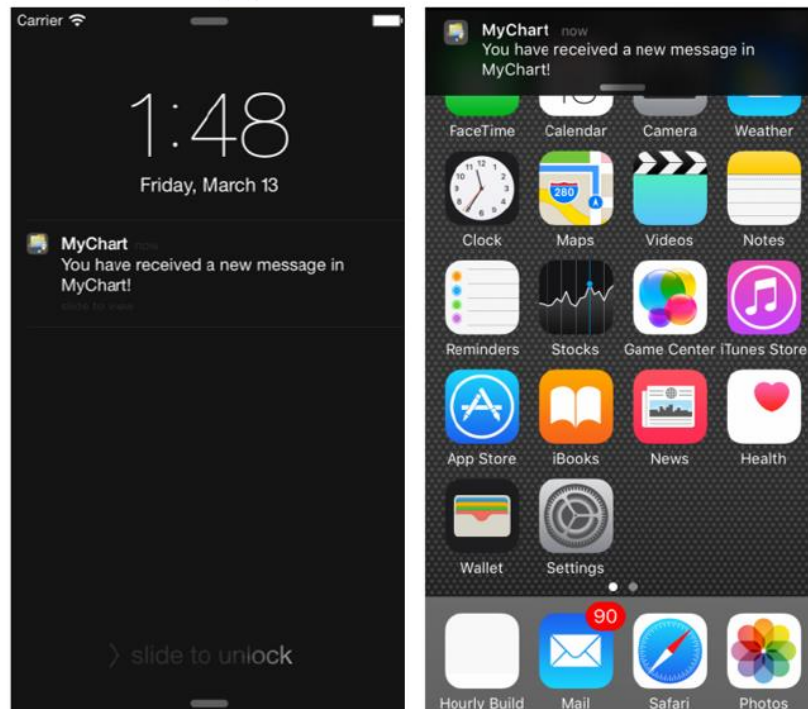
[Save changes](#)

myChart email notifications will now also send you a PUSH notification, if you are using the myChart Mobile application. UMMH enables the activity, but you control whether you would like to keep this enabled on your personal device.

Phones will vary, but below is an example of how you can control your notifications.



On your phone, new notifications will appear similarly to the screens below.



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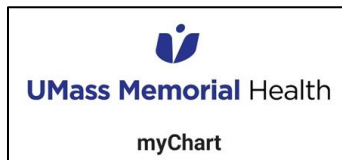
# Download the myChart Mobile Application

If you setup your account from a web browser, you can then download the MyChart application from iTunes or the Android Play Store and access the mobile application from your personal device; iPhone or iPad, Android phone or Android tablet.

1. From the Play Store or iTunes, enter **MyChart** in the search field. Find and select the MyChart entry with the following icon.



2. Open the newly loaded MyChart application and read/accept the terms. When prompted to allow the application to access your location, select YES so that you can see all the Epic healthcare organizations near you (else you will have to search through all 50 states). Find and select the UMass Memorial Health logo.



3. You are now ready to login and begin using your MyChart mobile application.

MyChart for iOS and MyChart for Android are portable versions of MyChart that you can use to manage your health information on the go.



UMMH recommends setting either a fingerprint or passcode with the mobile application on your smartphone for ease of access and added security.