



## MyChart is getting an upgrade

# Frequently Asked Questions

### Q: Why did Kadlec upgrade MyChart?

**A:** In August, 2019, Kadlec completed an upgrade to its Epic electronic medical record and the MyChart online tool. If you are a MyChart user, you'll see a few changes next time you log in. These enhancements mean better care for you and a more complete overall record of your health. The enhancements will allow patients to control even more of their health records, all in one place. Our goal is to ease your way with more convenient online scheduling and access to scanned documents, among other improvements.

### Q: How will this affect my care at Kadlec?

**A:** Kadlec upgraded its Epic electronic health record system, which providers use to enter, store and share information related to your medical history and ongoing care. This update means your providers may need additional time to adjust to the upgraded features and document your details for the next couple of weeks. We appreciate your patience and understanding as we learn the improved system.

### Q: Why can't I schedule in MyChart now?

**A:** To prepare for the upgrade on August 17, we began moving information to the new system in late July. This means that Kadlec patients can no longer schedule or cancel appointments, or complete e-check-in during this two-week period.

### Q: How do I use the upgraded MyChart?

**A:** You'll access your MyChart account from a different web address, so you may need to update your bookmarks or shortcuts. (Note: [MyChartWA.Providence.org/mychart](https://MyChartWA.Providence.org/mychart) is the new location to in your bookmarks/shortcuts.)

Your user name and password will stay the same in most cases. If you do not remember any of this information, or you do not have a valid email address on file, please call our MyChart Help line at (833) 395-2035, Monday through Friday, 8 a.m. to 4:30 p.m., and we will help you regain access to your MyChart account.

### Q: What is changing?

**A:** Once you log in, you'll see a new look. Your home page will highlight some of the new and improved features.

Now, you can:

- **Make appointments, easier:**
  - Save your "favorite" appointments (type and provider) to skip steps when you schedule your next visit.
  - Choose from all available appointments, sorted by day, in "direct scheduling."
- **View scanned documents:** Access documents and diagnostic images that have been manually scanned into your medical record (with a few exceptions).
- **Communicate your way:** Choose what types of messages you want to receive from us—and how often.
- **Control your personal information:** View and edit personal details and update your contact information.
- **Ask for financial help:** Apply for financial assistance with medical bills.
- **See details from other organizations:** Use "Happy Together" to link available medical records from other providers within and outside our organization your MyChart record. (This helps create a more comprehensive record of your overall healthcare, all in one place.)

### Q: I have proxy access for a family member and use MyChart on their behalf. Will I need to complete the proxy form again after the upgrade?

**A:** Your proxy authorization will remain in place after the upgrade as long as it hasn't been terminated for another reason. If you are a non-patient proxy user, you will need to contact the patient's clinic to set up proxy access.

### Q: What should I do if I forgot my user name or password?

**A:** From the login screen, under the "Sign In" button, you'll find links to click to help you recover your user name and password.

If you do not remember any of this information, or you do not have a valid e-mail address on file, please call our MyChart Help line at (833) 395-2035, Monday through Friday, 8 a.m. to 4:30 p.m., and we will help you regain access to your MyChart account.

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**Q: What if I am a proxy MyChart user?**

**A:** If you are not a Kadlec patient but have proxy access to someone else's record, you'll need to contact the patient's clinic to be set up for access after the August 17 upgrade.

**Q: Will I lose access to the older version of MyChart after it is upgraded?**

**A:** No; you will still have access to your existing record for reference, but for the best features and experience, please use the new version of MyChart. You can continue to use the existing system to pay off any payment plans you may have, but to send messages to your care team and access information from appointments and other activity that takes place after the August 17 upgrade, you'll need to use the enhanced version.

**Q: Can I give others access to my MyChart account OR get access to a loved one's MyChart account for whom I am responsible?**

**A:** Proxy Access (access to another person's medical information) may be requested by parents or legal guardians of children under the age of 13, and by adult children or legal guardians of adults. If you are an adult (18 years and older), you may request another person as proxy for your medical records.

For adult patients: The forms for proxy activation must be completed, signed, and accompanied by photo identification for both the patient and the person designated as proxy. The proxy must provide proof of guardianship or medical power of attorney. If the adult patient is unable to sign legal documents and does not have either a legal guardian or active medical power of attorney, proxy access cannot be assigned.

For pediatric patients: The forms for proxy activation must be completed, signed, and accompanied by photo identification. If the proxy requestor is not the birth or adoptive parent of the child, legal paperwork proving he/she is the legally recognized caregiver for the child is required.

In accordance with Washington State regulations, proxy access may not be granted for children 13 - 17 years old.

Please contact your or your child's physician's clinic for more information. If you do not have a physician at one of the clinics that use the Epic electronic health record, please contact the Kadlec Release of Information (ROI) department at (833) 395-2035.

**Want to know more?**

Visit [Kadlec.org/newmychartFAQs](http://Kadlec.org/newmychartFAQs).

**Q: I have a payment plan at Kadlec. How does this affect my payments?**

**A:** On August 17, 2019, Kadlec will move to a new billing system.

- You will be given a new account number for charges after August 17, 2019.
- For charges after August 17, 2019, your statement will look different.
- **Your total balance may be divided across multiple statements if you have balances due from both before and after our new billing system takes effect on August 17.** Please be sure to read your statements carefully and call our customer service department at (855) 367-1343 if you have questions.
- Find additional information at [Kadlec.org/location-directory/k/kadlec-regional-medical-center/patients-and-visitors/billing-assistance](http://Kadlec.org/location-directory/k/kadlec-regional-medical-center/patients-and-visitors/billing-assistance)
- If you receive two statements or currently have a payment plan and have questions, please call our customer service department at (855) 367-1343.

**Q: Can I email my clinic physician through MyChart?**

**A:** The message feature is for NON-URGENT messages only. For medical emergencies, dial 9-1-1.

MyChart allows secure messaging to a member of your clinic's healthcare team. Once you have a MyChart account, any physician who you see at one of the clinics who use the Kadlec Epic electronic health record may be selected from a drop down menu.

You will NOT be able to send messages to your hospital or emergency department care teams, unless the physician that cared for you in the hospital is also a physician you see in a clinic, such as an orthopedic or cardiac surgeon, Family Medicine Resident.

**Q: How will I know when new information is available in MyChart?**

**A:** When you activate your personal MyChart account, you will be asked to provide an email address. Be sure to enter an email address so you can receive notifications about activity in MyChart. As new medical information becomes available in your MyChart account, a notification will be sent to your email address directing you to log into your secure MyChart account for viewing. All other patients should use the upgraded version for scheduling, results, communicating with providers and other needs, referring to the current version for historical purposes and prior bill payment only.

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**Q: When will I see information in MyChart?**

**A:** Medical information from hospital stays and emergency department visits will begin to show up in your MyChart account 36 hours after discharge, if you already have a MyChart account. Depending on the type of test, it may take several weeks for the result to be posted in MyChart.

Medical information from clinic visits will begin to show up in MyChart 48 hours after your visit, if you already have a MyChart account. Depending on the type of test, it may take several weeks for the result to be posted in MyChart.

Any tests done prior to setting up your MyChart account may not automatically show up in MyChart. If you want to see this information, please talk with your provider about having it manually added to your MyChart account.

**Q: What if information is missing from the new MyChart?**

**A:** Kadlec providers and clinical staff will have access to the historical system, and you can still log into it to view prior information or pay bills. During the transition, some information may not be immediately available in the upgraded MyChart, but we will continue to add more information (such as your test results and messages) in the next couple months.

**Q: Will my clinic physician contact me through MyChart?**

**A:** When your physician releases medical information into your MyChart account, a message may be included to help you better understand the significance of the information you receive. If you have sent your physician a message through MyChart, your healthcare team may reply with a message sent to you through your MyChart account.

**Q: Whom do I call if I have questions about test results I see in MyChart?**

**A:** If the tests were done during an office visit, please contact your physician's office with questions.

For hospital stays or emergency department visits, please follow-up with your primary care provider, or specialist involved in your hospital stay who also provides care to you in a clinic, such as an orthopedic or cardiac surgeon.

**Q: If some of my health information on MyChart is not correct, what should I do?**

**A:** Your MyChart information comes directly from your Epic electronic health record. If the information you believe to be in error is related to a visit in your doctor's office, please contact your doctor's office or discuss with him/her at your next clinic visit.