Meet MyChart

Your improved online patient portal

Our records show that you have an account with UVM Health Network - Porter Medical Center's My Health patient portal.

On November 9, the UVM Health Network is launching its new and improved electronic health record system (EHR). As a result, you will need to activate your MyChart account to access your online health information. No new outpatient information will be added to your existing patient portal after November 8.

The launch of MyChart at Porter marks the first phase of a UVM Health Network-wide transition to a unified EHR system. Epic is the industry standard for EHR systems—offering numerous benefits for patients like greater safety, seamless communication, and enhanced collaboration among providers.

Explore this packet to get acquainted with MyChart, learn about its most popular features, and find out how to activate your account on November 9. For more information, visit **UVMHealth.org/PMC/MyChart**

THE University *of* Vermont HEALTH NETWORK **MyChart**

Key Features and Where to Find Them:

Appointments & Visits
Review all upcoming and past appointments, including your After Visit Summary and provider notes. You can also request a new appointment with one of your providers.

eCheck-In
Save time by beginning the check-in process online 7 days before an appointment by confirming contact info, filling out questionnaires, and more. You can also request to be added to the waitlist to get an appointment sooner.

Switch Accounts
If you are a proxy holder and have permission to view another person's MyChart account, easily switch to their account by clicking their name.

Messages
View all of your sent and received messages in the Message Center. You can also send a non-urgent message to your care team requesting a prescription renewal or an appointment follow-up.

Request Prescription Renewals
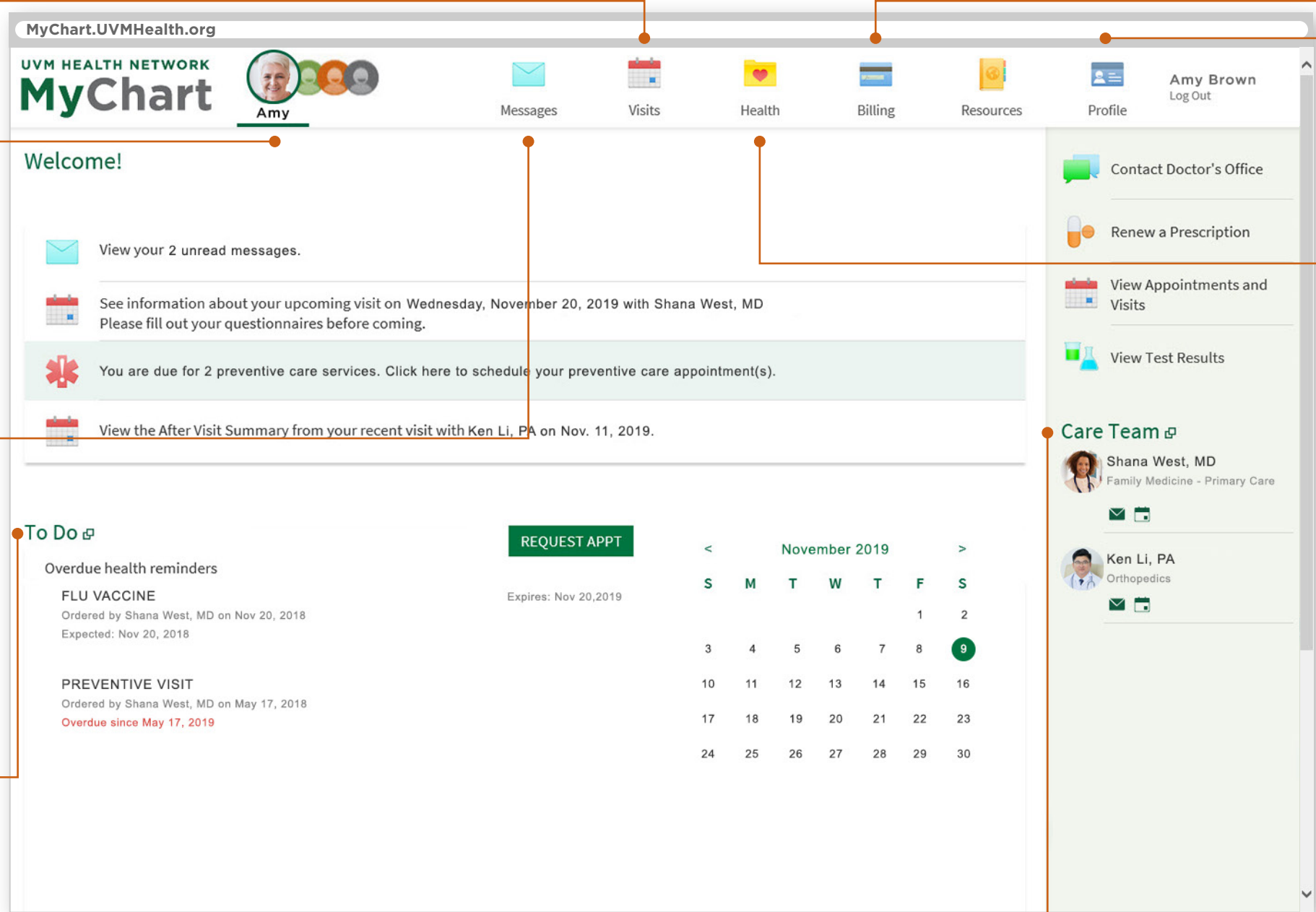Request prescription renewals online, no need to call the office.

Letters
Review, download, and store any letters sent from your doctor's office.

To Do
Review your action items, like overdue tests, vaccines, and preventive visits. View your upcoming and past appointments. You can also easily request an appointment for outstanding to-dos.

Care Team
Click on your care team member's name to easily send a message or request an appointment.

Billing
MyChart allows you to pay Porter PHYSICIAN bills dated on or after November 9, 2019. The Pay My Bill page in the Billing section will direct you on how to pay for other bills.

Profile
Update your address, phone number, and insurance information under Personalize. A temporary address can be added. You can select your pronoun and choose a preferred name.

Family Access Settings
View and manage who has permission to view and access your MyChart account (also known as proxy access).

Communications
Choose your preferred methods for MyChart communications and alerts.

Health
View your medical record, including test results, current issues, medications, immunizations, and allergies. View and download your care plans.

View Test Results
Blood work and other test results are posted under the Health section to be viewed at any time. Graph past results to compare over time.

Connect & Share Your Records
Link your account to other organizations that use MyChart's Care Everywhere feature. Grant one-time online access to the health information that you see in MyChart.

Medical Tools
Review your visit records, request and retrieve medical records, and review who last accessed them.

Screenshot content

MyChart.UVMHealth.org

UVM HEALTH NETWORK MyChart

Amy

Messages | Visits | Health | Billing | Resources | Profile

Amy Brown
Log Out

Welcome!

View your 2 unread messages.

See information about your upcoming visit on **Wednesday, November 20, 2019** with Shana West, MD
Please fill out your questionnaires before coming.

You are due for 2 preventive care services. Click here to schedule your preventive care appointment(s).

View the After Visit Summary from your recent visit with Ken Li, PA on Nov. 11, 2019.

To Do
Overdue health reminders

FLU VACCINE
Ordered by Shana West, MD on Nov 20, 2018
Expected: Nov 20, 2018
Expires: Nov 20, 2019

PREVENTIVE VISIT
Ordered by Shana West, MD on May 17, 2018
Overdue since May 17, 2019

REQUEST APPT

< November 2019 >
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

Contact Doctor's Office
Renew a Prescription
View Appointments and Visits
View Test Results

Care Team
Shana West, MD
Family Medicine - Primary Care

Ken Li, PA
Orthopedics

Learn More: UVMHealth.org/PMC/MyChart

What information from my existing outpatient portal will be visible in MyChart?

- Future appointments
- Current problem list, allergies, medications, and immunizations. Please note, data will not be fully available on November 9.
- Care team members for primary care and those providers linked to appointments in the next 90 days.
- Imaging results interpretation for radiology and cardiology going back 5 years
- Lab results going back 3 years
- Pathology and cytology lab results going back 10 years

MyChart is NOT replacing the inpatient information and features within Porter's portal—My Health—until October 2020.

Activate Your Account on November 9:

1 Create Your Account
Visit **MyChart.UVMHealth.org** and click **Sign up now.** You can also skip this step by requesting an account activation code from your medical provider at your next visit or using the code at the bottom of your printed After Visit Summary.

2 Submit Your Information
Fill out the secure account form and click **Submit request.**

3 Check Your Email
Upon submission, you will be sent an **activation link by email.** Clicking this link from your email returns you to MyChart and inputs the code automatically.

4 Activate Your Account
Confirm your birthday and click **Next.**

5 Choose a Username & Password
Fill out the account information page with your desired username, password, and security question. Accept the terms and conditions by clicking **Accept** at the bottom of your screen.

6 Update Your Communications
Choose your **preferred communication** methods for MyChart communications and alerts.

7 Complete Two-Factor Authentication
Complete an **additional security step** the first time you log on and any time you log on from a new device. You'll be asked to enter your email to receive a security code, which is then entered on the MyChart screen.

> **!** If you already have a UVM Medical Center MyHealth Online account, you do not need to create a new MyChart account. Your username and password will work in MyChart.

An Important Note About Billing:

MyChart allows you to view and pay Porter Physician bills (but not Hospital bills) dated on or after November 9, 2019.

If you have:
- A Porter Physician bill dated **on or after November 9, 2019**, you are able to pay for it in MyChart.

- A Porter Physician bill dated **on or before November 8, 2019** or a Hospital bill with any date, you can pay it online: **https://PatientPortal.PorterMedical.org**

You will be able to pay Hospital bills in MyChart in October 2020.

> **?** For billing questions, contact the billing department directly:
> **(802) 388-8808**
> knisun@portermedical.org