MyChart Terms and Conditions/Frequently Asked Questions

April 2023

UVA Health MyChart Terms and Conditions

MyChart is a personalized, secure way to access your medical information and to communicate with your care team online. With MyChart, you can:

- View select test results
- Communicate with your care team
- Request a prescription renewal
- Provide information about your health and family health history
- Complete a pre-visit questionnaire

MyChart is not your official UVA Health patient health record and may not contain all of the information that is in that record. You may obtain a copy of your official patient health record from Health Information Management via MyChart or the Authorization to Release Patient Health Information form.

Electronic Communication

Our goal is to provide you with a timely response to your MyChart messages and requests. In some cases, your care team may not be available immediately. Please allow three (3) business days for a response. MyChart is not to be used for emergent matters requiring an immediate response. Also, there may be times when MyChart is not available due to maintenance.

You will be notified via e-mail when there is new information in your UVA Health MyChart account. This means that anyone with access to your e-mail or proxy access (person who has been granted access) to your MyChart account will see this notice. However, no private medical information will be sent in the e-mail.

Proxy Access

Proxy Access is access that is granted to someone other than the patient. If you choose to give proxy access or wish to request proxy access for your minor child (aged birth to 13 years of age), these same Terms and Conditions apply.

Security & Confidentiality

We are committed to making sure your all of your patient health information is kept private. UVA Health team member access is based upon their job duties. Firewalls, passwords, encryption, and audit trails are used to keep your health information safe.

Your username and password provide two layers of authentication (proof of identity) and are stored in an encrypted database that is isolated from the Internet. As a UVA Health MyChart user, your role in keeping your patient health information secure is to:

- Not share your username or password
- Change your password on a regular basis

You are responsible for keeping your username and password safe. If you believe that your password has been stolen, please change it immediately.

Appropriate Use & Cancelation of UVA Health MyChart Access

Access to UVA Health MyChart is granted to provide you with information about your medical care. Improper use of this system may result in your MyChart access being canceled.

UVA Health reserves the right to cancel your access to UVA Health MyChart at any time and for any reason. The following are examples of actions that will lead to your UVA Health MyChart access being canceled:

- Sharing of your username or password with another party
- Mis-using MyChart (e.g. an extreme amount of messaging, abusive or inappropriate content, name-calling, making threats, placing demands, etc.)
- Abusing the MyChart Help Desk team (e.g. yelling/shouting, making threats, cursing, name-calling, placing demands, and other inappropriate behaviors)
- You are no longer a patient of a UVA Health practice or provider
- Pending legal issues with UVA Health or a UVA Health provider
- Patient is in jail or in custody of law enforcement
- Patient is no longer living
- Too many failed login attempts

Please note that the above list is not all-inclusive and we will look at each event closely before canceling your access.

You may choose to utilize other third party services along with your use of MyChart. Services may include, but are not limited to, translation services, location services, and other third-party offerings. Any links to such services are provided to help you if needed. Neither Epic nor UVA Health have control over the contents of these services. Neither Epic nor UVA Health accept any responsibility for the third-party content or for any loss or damage that may arise from your use of their services. Such services may require you to submit your patient health information to a third party, which may result in a copy of your patient health information being used and/or stored by a third party. Should you decide to access any third-party services along with UVA MyChart, you do so entirely at your own risk and are subject to the terms and conditions of use for said services.

MyChart Frequently Asked Questions (FAQs)

Enrollment & Account Assistance

What is MyChart?

MyChart is a secure online portal that provides information about your medical care and connects you to your UVA Health care team. With MyChart, you can:

- Request medical appointments
- View your electronic health information, including test results, health care documentation, after visit summaries, etc.
- Request prescription renewals
- Pay your medical bill
- Access trusted health information resources
- Communicate electronically and securely with your medical care team
- Request a copy of your historical non-electronic patient health record

Is there a fee to use MyChart?

MyChart is a free service offered to our patients

How do I sign up for MyChart?

There are many ways to sign up for MyChart, which include:

- Visit https://mychart.healthsystem.virginia.edu/Mychart/accesscheck.asp
- Obtain an activation code and instructions on your After Visit Summary at your next UVA Health visit

Please read the Terms and Conditions carefully before you sign and accept them.

What is my access code and how does it work?

Your access code may only be used once to log into MyChart for the first time. The code will expire after you have used it or after 60 days. When you log into MyChart the first time, you will be asked to create your own unique MyChart username and password.

Where can I access MyChart?

- Computer or laptop (either Mac or PC)
- IPhone, IPad, or Android device - The free MyChart app is available for download through the Apple App Store or the Android Market. Once downloaded, you can locate UVA Health as a Virginia provider. You will use your existing username and password to log in.

What do I need to use MyChart?
- Access to the internet
- If using a computer or laptop, you will also need an up-to-date browser (e.g. Internet Explorer or Chrome)

Who do I contact if I have technical questions about MyChart, such as opening a new MyChart account, resetting an account password, help with an activation code, or need assistance using MyChart?
- Call the MyChart Support Line at 434-243-2500

If I receive a Cookie error, what do I do?
If MyChart is not able to save a cookie on your PC, you will receive a message on how to resolve the issue. Usually, if you close the MyChart session and then reopen MyChart, the issue will have been resolved.

Does MyChart have an automatic logout option?
We aim to protect the privacy and security of your health information. While logged into MyChart, if your keyboard remains idle for 15 minutes or longer, you will be automatically logged out of MyChart. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time.

What reasons/actions could cause my MyChart account to become deactivated?
Per the Terms and Conditions, improper use of MyChart may result in your MyChart access being terminated at the discretion of UVA Health.

UVA Health reserves the right to cancel your access to UVA Health MyChart at any time and for any reason. The following are examples of actions that will lead to your UVA Health MyChart access being canceled:

- Sharing of your username or password with another party
- Mis-using MyChart (e.g. an extreme amount of messaging, abusive or inappropriate content, name-calling, making threats, placing demands, etc.)
- Abusing the MyChart Help Desk team (e.g. yelling/shouting, making threats, cursing, name-calling, placing demands, and other inappropriate behaviors)
- You are no longer a patient of a UVA Health practice or provider
- Pending legal issues with UVA Health or a UVA Health provider
- Patient is in jail or in custody of law enforcement
- Patient is no longer living
- Too many failed login attempts

Please note that the above list is not all-inclusive and we will look at each event closely before canceling your access.

How do I inactivate my MyChart account?
Call the MyChart Support Line at 434-243-2500

Your UVA Health Patient Health Record

When will my test results and other information be posted in MyChart?

Test Results
- Hospital Stays – Released on the discharge date (results not finalized by discharge will follow the ambulatory timeframes below)
- Outpatient– Released as follows after finalization:
  - Laboratory – 24 hours
  - Imaging, including Cardiology – 48 hours
  - Pathology – 48 hours

Notes and Reports
- Hospital Stay
  - Discharge Instructions - Released on the discharge date
  - Discharge Summaries – Released once electronically signed by the provider
  - Consultation Notes – Released once electronically signed by the provider
- Outpatient
  - After Visit Summary - Released on the visit date
  - Progress Notes – Released once the visit is closed by the provider
- Procedures
  - Procedure Notes – Released once electronically signed by the provider
  - History & Physical Notes (View Only, Interval, and Pre-Procedure) – Released once electronically signed by the provider

Will I see my results before I hear from my UVA Health provider?
The 21st Century Cures Acts requires healthcare providers to give patients access to all health information without delay in most cases, which means that MyChart users may see their results, etc. as soon as or shortly after they become available, many times before the healthcare provider has the chance to review them and contact the patient. While some patients are happy to see results immediately, others may be uncomfortable or anxious seeing results before a provider can interpret and explain them. Please discuss these concerns with your UVA Health provider.

My entire patient health record is not in MyChart (e.g. is for dates of service prior to September 2010). How do I request my old records?

- Log into your UVA Health MyChart account
- Click on the ⬤ icon and select Questionnaires, which is under the My Record section
- Select the Authorization for Release of Medical Information Questionnaire and complete the questionnaire
- Select Submit Questionnaire when completed
- Once we receive your questionnaire, Health Information Management will verify your information and release the records

What is Lucy?

Lucy is a personal health record where you can permanently organize all of your medical information into a single document. You can also add personal information about your health and choose to share it with UVA Health.

Why are certain test results not showing up in MyChart?

Tests of an extreme sensitive nature (such as HIV or genetic testing) are not released to MyChart according to Virginia law.

How do I share my MyChart information with a provider that is not at UVA Health?

Share Everywhere enables you to share your patient health information with people who are taking care of you. In Share Everywhere, you can generate a share code and provide to your provider that is not at UVA Health. This might be a doctor, chiropractor, physical therapist, dentist, or school nurse for example. The provider enters that code and your date of birth on the Share Everywhere website to receive one-time, temporary access to your health information. The person who views your information can also write a note back to your UVA Health team to help keep your care team informed of the care that they provide. Share Everywhere is located under the Sharing section.

What is Happy Together?

Happy Together allows you to connect your MyChart accounts from other healthcare organizations together in one place. When you connect your accounts, your medications, allergies, test results, messages, and appointments from those organizations will show up here in your MyChart. Use the **Link Your Accounts** option under Menu to get started.

What advance care planning can I do in MyChart?

Advance care planning helps you make your wishes known about your medical care if you cannot speak for yourself because of an accident or illness. It is best to have your advance care planning documents on file, so your healthcare team knows your wishes.

The Advance Care Planning activity in MyChart provides you with resources to take a proactive approach in providing loved ones and care providers important information about your healthcare wishes. End-of-Life Planning is located under the MyRecord section. Once you are in the End-Of-Life Planning section, you can designate one or more health care agents who can make health care decision for you when you cannot and upload your Advance Directive or Living Will.

If my information is not correct in MyChart, what should I do?

UVA Health offers three options to request an amendment to your patient health information, which are:

- Ask your UVA Health provider to correct any inaccurate information at your next appointment
- Send your UVA Health provider a message through MyChart
- Complete a UVA Health Request for Amendment of Health Information form

When can I expect a reply if a send a MyChart message?

Typical responses are sent within 3 business days. Please note that MyChart should not be used for urgent situations. Please contact your provider if the situation requires immediate attention or dial 911 if it is an emergency.

Can my spouse and I share one MyChart account?

No, due to the sensitive nature of health information, each adult must establish their own MyChart account.

Granting UVA Health MyChart Access to Family Members or Friends

Can I give a family member or friend access to my patient health information in MyChart?

Yes. This is called proxy access. A patient may select Share My Record from the MyChart Health menu. From there you can select Friends and Family Access and modify or add new access to your health record.

A second option is to complete a MyChart proxy form. Please see the next section for the proxy options.

What are the MyChart proxy options?

UVA Health offers the following proxy options:

- Adult to Adult – Both patients are over the age of 18 and can make legal decisions (e.g. have capacity). This form requires both the patient and the other adult's signature.

- Adult Caregiver – Patient lacks capacity and cannot make legal decisions. This form requires legal documentation or provider validation.
- Parent/Legal Guardian to Minor Patient (age birth -12 years) – If parent/legal guardian is not the biological or adoptive parent, this form will require legal documentation.
- Parent/Legal Guardian/Another Adult to Adolescent Patient (age 13-17) – Adolescent patient is requesting a parent/legal guardian/trusted adult to have proxy access to their MyChart account.

If I grant MyChart proxy access to a family member or friend, what will they be able to view or do?

By giving proxy access, you have indicated that this person is to be involved in your healthcare. They will be able to view your patient health information, message your care team, and request a complete copy of your patient health record.

Can an adolescent (age 13-17) sign up for MyChart?

Yes. Adolescent patients (age 13-17) can create their own MyChart account. This requires the adolescent to have their own e-mail account. Parents and legal guardians cannot set up these accounts on behalf of their adolescents. Go to Teen Access & Consent for MyChart FAQs for more information, including signup options.

How can an adolescent grant a trusted adult proxy access to their MyChart account?

Once the adolescent has a MyChart account, they can give a parent, legal guardian or trusted adult proxy access via the following:

- MyChart – Using the Share My Record option
- In Person – Adolescent may request and sign the Parent/Legal Guardian/Another Adult to Adolescent Patient (age 13-17) form at their next appointment
- Mail or Email - Parent/Legal Guardian/Another Adult to Adolescent Patient (age 13-17) form

Without proxy access, a parent or legal guardian will only have access to messages and bill pay in their adolescents MyChart.

Can a Social Services Representative or an Attorney get a MyChart proxy to review a patient's health information?

Social Services Representatives and Attorneys are not eligible for MyChart proxy access and should contact Health Information Management to obtain copies of health information.

Does proxy access change or expire?

When a minor patient turns 13 years of age, any existing proxy access will minimize to bill pay and messaging only.

Proxy access expires in the following scenarios:
- The patient requests the proxy access to expire
- The patient turns 18 years of age
- The patient dies
- The patient is in jail or in custody of law enforcement

Who do I contact if I need help in getting proxy access?
UVA Health offers proxy access assistance in many way, which are:
- Email MyChart@virginia.edu
- Call the UVA Health MyChart Support Line at 434-243-2500

Using MyChart (Pre-Visits, Virtual Visits, Bill Pay, etc.)

What is a Pre-Visit Update?
Pre-Visit Update allows you to update information before you arrive for an upcoming in-person or virtual visit. In addition to updating your person and health information, you can also sign documents, update insurance, and pay co-pays up to the time of your appointment. Pre-Visit Update will become available three days before your appointment. If you are set up to receive e-mails or push notifications, you will receive a message when your appointment is ready for Pre-Visit Update.

What is a Virtual Visit?
Information regarding Virtual Visit options and support is available on our Virtual Visit page. For technical support for Zoom Virtual Visits, contact the MyChart Support Line at 434-243-2500.

Do MyChart messages become part of my patient health record?
Yes

How do I update my personal information in MyChart (e.g. home address, email) or change my MyChart password?
1. Select the left menu in MyChart
2. Select Preferences
3. Select the appropriate section you wish to modify

What bill pay options are available in MyChart?

You can manage all of your UVA Health accounts online through MyChart. You can pay your bill, view past statements, check outstanding balances, set up payments plans and sign up for paperless billing.

Please visit the Billing FAQ's page for more information.

Privacy, Confidentiality & Security

How is MyChart secure?
We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure activation codes, personal usernames, and passwords. Each person controls their password and the account cannot be accessed without that password. Unlike conventional e-mail, all MyChart messaging is done while you are securely logged into MyChart.

What is your privacy policy?
MyChart is owned and operated by UVA Health and is fully compliant with federal and state laws pertaining to your privacy. Your name and e-mail address will be treated with the same care and privacy given your patient health records and will never be sold or leased by UVA Health. Please review our UVA Health Web Privacy Policy