START WITH MYCHART

MyChart Guidelines

Messaging Your Provider

MyChart's Messaging tool allows you to easily ask your care team a question following a visit. If communication is necessary, be sure to keep your message short, using minimal descriptions. Please note that even additional "thank you" responses, though much appreciated, can quickly multiply messages and delay response to other patients.

Your care team will respond to your inquiries within three business days. Please allow time for them to review your concerns and get back to you promptly.

Your MyChart message should be about your personal medical issues. This is part of your permanent medical record. Carefully consider medical photos and information you may choose to upload into MyChart.

Proxy Access

Once permission is granted, view medical records of your children, elderly parents or other patients whose health you are monitoring. Ask your provider about activating proxy access.

Due to privacy concerns, be sure to use the appropriate account when specifically communicating about your care or your loved one's care. Using the correct account reduces potential confusion and will help to avoid response delays.

Schedule an Appointment

Schedule your next visit using MyChart. If you'd like to be seen sooner, select the Notify Me option to join a waitlist. MyChart will automatically alert you if an earlier appointment becomes available, and you can quickly confirm or decline the new time (available for select specialties and procedures).

Personalize Your MyChart Account

You can personalize your MyChart account by adding a photo to your profile. In the menu under Personalize, click to add or edit your photo. The photo must meet the following requirements to be included in your electronic medical record:

- The photo must be in color.
- Your full face must be clearly visible and directly facing the camera with eyes open.
- Wear clothing and accessories (glasses) that you normally wear on a daily basis, excluding hats, sunglasses, headphones and wireless hands-free devices.
- Group photos are not accepted.
- The file size cannot exceed 5MB; use file extensions: .jpg, .png, .tiff, or .bmp.

Results

Test results are sent to you and your provider at the same time. If you have questions about your results, simply message your provider through MyChart. Please allow up to three business days for your provider to review your results and respond to you.

Prescription Refill / Renewal

If you need to refill or renew a prescription, consider messaging your provider for the request through MyChart.

Urgent Care Needs

MyChart helps to organize general care needs and connect with your care team for follow-up care questions. MyChart should not be used for urgent or emergent issues. For urgent care needs, please contact VelocityCare or other local urgent care site. For emergencies, please dial 9-1-1 or visit the nearest Emergency Department.

CARILION CLINIC

© rev 08/25 Carilion Clinic MC G457472 DP