MYCHART

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MyChart Frequently Asked Questions

How do I retrieve or reset my password?
You may click the **Forgot Password** link on the sign-in page to reset your password online.

What should I do if I forgot my username?
You may click the **Forgot MyChart Username** link on the sign-in page to retrieve your username.

What should I do if my access code is lost or expired?
Please contact the provider's office that issued your access letter. They will be able to issue you a new access code.

Why can't I see my test results?
Most labs and/or test results are available as soon as they are finalized. Some labs and/or test results may be withheld (by law) until you have a face-to-face visit with your provider.

You may not get an immediate interpretation from your provider of the finalized labs and/or test results. Results are released automatically to MyChart at the same time they are sent to the provider who ordered the test. You have the choice to view the results before communication from the clinical team or wait to receive communication from the clinical team.

Results released through MyChart may also be immediately available in third-party apps that you have given permission to access your data. If you have urgent questions about your labs and/or test results, please contact your provider's office.

How do I change my email address and/or password?
Log in to MyChart. From the left menu, go to the **Preferences** section and select the appropriate option.

What should I do if my health information isn't correct?
Your MyChart information comes directly from your electronic medical record at your provider's office. Ask your provider to correct any inaccurate information at your next clinic visit or send your provider a message through MyChart asking for your information to be updated.

What type of response should I expect when using MyChart Messages?
MyChart is intended for personal non-urgent messages to your care team and should not be used in a medical emergency. Note that your provider's team will review and respond to your inquiries, usually within 3 business days, and response time may vary. Please contact our office to schedule an appointment for a new (undiagnosed) and/or complex medical issue. Your message and the response will become part of your permanent medical record.

Can I grant access to someone else to view my health information?
Yes, you can. This is called proxy access and allows a parent (or guardian) to log in to their personal MyChart account and then connect to information regarding their family member. Complete a Proxy Consent Form and return it to one of our medical facilities to request access or select **Share My Record** from the **Health** menu. From there you can select **Friends and Family Access** and modify or add new access to your health record. Remember to use the appropriate account when specifically communicating about your care or your loved one's care.

Can I view a family member's health record?
Yes, although, there are some age restrictions. Please contact your family member's provider for more detail.

How can my teen aged 12-17 activate their MyChart account?
Please talk to your teen's provider during your next visit about setting up access. Both the parent and the teen will need to sign a form.

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Why do I no longer have full proxy access to my child's medical record?
We now allow teens aged 12-17 to have access to their medical records in MyChart, with parental permission.

To comply with the ONC Cures Act Final Rule, which went into effect Nov. 2020, we made some changes to proxy access. Proxy access for accounts of teens aged 12-17 was automatically changed to "limited view."

If you currently have proxy access to a teen's medical record, please talk to your teen's provider during your next visit about reactivating proxy access.

Can I access my information on an iPhone, iPad or Android device?
There is a free MyChart mobile app available for download through the Apple App Store or the Android Market. Once downloaded, you can find Carilion Clinic listed as a Virginia provider. You will use your existing username and password to log in.

Can I schedule an appointment online?
Schedule appointments in MyChart and check **Notify Me** for earlier openings (available for select specialties and procedures).

What is MyChart?
MyChart is a secure, convenient online tool to manage your healthcare anytime, anywhere, at no charge. With MyChart, you can:

» Request and/or schedule medical appointments and join a waitlist
» View your health summary from the MyChart electronic health record
» Review test results and notes
» Request prescription refills
» Communicate electronically and securely with your medical care team

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 access codes, personal IDs and passwords. Each person controls their password, and the account cannot be accessed without that password. Further, MyChart uses the latest 128-bit SSL encryption technology with no caching to automatically encrypt your session with MyChart. Unlike conventional email, all MyChart messaging is done while you are securely logged on to our website.

What is your Privacy Policy?
MyChart is owned and operated by MyChart and is fully compliant with federal and state laws pertaining to your privacy. Your name and email address will be treated with the same care and privacy given to your health records and will never be sold or leased by MyChart.

Is there a fee to use MyChart?
No. MyChart is a free service offered to our patients.

What health information is available to view in MyChart with full access?
You will be able to view the following information:

» Allergies and intolerances
» Assessment and plan of treatment
» Care team members
» Clinical notes
» Goals
» Health concerns
» Immunizations
» Laboratory
» Medications
» Patient demographics
» Problems
» Procedures
» Provenance
» Smoking status
» Unique device indicator(s) for a patient's implantable device(s)
» Vital signs

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Can my spouse and I share one MyChart account?
No, due to the sensitive nature of medical information, each adult must sign and submit a Release of Information request and establish their own MyChart account. Please talk with your physician if you would like to grant proxy access to your spouse.

What are MyChart Central and Lucy?
MyChart Central is a hub from which you can access your Carilion Clinic MyChart, your MyChart accounts from other healthcare organizations, and Lucy. MyChart Central allows you to easily access any MyChart from one place using a single username and password.

Lucy is a personal health record that gives you a permanent home to organize all your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with Carilion Clinic and other organizations when you receive care. If your insurance changes or you move away, Lucy will follow you.

Why isn't my health information the same at all of my healthcare organizations?
The information that each of your healthcare organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What if I don't have multiple MyChart accounts?
Even if you have only one MyChart account, you can still use Lucy as your personal health record. MyChart Central can provide access to your one MyChart account and Lucy with a single username and password.

Is my health information in MyChart Central and Lucy secure?
Yes. Like your MyChart account, MyChart Central and Lucy are password-protected and delivered via an encrypted connection to keep your health information safe from unauthorized users.

How do I sign up for MyChart Central and Lucy?
Log in to your Carilion Clinic MyChart account and locate **My Linked Records** in the menu. Click **Learn More** and follow the instructions to sign up.

How do I access MyChart Central and Lucy?
After signing up, you can access MyChart Central and Lucy by visiting mychartcentral.com. Or, from your MyChart account, select **My Linked Records** from the menu.

Can I pay my bill in MyChart?
Yes, you can pay your medical bills from Carilion Clinic through MyChart.

How do I view my balance?
To see the outstanding account balance for any of your accounts, go to **Billing** > **Billing Summary.** To view additional information about an account, including past statements, select the **View Account** link.

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How do I make a payment for my outstanding balance?

» Go to **Billing** > **Billing Summary**.
» Under **Your Billing Accounts**, you can see billing information for yourself.
» Under **Other Billing Accounts**, you can see billing information for anyone for whom you are an authorized billing user.
» Click **Pay Now** for the account on which you want to make a payment.
» Enter the amount to pay along with your credit card or bank account information. Select **Continue**.
» Review your payment information and select **Submit Payment.**

How do I sign up for paperless billing?
From the **Billing Summary** page, select the **Paperless Billing** alert.

If you want to receive an email or text message when a new paperless statement is available online, enter and verify your email address or mobile phone number and select the corresponding checkbox to receive notifications.

Select the **I understand that I will no longer receive statements in the mail** checkbox and click **Sign Me Up**.

How do I get a price estimate for medical care?
To help you plan for upcoming care, such as a surgery or other procedure, you can get an estimate from MyChart. The estimate is based on your insurance and what other patients have been charged in the past.

» Go to **Billing** > **Estimates** and select **Create a New Estimate**.

» Select where you want to have the procedure done and look up the kind of service you want to receive. You can search for the service or look through services by category.

» After you select the service and see the estimate, you can select **Save** so that you can refer to it later.

How do I get help paying my medical bill?
If you need help paying your medical bills, you can submit a financial assistance application to see if any resources are available to you. Go to **Billing** > **Financial Assistance** to get started. You can learn more about the financial assistance process at CarilionClinic.org/billing#financial-assistance.

Who do I contact if I have a question about paying my bill in MyChart?

» If you need technical help using MyChart to pay your bill, contact a support representative at 866-865-3464. If you would prefer to submit an online support request, please visit b2b.carilion.com/MyChartSupport.

» If you have a question about the bill itself, contact our Billing Customer Service team by email at billingservice@carilionclinic.org or by phone at 540-983-4294 or toll free at 866-720-3742, Monday – Friday, 8 a.m. – 6 p.m. We also offer automated services after hours.

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