

# MyChart Upgrade


Enhancements coming in March 2018

# MyChart has a new look


Beginning March 11, 2018

# The MyChart Sign In page will now look like this:


The mockup shows a sign-in page for Cincinnati Children's MyChart. The header features the Cincinnati Children's logo with the tagline "changing the outcome together". The main content area is divided into five sections, each with an icon and a title: "Message your health care team" (speech bubble icon), "View current medications" (pill icon), "Coming Soon - Pay Your Bill" (bill icon), "Access your test results" (bar chart icon), and "Manage your appointments" (calendar icon). Each section includes a brief description of the service. At the bottom left are links to download the app from the App Store and Google Play. At the bottom center are links for FAQs, Terms and Conditions, and a High Contrast Theme. On the right side, there is a sign-in section with a message "Thanks for using MyChart. You have been logged out.", input fields for "MyChart Username" and "Password", a green "SIGN IN" button, links for "Forgot Username?" and "Forgot Password?", a "New User?" section with a pink "SIGN UP NOW" button, and a footer note "MyChart® licensed from Epic Systems Corporation © 1999 - 2016".




**Cincinnati Children's**  
changing the outcome together




**Message your health care team**  
Get answers to your non-urgent medical questions from the comfort of your own home




**View current medications**  
View current medications and instructions for them, as well as current medical problems, also known as diagnoses




**Coming Soon - Pay Your Bill**  
View your billing account summary, send a message to our Cincinnati Children's Billing Customer Service team, and pay your bill




**Access your test results**  
No more waiting for a phone call or letter – view your lab and test results through MyChart



**Manage your appointments**  
Receive appointment reminder letters, or view details of your past and upcoming appointments



Download on the  
**App Store**



GET IT ON  
**Google Play**

[FAQs](#) [Terms and Conditions](#) [High Contrast Theme](#)

Thanks for using MyChart.  
You have been logged out.

  
  
**SIGN IN**

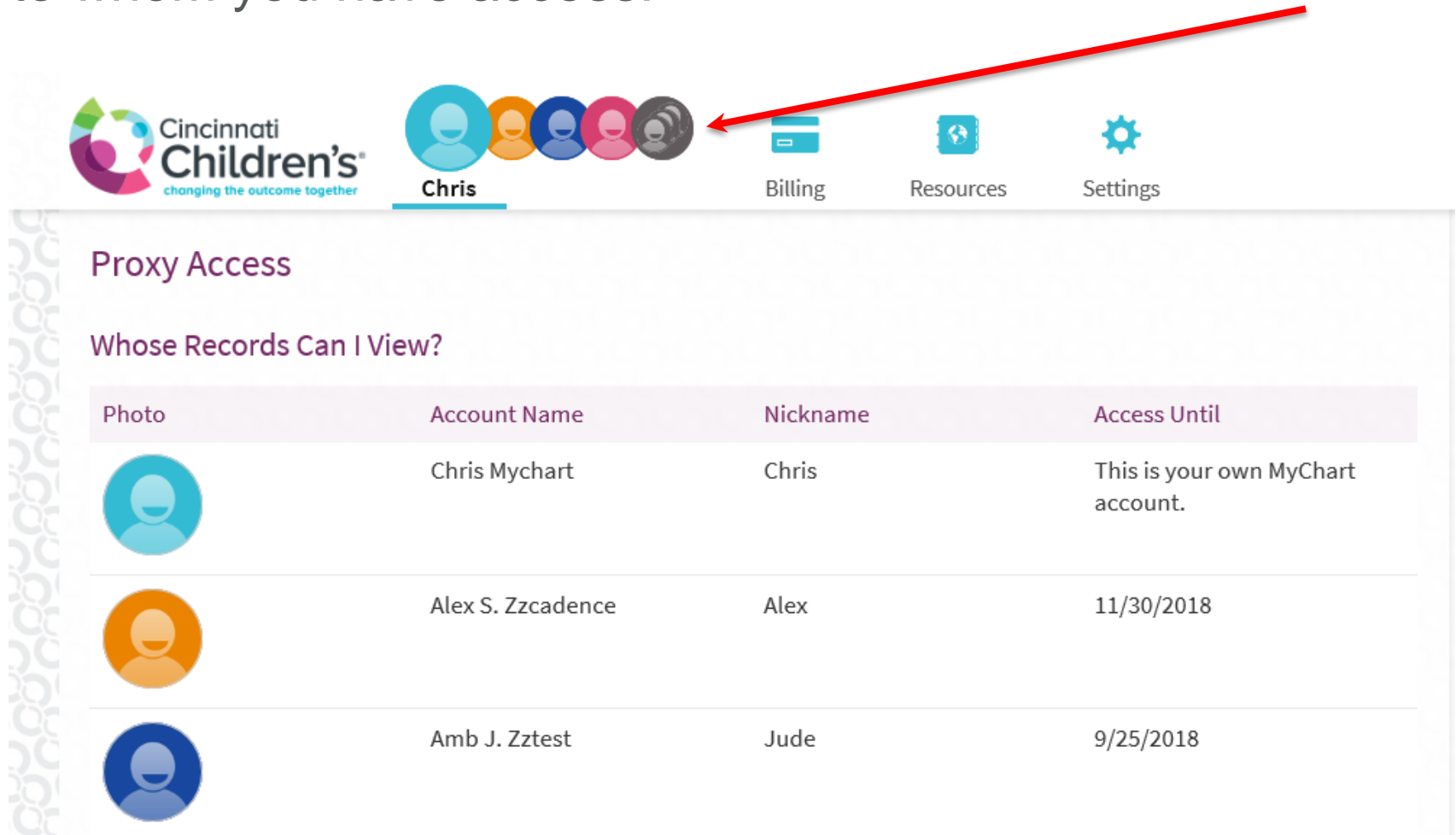
[Forgot Username?](#) [Forgot Password?](#)

**New User?**




**SIGN UP NOW**

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MyChart will feature new buttons for accessing the children to whom you have access:



The screenshot shows the MyChart interface for Cincinnati Children's. At the top, there is a navigation bar with the Cincinnati Children's logo, a row of five user avatars (the first is labeled 'Chris'), and three buttons: 'Billing', 'Resources', and 'Settings'. A red arrow points from the text above to the row of avatars. Below the navigation bar, the 'Proxy Access' section is displayed, titled 'Whose Records Can I View?'. It contains a table with four columns: 'Photo', 'Account Name', 'Nickname', and 'Access Until'.

Photo	Account Name	Nickname	Access Until
	Chris Mychart	Chris	This is your own MyChart account.
	Alex S. Zzcadence	Alex	11/30/2018
	Amb J. Zztest	Jude	9/25/2018

Quick Links are now conveniently located to the right of your screen. Additional navigation appears across the top.

The screenshot displays the Cincinnati Children's patient portal interface. At the top left is the Cincinnati Children's logo with the tagline "changing the outcome together". To its right is a row of five colored circles representing different user profiles, with the name "Sam" highlighted below the green circle. A red rectangular box highlights a navigation bar containing six icons and labels: "Health" (folder with heart), "Visits" (calendar), "Messaging" (envelope), "Billing" (credit card), "Resources" (book), and "Settings" (gear). To the right of this bar, the user's name "Chris Mychart" and a "Log Out" link are visible. Below the navigation bar, the main content area is divided into two columns. The left column, titled "Welcome! (Sam)", contains three notification cards: "Read your messages. You have 8 new messages.", "Schedule appointments for your current health reminders. 3 reminders need your attention.", and "Read your letters. You have 1 new letter.". The right column, titled "Quick Links", contains five links with icons: "View test results", "Send a message", "Schedule an appointment", "Renew medications", and "Review health summary". Below the "Welcome! (Sam)" section, there is a "To Do" section with a sub-header "Overdue health reminders". It lists two items: "Hpv Immunization Overdue" and "Dtap/tdap/td Immunization Overdue". To the right of these items is a calendar for "January 2018" showing days of the week (S, M, T, W, T, F, S) and dates (1, 2, 3, 4, 5, 6).

Cincinnati Children's  
changing the outcome together

Sam

Health Visits Messaging Billing Resources Settings

Chris Mychart  
Log Out

Welcome! (Sam)

Read your messages. You have 8 new messages.

Schedule appointments for your current health reminders. 3 reminders need your attention.

Read your letters. You have 1 new letter.

To Do

Overdue health reminders

Hpv Immunization  
Overdue

Dtap/tdap/td Immunization  
Overdue

< January 2018 >

S M T W T F S

1 2 3 4 5 6

Quick Links

View test results

Send a message

Schedule an appointment

Renew medications

Review health summary

Upcoming appointments, past visits, emergency room visits, and past hospital admissions can all be found on the same page. New labels and icons make visits easier to locate.

### Appointments, Visits, and Admissions

Please click here to review our **Visitor Policy** prior to your visit. (Rgh-One)

SCHEDULE AN APPOINTMENT

Show: Upcoming and Past ▾

Future Visits

**JAN 29**  
Mon

**Cardiology EKG**  
CAR EKG AND WITH VISIT  
7:00 AM EST

**JAN 29**  
Mon

**Cardiology New Visit**  
Allison Ann Divanovic, M.D.  
7:10 AM EST

**JAN 30**  
Tue

**Otolaryngology Follow Up**  
John Herman Greinwald Jr., M.D.  
8:30 AM EST

**JAN 30**  
Tue

**Surgery**  
Sally R. Shott, M.D. EST

**JAN 30**  
Tue

**Aerodigestive Shared Clinic Visit**  
Amy S. Myer, RN, CNP  
1:00 PM EST

**Hospital Visit**  
May 19, 2014 - February 11, 2015

**FEB 28**  
2014

**Hospital Outpatient Visit**  
MRI A6

**Hospital Visit**  
February 11, 2014 - February 24, 2014

**JUN 26**  
2013

**Hospital Outpatient Visit**  
IRORDERS

Last 3 Months

**DEC 21**  
2017

**Emergency Department**  
Emergency Physician, M.D.

**MAR 24**  
2018

**Emergency Department**

1 Year Ago

**JAN 17**  
2018

**Office Visit**  
Stephen A. Spooner, M.D.

**JAN 11**  
2018


**Office Visit**  
Christine Benhase, R.N.

**JAN 5**  
2018


**Office Visit**  
Carol Brown Engel, M.D.


**JAN 5**  
2018







**Office Visit**  
Stephen A. Spooner, M.D.

It's now easier to find test results that include a comment from your Cincinnati Children's provider. Just look for the  icon located to the right of the provider's name.

There's also a handy checkbox when you want to see a list of all test results, along with help information to the right of the screen.




**Melissa**









 Health Visits Messaging Billing Resources Settings

Chris Mychart  
Log Out

### Test Results (Melissa)



☐ Show All Test Results

Test	Ordered By	Date ▼
 EXTERNAL LAB CBC	Charles J. Kelly, M.D.	Jun 30, 2015
 CBC (WITH PLATELETS)	Stephen A. Spooner, M.D.	Jun 30, 2015
 EXTERNAL LAB VITAMINS	Stephen A. Spooner, M.D. 	Mar 20, 2013
 EXTERNAL LAB VITAMINS	Stephen A. Spooner, M.D. 	Mar 18, 2013
 25OH VITAMIN D	Stephen A. Spooner, M.D.	Dec 28, 2012
 FETAL HGB QUANT	Stephen A. Spooner, M.D.	Dec 28, 2012

#### When Results Are Released to MyChart

**IMPORTANT:** Test results are released in real time as they are available to medical staff. There is a chance that you may see results before the physicians have time to review them with you.

Some test results will be delayed to give your provider a chance to review them and contact you. Pathology results, genetic testing, and certain indicators of disease activity will be available to view in MyChart 7 days after completion. ([View a list of all tests and procedures that are delayed by 7 days.](#)) Some radiology results (CTs, MRIs and PET scans), EKGs, and Echocardiograms will display on the morning of the second calendar day after completion, or as soon as your provider reviews them.

# New Features



# Clinic Notes

- Your/your child's provider now has the ability to share notes from your recent clinic visits. Notes that are shared can be found on a tab to the right of the after-visit summary.

The screenshot shows the Cincinnati Children's MyChart interface. At the top, there is a navigation bar with the Cincinnati Children's logo, a row of five colored circles representing different users, and a row of icons for Health, Visits, Messaging, Billing, and Resources. Below the navigation bar, the page title is 'Appointment Details (Sam)'. Underneath, there are two tabs: 'Visit Summary' and 'Clinic Notes'. The 'Clinic Notes' tab is highlighted with a red box, and a red arrow points to it from the right. Below the tabs, there is a paragraph of text explaining that members of the health care team can share clinic notes through MyChart, and that notes are not turned on for all visits by default. It also provides a link to the 'Medical Record Request questionnaire in MyChart'.

Cincinnati Children's  
changing the outcome together

Sam

Health Visits Messaging Billing Resources

Appointment Details (Sam)

Visit Summary Clinic Notes

Members of your/your child's Cincinnati Children's health care team have the ability to share their clinic notes with you through MyChart. Notes are not turned on for all visits by default. If you do not see a note below and wish to request the clinic notes for this visit, please complete the [Medical Record Request questionnaire in MyChart](#).

# Additional Resources

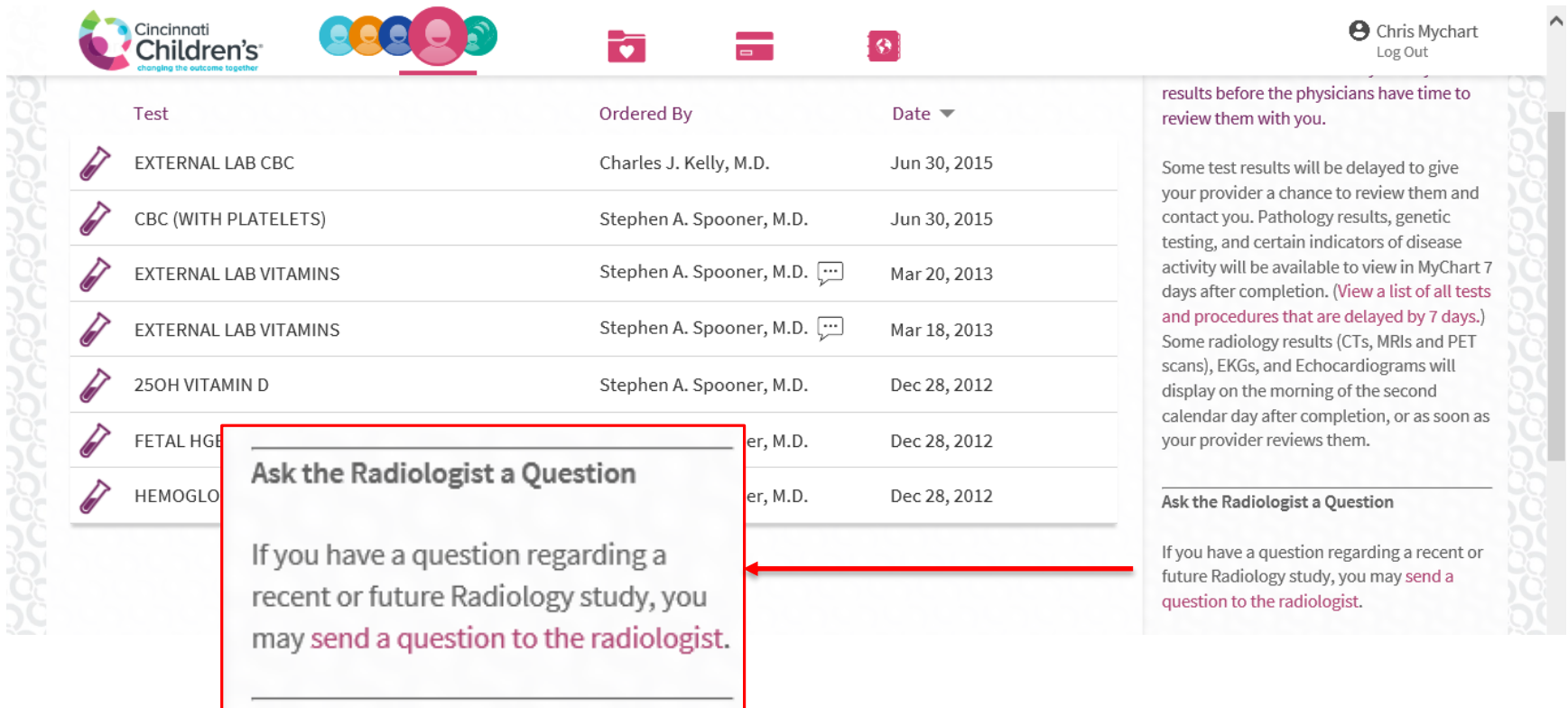


- You will now have easier access to locate our Cincinnati Children's Visitor Policy and our MyChart Terms and Conditions.

The screenshot displays the MyChart patient portal interface. At the top, the Cincinnati Children's logo is on the left, followed by a row of icons for Sam, Health, Visits, Messaging, Billing, Resources, and Settings. The 'Resources' icon is highlighted with a red box, and a red arrow points to its dropdown menu. The dropdown menu lists the following items: Cincinnati Children's Locations, Visitor Policy, Frequently Asked Questions, MyChart Tutorial, Helpful Links, and MyChart Terms & Conditions. The 'Visitor Policy' and 'MyChart Terms & Conditions' items are each enclosed in a red rectangular box. Below the dropdown menu, a 'Schedule an appointment' button is visible. On the left side of the interface, there are sections for 'Welcome! (Sam)', 'Read your messages. You have 1 message', 'Schedule appointments for Sam', and 'Read your letters. You have 1 letter'.

# Did You Know...

- You can send a message to the Radiology team at Cincinnati Children's. Just look for the **Ask the Radiologist a Question** link on the Test Results page in MyChart. You'll find it in the sidebar, located on the right.



The screenshot shows the MyChart interface for a patient named Chris Mychart. The main content area displays a table of test results. The sidebar on the right contains a section titled "Ask the Radiologist a Question" with a red arrow pointing to it from the text below.

Test	Ordered By	Date
EXTERNAL LAB CBC	Charles J. Kelly, M.D.	Jun 30, 2015
CBC (WITH PLATELETS)	Stephen A. Spooner, M.D.	Jun 30, 2015
EXTERNAL LAB VITAMINS	Stephen A. Spooner, M.D.	Mar 20, 2013
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25OH VITAMIN D	Stephen A. Spooner, M.D.	Dec 28, 2012
FETAL HGB	er, M.D.	Dec 28, 2012
HEMOGLO	er, M.D.	Dec 28, 2012

**Ask the Radiologist a Question**

If you have a question regarding a recent or future Radiology study, you may **send a question to the radiologist.**

results before the physicians have time to review them with you.

Some test results will be delayed to give your provider a chance to review them and contact you. Pathology results, genetic testing, and certain indicators of disease activity will be available to view in MyChart 7 days after completion. ([View a list of all tests and procedures that are delayed by 7 days.](#)) Some radiology results (CTs, MRIs and PET scans), EKGs, and Echocardiograms will display on the morning of the second calendar day after completion, or as soon as your provider reviews them.

**Ask the Radiologist a Question**

If you have a question regarding a recent or future Radiology study, you may **send a question to the radiologist.**

# Questions?

# Questions about MyChart



- If you have any questions about MyChart, please contact the MyChart Help Desk:
  - 513-636-6019
  - 1-877-508-7607 toll-free
  - [mychart@cchmc.org](mailto:mychart@cchmc.org)
- Want to sign up for MyChart?
  - You can sign up for MyChart at any Cincinnati Children's clinic at any time (Burnet Campus, Liberty Campus or any neighborhood location). No appointment is necessary. You can also visit the Family Resource Center.
  - If you already received an activation code from a Cincinnati Children's clinic, follow the registration instructions in the letter you received with the activation code to set up your account. If you've lost your letter or activation code, please call 513-636-5019 or 1-877-508-7607 for help.