

START WITH MYCHART

MyChart Frequently Asked Questions

I have an account but, I forgot my password.

You may click the Forgot Password link on the sign-in page to reset your password online.

I forgot my username.

You may click the Forgot MyChart Username link on the sign-in page to retrieve your username online.

I have lost my access code, or it has expired.

Please contact the provider's office that issued your access letter. They will be able to issue you a new access code.

I can't 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.

I would like to 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.

My health information is not 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.

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, but there are some age restrictions. Please contact your family member's provider for more detail.

Why can't I message my provider about my loved one's health while using my account?

MyChart is an extension of your medical record. Due to privacy concerns, please use the appropriate account to avoid delays when specifically communicating about your care or your loved one's care. You'll need to request proxy access to view and communicate about your loved one's account.

How can my teen aged 12-17 activate their MyChart account?

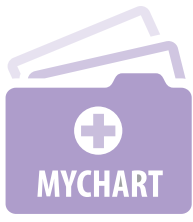
Please talk to your teen's provider during your next visit about setting up access. Both the parent and the teen will need to sign a form.

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.



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I would like to access my information from my 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?

Save time and schedule a mammogram, primary care visit or pediatric appointment directly through MyChart. [Available for many locations.](#)

What is MyChart?

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

- » Request and/or schedule medical appointments.
- » View your health summary from the MyChart electronic health record.
- » View test results.
- » Request prescription renewals.
- » 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 e-mail, 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 e-mail 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.

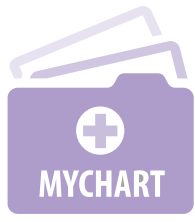
What health information is available to view in MyChart with full access?

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

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.



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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 health care 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 health care organizations?

The information that each of your health care 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.

What should I do if the information I see in MyChart or Lucy is wrong?

If information in your Carilion Clinic MyChart account or Lucy is wrong, please 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. If information from another health care organization is wrong, contact that organization to make sure your information is corrected. After the information looks right in MyChart, you can get an updated copy in Lucy by requesting your chart again.

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.

How can I get help if I have a question about MyChart Central or Lucy?

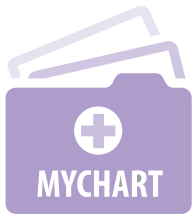
While you are in MyChart Central or Lucy or from the MyChart Central login page, click the Request Help hyperlink at the bottom of the screen. After you submit the form, you will receive a response email within two business days.

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

Contact Billing Customer Service at 866-720-3742, Monday - Friday, 8 a.m. - 6 p.m. We also offer automated services after hours. Visit carilionclinic.org/billing.

What is Carilion Bill Pay?

Carilion Bill Pay is our new online payment system. It offers improved technology and more options for



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paying your bill. Sign up with Carilion Bill Pay to view your bills and see what insurance has paid, all in one place. You can pay your full statement or set up a payment plan to fit your budget. With Carilion Bill Pay, you can manage your entire family's bills from one place, sign up to receive text alerts, and more.

How do I sign-in/create an account?

1. On MyChart, when you are on the Billing Account Summary page and click Pay Now to make a payment, you will be prompted to create a new username and password. You will need your guarantor number, found on the top right corner of your billing statement, to create a Carilion Bill Pay account.
2. Once you have signed up, you can accept the Single Sign-On Agreement. This allows you to sign in to Carilion Bill Pay directly from MyChart without having to enter the separate Carilion Bill Pay username and password each time.

If you have trouble signing up for Carilion Bill Pay, please contact Billing Customer Service at 866-720-3742.

What if I have made payments in the past through MyChart?

Carilion Bill Pay has replaced MyChart billing. After you register and accept the Single Sign-On Agreement, you will be able to access Carilion Bill Pay seamlessly through MyChart.

Will I continue to receive paper statements after registering for Carilion Bill Pay?

Carilion Bill Pay is completely digital. Once your Carilion Bill Pay account is activated, you will no longer receive paper statements. You can print a PDF copy of your current or past electronic statements at any time. You will be able to choose your electronic communication preferences including email and text alerts.

What are the options for paying my bill using Carilion Bill Pay?

Several payment options are available: you may pay your full balance, pay a specific amount, pay for a specific visit, or arrange a payment plan.

What type of payments do you accept?

We accept any credit or debit card. We also accept electronic check payments (ACH). Please note that payments may take several days to post to your financial institution.

Can I consolidate my family's accounts?

Yes, consolidation allows you to actively manage someone else's account or request for your account to be managed by someone else. If you choose to consolidate accounts, the person who manages the accounts will have access to personal information and be responsible for paying the accounts they are managing or arranging financing plans on their behalf. Managed users will no longer have access to arranging finance plans, though payments can be made at any time. Either party can cancel a consolidation at any time.

Is my personal and financial information kept safe?

Protecting the security of your personal and financial information is our top priority. Your online payment instructions are sent over a secure internet connection using encrypted technology. Your electronic payments are sent through our online payment processors and are protected from unauthorized transactions. We do not share your information with anyone else.

Who do I contact if I have further questions?

To speak with a support representative, please contact us at 866-865-3464. If you would prefer to submit an online support request, please visit online at b2b.carilion.com/MyChartSupport.