



My Chart Reference Guide

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Sign Up Patients to Use MyChart



Clinical and Clerical Support

Generate Directions Using Patient Instructions During the Visit

You can add instructions to the After Visit Summary for the patient to sign-up for a MyChart account:

1. In a patient encounter, open the **Patient Instructions** section of the Visit Navigator.
2. Enter “MYCACT” to pull in the MyChart Activation Information SmartLink.
 - The SmartLink text includes directions the patient needs to sign up for MyChart, and a unique activation code.
3. If you want to add a personal note to the patient, add it to the patient instructions.
4. Click **Close**.
5. After you complete the encounter, make sure the patient receives his/her **After Visit Summary** and document that the patient understands the information in the “Patient Response to Instructions” section.

To find the **PREFERRED** instructions for the patient go to www.mychartuva.com

Click “SIGN UP FOR MYCHART”

Complete the form

Activation information will be emailed to the patient within one business day.

Chart Review | Charting

Flow sheets | Pt. Tracking

Results Review | Pt. Verification

Synopsis | Chief Complaint

History | Vitals

Allergies | OBI/Gyn Status

Problem List | Care Everywhere

Medications | Allergies

Immunizations | Verify Rx Benefits

Demographics | Reconcile Dispens.

Letters | Disclaimer

Order Entry | Medications

Visit Navigator | Patient Hx

BestPractice | History

SmartSets | Problem List

Visit Diagnoses | Progress Notes

Meds & Orders | Goals

Discharge | MyChart Sign-up

Being Admitted? | Orders

Pt. Instructions | BestPractice

Follow-up | SmartSets

Pt. Understanding | Visit Diagnoses

Pt. Understanding | Meds & Orders

Pt. Understanding | Discharge

Pt. Understanding | Being Admitted?

Pt. Understanding | Pt. Instructions

Pt. Understanding | Follow-up

Pt. Understanding | Pt. Understanding

Patient Instructions (F3 to enlarge)

Arial 11 B I U S A 100%

send messages to your doctor, view your test results, renew your prescriptions, schedule appointments, and more.

How Do I Sign Up?

1. In your Internet browser, go to mychartuva.com.
2. Click on the **Sign Up Now** link in the Sign In box. You will see the New Member Sign Up page.
3. Enter your MyChart Access Code exactly as it appears below. You will not need to use this code after you've completed the sign-up process. If you do not sign up in 30 days, you must request a new code.
MyChart Access Code: **EXSZ7-8FZPY-HRGFP**
Expires: 2/12/11 08:59 AM
4. Enter your Date of Birth (mm/dd/yyyy) as indicated and click **Submit**. You will be taken to the next sign-up page.
5. Create a MyChart ID. This will be your MyChart login ID and cannot be changed, so think of one that is secure and easy to remember.
6. Create a MyChart password. You can change your password at any time.
7. Enter your Password Reset Question and Answer. This can be used at a later time if you forget your password.
8. Enter your e-mail address. You will receive e-mail notification when new information is available in UVA MyChart.
9. Click **Sign Up**. You now have on-line access to UVA MyChart.

Additional Information

If you have questions, you can email mychart@virginia.edu or call 434-243-2500 to talk to our MyChart Customer Service staff. Remember,

Restore Close F9 Previous F7 Next F8

Follow-up No follow-up instructions entered click to open

Pt. Understanding click to open

Sign Up Patients to Use MyChart



Clinical and Clerical Support

Send the Patient an Activation Letter after a Visit

You can create a letter for the patient to sign-up for a MyChart account.

1. Open the patient's chart and open the **Letters** activity.
2. In the Letter Templates section, enter "MYCHART" in the **Match** field and press **ENTER**.
 - The letter that comes up is "mychart to patient activation"
3. Double-click **MyChart to Patient, Activation** to create a new letter based on that template.
 - The letter template includes directions the patient needs to sign up for MyChart, including a unique access code, and automatically pulls in information specific to the patient.
4. If you want to add a personal note to the patient, add it to the message text.
5. Click **Print, Mark as Sent and Accept**.
6. Send the letter.

Note: If a patient requests that their MyChart account be deactivated, the instructions are issued through the Letter Template "mychart to patient deactivation".

To find the **PREFERRED** instructions for the patient go to www.mychartuva.com

Click "SIGN UP FOR MYCHART"

Complete the form

Activation information will be emailed to the patient within one business day.

The screenshot shows a software interface for creating a new letter. The letter content includes:

MyChart Activation Letter

Date: December 14, 2010

Dear [Patient Name],

Thank you for your interest in UVA MyChart. Please follow the instructions below to access portions of your online medical information. UVA MyChart allows you to communicate with your doctor's office, see some of your test results, request prescription renewals, see your recent visit information, and more.

How Do I Sign Up?

1. In your Internet browser, go to mychartuva.com
2. Click on the **Sign Up New** link in the Sign In box. You will see the New Member Sign Up page.
3. Enter your UVA MyChart Access Code exactly as it appears below. You will not need to use this code after you've completed the sign-up process. If you do not sign up in 30 days, you must request a new code.
MyChart Access Code: **AKA0280C0M#0242**
(Expires: 05/21/11 09:11 AM)
4. Enter your Date of Birth (mm/dd/yyyy) as indicated and click **Submit**. You will be taken to the next sign-up page.
5. Create a UVA MyChart ID. This will be your UVA MyChart login ID and cannot be changed, so think of one that is secure and easy to remember.
6. Create a MyChart password. You can change your password at any time.
7. Enter your Password Reset Question and Answer. This can be used at a later time if you forget your password.
8. Enter your e-mail address. When certain new information becomes available in UVA MyChart, you will receive an e-mail notification.
9. Click **Sign Up**. You can now have on-line access to UVA MyChart.

Quickly Add MyChart Instructions as your Favorite Letter Template

Add a letter template to your list of favorites for quick access in the future. Repeat step 2 above, select the MyChart to Patient, Activation template, and click **Add to Favorites**.

Use MyChart to Manage Results

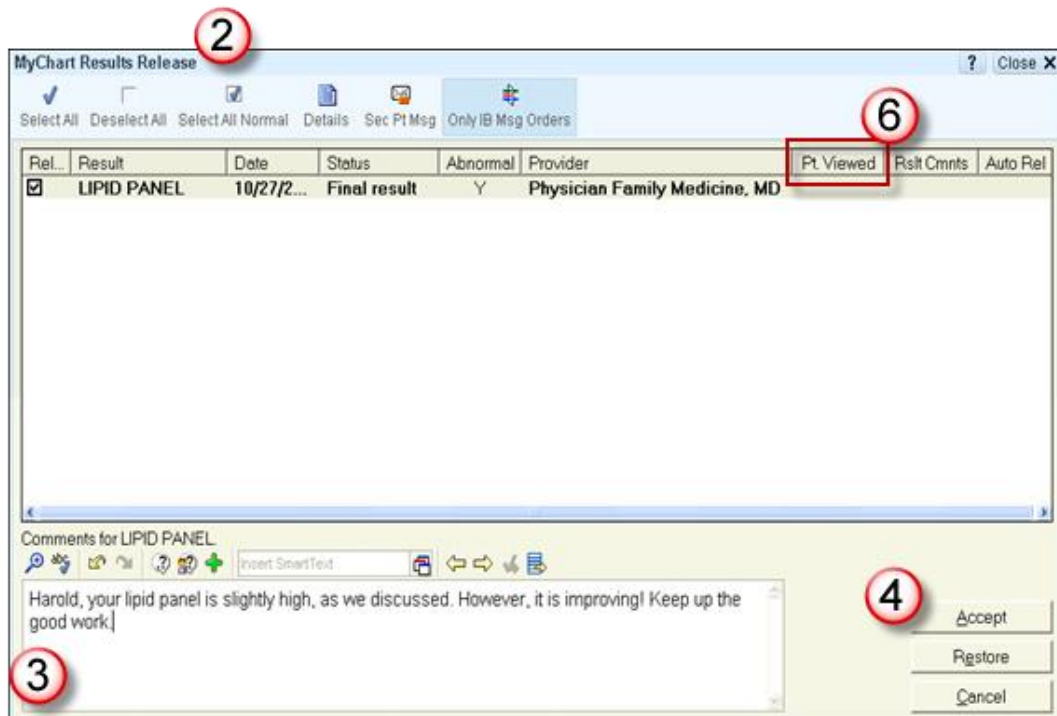


LIPs, Physicians, Nurse Practitioners, Physician Assistants

Use MyChart Results Release to Manually Release RECENT Results from your In Basket

You can manually release test results to a patient's MyChart account. Use the MyChart Results Release activity to include comments about the result to help the patient understand what it means or provide encouragement for a job well done (lower cholesterol levels, for example).

1. Open your In Basket. In the Results folder, select a Results message.
2. Click **Result Rel.** The MyChart Results Release activity opens. The result associated with the message is automatically selected.
3. Enter comments about the result in the **Comments** field.
4. Click **Accept** to release the result.
 - Please note, when you review the results of normal labs they are automatically released to the pt.
6. After the result is released you will be able to see that the patient viewed the labs under "Pt Viewed".



View All Results for the Patient

Click **Only IB Msg Orders** to clear the filter that shows only results associated with messages in your In Basket. Select the check boxes for several results and click **Accept** to release all the selected results at the same time.

Remove Results From a Patient's MyChart

Click the **Pt. Viewed** column header to sort on that column. The letter Y appears in the column if the patient has viewed the result. Clear the check boxes for unviewed results (results without a Y in that column) that shouldn't be viewed in MyChart.

Use MyChart to Manage Results



LIPs, Physicians, Nurse Practitioners, Physician Assistants

Use the MyChart Administration Tool to Release Any and PAST Result

You can use the **MyChart Administration Tool** to release **any** results to a patient for them to view in MyChart. You can also add a comment about the result to help the patient understand what it means or provide encouragement for a job well done (lower cholesterol levels for example)

1. Go to the **Epic** button on the upper left of your screen.
2. Click **Tools > Patient Care Tools > MyChart Utilities > MyChart Results Release**.
3. Select the patient that you want to release results to by entering the patient name, or MRN in the patient search field.
4. To release all results click the **Select All** button and then click **Accept**.
 - To only release certain results, check the box next to the desired result to release.
5. Result comments can be entered for each individual result by selecting the result and typing a comment in the field at the bottom of the screen.

Release	Result	Date	Status	Abnormal	Provider	Pt. Viewed	Post Cmnts	Auto Rel
<input checked="" type="checkbox"/>	MAMMO ASPIRATION - CYST - LT	6/30/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	MAMMO US GUIDED ASPIRATION - CYST	6/30/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	MAMMO DIAGNOSTIC - DIGITAL - W/ULTRASOUN...	6/28/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	MRI BREAST RT WO CONTRAST	6/28/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	XR CHEST 2 VWS	6/28/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	LIPID PANEL	6/28/2010	Final result		Scott M Streyer	Y		
<input checked="" type="checkbox"/>	GLUCOSE RANDOM	6/28/2010	Final result		Scott M Streyer	Y	Y	
<input checked="" type="checkbox"/>	HEMOGLOBIN A1C	6/28/2010	Final result	Y	Scott M Streyer	Y		

Comments for LIPID PANEL

Emani, your lipid panel is slightly elevated as we discussed. However, it is improving! Keep up the good work!

Accept Restore Cancel

Remove Results from MyChart

Click the **Pt. Viewed** column header to sort on that column. The letter Y appears in the column if the patient has viewed the result. Clear the check boxes for unviewed results (results without a Y in that column) that shouldn't be viewed in MyChart.

Find out Whether a Result was Automatically Released to MyChart

Click the **Auto Rel** column header to sort on that column. If a result was automatically released, Y appears in the column

Use MyChart to Manage Results



LIPs, Physicians, Nurse Practitioners, Physician Assistants

Remove a Released Result from MyChart

Releasing test results to patients using MyChart helps patients receive results quickly and conveniently. However, sometimes you might want to remove a test result from MyChart. This might happen if, for example, a result is released to MyChart, but you want to discuss it with the patient before she reads it.

Please note: *Once you review a normal result in your In Basket, it is automatically released to the patient in MyChart (except HIV, PAP, etc.)*

1. In your Results In Basket folder, right-click the message about the result you want to remove from MyChart.
2. Select **Result Rel.** The MyChart Results Release activity opens.
3. Select the check boxes next to the results you want to remove from MyChart
4. Click **Unrelease All**
5. Click **Accept**. Follow up with the patient about the result by phone.

Result	Date	Status	Abnormal	Provider	Pt. Viewed	Rslt Cmnts	Auto
<input checked="" type="checkbox"/> TB TINE TEST	12/16/2004	Edited	Y	Chani Rowan	Y		
<input checked="" type="checkbox"/> LAB PROTHROMBIN TIME	12/16/2004	Final result		Chani Rowan	Y		
<input checked="" type="checkbox"/> CBC JP	12/16/2004	Edited	Y	Chani Rowan	Y		
<input checked="" type="checkbox"/> MK CBC W/ DIFF	12/9/2004	Final result		Aaron Browne	Y	Y	
<input type="checkbox"/> MK CBC W/ DIFF	12/8/2004	Final result		Aaron Browne	Y	Y	
<input checked="" type="checkbox"/> ASSAY QUANTITATIVE, GLUCOSE	12/8/2004	Edited		Aaron Browne	Y		
<input checked="" type="checkbox"/> URINE PREGNANCY TEST	12/8/2004	Final result		Aaron Browne	Y	Y	

Find if a Result Has Been Released to MyChart

You can tell whether a result was released to MyChart by checking the MyChart indicator in the top right corner of your result message. A status of Released indicates the result has been released to MyChart.

Some results are not released to MyChart automatically, so you should discuss these results with patients and manually release them if needed. These results include cytology, radiology, pathology, etc.

MyChart Messages



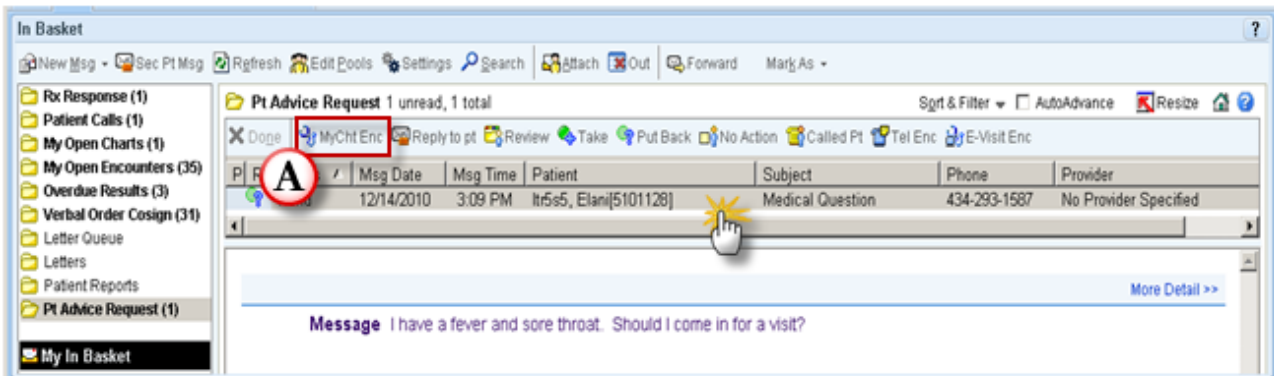
Clinical Support, RNs, LPNs, PCA/PCTs, Techs

Use Your In Basket to Reply to a Non-Urgent Patient Message Sent from Their MyChart

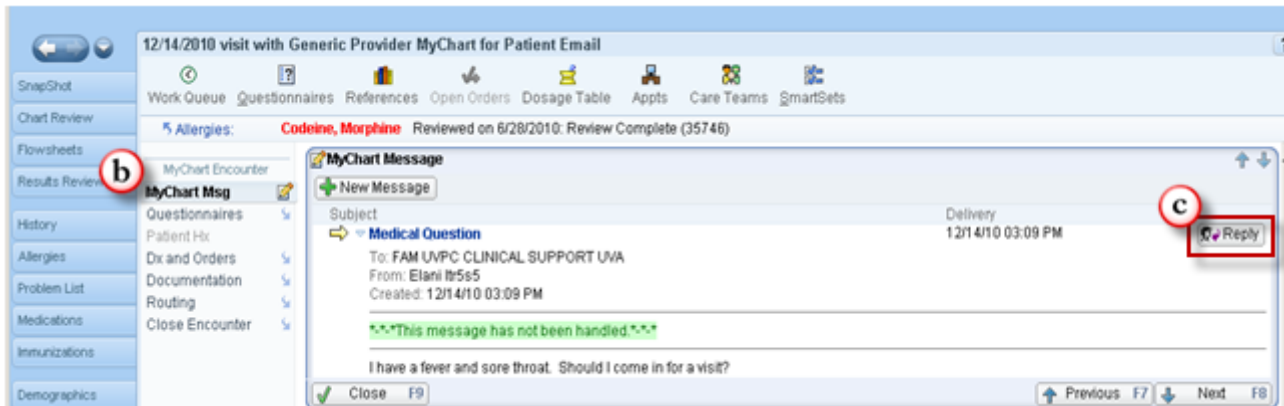
When a patient sends a message in MyChart requesting medical advice about a non-urgent issue, you receive the message in your In Basket. You may want to reply to the message, document the patient's issue further in an encounter, or forward the message to someone else in the clinic.

Reply to the Message from in Your In Basket Using a MyChart Encounter

1. Open your In Basket and select the message in the **Pt Advice Request** folder.



2. To document on the health issues and reply to the message choose one of the following two options.
 - A. Click **MyChit Enc**.
 - a) A MyChart encounter opens
 - b) Open the MyChart Message section of the Visit Navigator and click **Reply**.
 - Type your message to the patient and click **Accept and Send**.



Document the issue, place orders, and route the encounter to another provider using the Documentation, Meds & Orders, and Routing sections also found in the MyChart encounter navigator.

Reply to the Message from Chart Review

Later, you can review the encounter in Chart Review. To reply to the patient:

1. Click **Reply to pt**.
2. The Secure Patient Message activity opens.
3. Type your message to the patient and click **Accept and Send**.

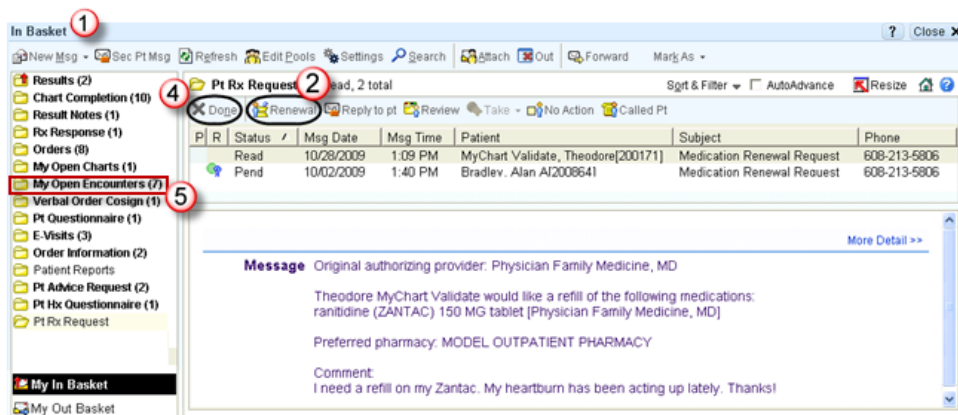


Using your In Basket to Manage Medication Renewal Requests

Medication renewal requests come into your In Basket. When you receive the message, you open a refill encounter and then route the request to the appropriate physician. When the physician has approved or refused the request, you receive a notification message in In Basket and close the encounter. The patient automatically receives a notification that the medication was renewed or refused in MyChart.

To Open a Refill Encounter

1. Open In Basket and select a message in the Pt Rx Request folder.
2. Click **Renewal** to open an encounter for the medication renewal.
3. A refill encounter opens. Follow these steps:
 - Enter any necessary encounter documentation.
 - Open the Routing section of the Visit Navigator.
 - Enter the authorizing provider in the **Recipient** field.
 - Exit the workspace to route the encounter to the physician.
4. In your In Basket, click **Done** for the original message.
5. After the physician approves or refuses the medication, you'll receive the encounter in your In Basket.
6. Open the Rx Response folder and locate the correct message.
 - If you need to document on the encounter further, click **Enc** to do so.
7. Click **Close Enc**. A message is automatically sent to the patient regarding the renewed or refused medication.
8. Click **Done**.



Quickly Add the Primary Care Provider (PCP) to the Recipients List

Click **Add PCP** in the Routing section of the Visit Navigator to quickly add the patient's primary care provider to the recipients list.

Change the Patient's Pharmacy

Change the Pharmacy – go to Demographics/Clinical Information to update or choose a different pharmacy.

MyChart Messages



LIPs, Physicians, Nurse Practitioners, Physician Assistants

Manage Medication Renewal Requests from a Pool

Medication renewal requests come to your *clinic pool*. First, a nurse opens the message and creates an encounter for the renewal. Then you must approve or refuse the request. Afterwards, the patient receives a notification regarding the renewal or refusal.

1. Open In Basket and select a message in the Rx Request folder.
2. Approve or refuse the medication request.
 - To approve, click **Approve Rx** and enter your password.
 - To refuse, click **Refuse Rx** and select a reason, such as **Patient needs an appointment**.
3. If the request includes multiple medications, you can click **Edit Rx** to approve some and refuse others. Select the **Approve** () or **Refuse** () option next to each medication to indicate your decision.
4. The Rx Request message is marked as **Done** and the system sends the prescription to the appropriate location.

The screenshot shows the 'In Basket' window with a sidebar on the left and a main content area. The sidebar lists various message categories, with 'Rx Request (1)' highlighted and circled in red. The main content area shows a message titled 'Rx Request' with a circled '2' next to it. Below the title are buttons for 'Edit Rx', 'Approve Rx', and 'Refuse Rx'. A table below the buttons lists medication requests:


P	Status	Encounter	Time	Patient	C...	Medication
	New	10/28/2009	1:09 PM	MyChart Validate, Theodore		RANITIDINE HCL 150 MG PO TABS
	Pend	10/26/2009	3:02 PM	Zane, Lucy C		MULTIPLE RX

Below the table is a legend for message status and actions:

- High Priority (red arrow up)
- Low Priority (blue arrow down)
- Critical (red exclamation mark)
- Abnormal (red exclamation mark)
- Previous Abnormal (red exclamation mark)
- Carbon Copy (blue document icon)
- Work Assigned To You (green person icon)
- Work Taken By You (blue person icon)
- Work Assigned To Your Pool (green person icon)
- Work Taken By Others (blue person icon)

A note at the bottom right states: *Overdue messages are red and italicized.*

Modify the Number of Refills and Refill End Date

Click **Edit Rx**. Associate the medication with a diagnosis (or change the association) by clicking  (Chng Assoc)

Change the Pharmacy

Go to Demographics/Clinical Information to update or choose a different pharmacy.

MyChart Messages



Clerical Support, Front Desk, Administrative Assistance, MyChart Pool Members

Schedule an Appointment Requested From your In Basket

You can schedule appointments for a patient based on a request sent from MyChart. The patient can specify who she would like to be seen by, the date range she'd accept for her appointment, a reason for visit, and comments about why the appointment is needed.

After you schedule an appointment, the patient automatically receives a notification in MyChart that an appointment has been made in A2K3. A2K3 information flows to Epic and MyChart but not from Epic. *Procedure visit appointments DO NOT show in MyChart.*

1. Open In Basket and select a message in the **Pt Schedule** folder.
2. Look at the details of the appointment the patient has requested. This might include a requested provider, appointment days, appointment times, or a reason for visit.
3. Schedule the appointment in **A2k3**.

The screenshot shows the MyChart 'In Basket' interface. On the left, a folder tree lists various categories, with 'Pt Schedule (1)' highlighted and circled with a red '1'. The main area shows a table of messages under the 'Pt Schedule' folder, with the top message circled with a red '3'. Below the table, the details of the selected message are shown, with a red '2' circled next to the 'Message' header. The message content includes provider information, date range, preferred times, reason for visit, and comments.

P	R	Status	Msg Date	Msg Time	Patient	Subject	Phone
		Read	11/02/2009	11:52 AM	MyChart Validate, Theodore[20...	Appointment Request	608-213-5806
		Read	10/09/2009	11:49 AM	Bradley, Alan A[200864]	Appointment scheduled from MyChart	608-213-5806

Message Appointment Request From: Theodore MyChart Validate

With Provider: Physician Family Medicine, MD [-Primary Care Physician-]

Would Accept With: Only the person I've selected

Preferred Date Range: From 11/2/2009 To 11/30/2009

Preferred Times: Mon Morning, Wed Morning, Fri Morning

Reason for visit: Problem Follow-Up Visit

Comments:
My asthma has been bothering me this fall. I would like to discuss trying a different medication.

Let a Patient Know There are No Appointments At Their Desired Time

Click **Reply to Pt** to send a message to let the patient know that no appointments are available for a time range or to ask her to call to schedule a particular appointment type.

Click the **More Detail** hyperlink in the upper right corner of the message pane to view your message

Updating a Patient's History



Clinical Support, RNs, LPNs, PCA/PCTs, Techs
LIPs, Physicians, Nurse Practitioners, Physician Assistants

Update the Patient's History during the Visit using a MyChart Questionnaire

Patients can use MyChart to update their medical history by completing history questionnaires online, saving you time during visits. You can review a completed history questionnaire and update the patient's history in Epic with just a few clicks.

1. During a visit, open the Visit Navigator.
2. Click the **Patient Hx** section (this is visible if the patient has completed a history form)
3. Select the individual responses you want to file or click **Select/Clear Entire Questionnaire** to select all of the responses.
4. Click **File to Hx**. The responses now appear in the **History** section as well.

The screenshot shows the Epic Patient Hx interface. On the left is a navigation menu with 'Patient Hx' highlighted and circled with a red '2'. The main window is titled 'Patient Hx' and shows a 'Patient Medical History' section submitted on 3/5/09 at 12:19 PM. It includes a table of medical history items with checkboxes, response status, dates, and comments. A red circle '3' highlights the 'Select/Clear Entire Questionnaire' checkbox at the top. A red circle '4' highlights the 'File to Hx' button at the bottom right of the table.

Medical History				
<input type="checkbox"/> Select/Clear All	Response	Date	Comments	
<input type="checkbox"/> Allergies	Yes			
<input type="checkbox"/> COPD	No			
<input type="checkbox"/> Meningitis	No			
<input type="checkbox"/> Anemia	No			
<input type="checkbox"/> Depression	Yes	Fall 2005	seeing a therapist	
<input type="checkbox"/> Nerve / muscle disease	No			
<input type="checkbox"/> Osteoporosis	Yes			
<input type="checkbox"/> Arthritis	No			
<input type="checkbox"/> Emphysema	No			
<input type="checkbox"/> Seizures	No			
<input type="checkbox"/> Asthma	No			

Review the Filed History Information

Review the history information you filed by opening the History activity. History filed from a questionnaire appears with the patient reported icon.