

MyChart

Frequently Asked Questions



What is MyChart?

MyChart offers patients secure, online access to their medical records. It enables you to securely use the Internet to help manage and receive information about your health.

With MyChart, you can:

- Request medical appointments
- View your health summary
- View test results
- Request prescription renewals
- Access trusted health information resources
- Communicate electronically and securely with your medical care team

Is there a fee to use UCSF MyChart?

MyChart is a free service offered to our patients.

How do I sign up?

There are two ways you can sign up for MyChart

Activation Code:

You can ask for an activation code at your next provider visit, or look for one on your After Visit Summary (AVS) that you are given at the close of your visit.

Register Online:

If you do not have an activation code, you can register online by going to mymarinhealth.org/mychart. You will be required to answer a set of verification questions to confirm your identity. If successful, you will be prompted to create a username and password.

How old do I have to be to sign up for MyChart?

You must be 12 years old to sign up for MyChart. If you are 0-11, your parents or guardians can access MyChart on your behalf via proxy access. If you are 12-17, you can access your own MyChart account and your parents/legal guardians can access some of this information as your proxy.

Can I get MyChart on my mobile device?

Yes! The MyChart Mobile Application is available from the App Store for iPhone, iPad and Android. Download the "Epic MyChart" app and search under California for UCSF MyChart.

Who do I contact if I have further questions?

You can call MyChart Customer Service at 415-514-6000, 24 hours a day, 7 days a week. Available 24/7 in English and Spanish and can access the interpreter line for any other languages.

When can I see my test results in MyChart?

Your clinical lab test results drawn from a MarinHealth lab are automatically released to your MyChart account once they are finalized. Go to Health > Test Results and click on a row to view specific test results. Your radiology/imaging and microbiology reports are automatically released five days after they are finalized or sooner if your provider manually releases them to you.

If you have questions regarding your results, you may message your provider in MyChart by going to Messaging > Ask a Question > Brief Medical Question, then select your provider and select "Test Results Question" as the subject.

Additionally, when you first sign up for MyChart your past historical results are released to your MyChart account.

Why are certain test results not shared electronically via MyChart?

Some results are not allowed to be released electronically by law or MarinHealth policy – for example, results from sexually-transmitted diseases or genetic tests.

If you have questions regarding results, you may message your provider in MyChart by going to Messaging > Ask a Question > Brief Medical Question, then select your provider and select "Test Results Question" as the subject.

If some of my health information on MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic health record at your provider's office. Ask your provider to correct any inaccurate information at your next visit. Your health information is reviewed and updated in your electronic record each visit. If you feel the information needs to be changed before your next visit, you may message your provider in MyChart by going to Messaging > Ask a Question > Brief Medical Question, then select your provider and select "Non-Urgent Question" as the subject.

If I send a MyChart message, when can I expect a reply?

You will generally receive a reply within 3 business days. Please note that MyChart should not be used for urgent situations.

Who views my messages?

Please be aware that your message may be viewed by staff and becomes part of your electronic health record. At times, nurses who collaborate with providers may respond directly to your message even if it is directed to your provider.

If you are an adolescent between the ages of 12-17, messages can be sent to you confidentially by your provider and practice staff. You can also message your provider confidentially. However, please remember that if you don't deselect your parent/legal guardian with proxy access before sending each message or appointment request, they can view them as well.

I don't see all of my providers listed, what can I do?

In order to message your provider, you need to have had an appointment with that provider in the past two years so that you have an established relationship with them. Please feel free to make an appointment with your provider by either requesting an appointment under Visits --> Schedule an Appointment, or by calling your provider's practice.

Can I view a family member's health record in MyChart?

Yes, proxy access allows you to access information from another person's MyChart account. You can request and manage proxy access by going to Profile > Account Settings > MyChart Proxy Center.

- Parents and guardians of children 0-11 years old can request full access to their child's MyChart information. Your access will transition to a limited teen proxy access on your child's 12th birthday.
- Parents and guardians of adolescents 12-17 years old can request limited access to their adolescent's health information. Your access will be terminated on your child's 18th birthday.

You may also request access as a legal guardian for a patient who is over the age of 18 and disabled. By MarinHealth policy, certain documentation is required prior to being able to set up a proxy account for a disabled adult. Please contact the patient's practice for more information.

Can I assign someone else with proxy access to my MyChart account?

Yes, proxy access allows an adult to designate any other adult to be their proxy. You can request and manage proxy access by going to Profile > Account Setting > MyChart Proxy Center.

PLEASE NOTE: Patient representatives must be at least 18 years of age. In accordance with California State confidentiality laws specific to teens, child proxy access converts to adolescent proxy access on the child's 12th birthday and proxy access terminates on the child's 18th birthday.

Why is MyChart access for adolescents different than it is for children or adults?

Safeguarding a child's health is one of the most important duties facing a parent or guardian. There are immunizations to track, milestones to monitor, and colds to pamper, all naturally under a parent's total direction.

When a child becomes an adolescent, things change in the way they interact with their parents about their health care. Teens may feel uncomfortable about sexuality and other complex health issues, and at times wish to seek confidential medical advice.

This sensitivity is reflected in California state laws, which allow teens to obtain some health services without notifying their parents or guardians. These laws also limit the kind of information that the health care team can share with parents or guardians without first obtaining permission from an adolescent patient.

What happens to parents or guardians existing proxy access in MyChart when their child turns 12?

For parents or legal guardians who already have access to their child's MyChart, this access will automatically change from full child proxy access to the more limited adolescent proxy access upon the child's 12th birthday.

Parent/Guardian Adolescent Proxy access allows the parent to:

- Message a teen's provider/care team
- Request or schedule an appointment for a teen
- Review the teen's allergies, test results, immunizations, and growth charts

By law, an adolescent's health care provider cannot share records with a parent or guardian about the subjects below:

- Family planning, contraception, pregnancy and abortion
- Sexually transmitted diseases and some other infectious diseases, such as HIV/AIDS
- In some circumstances, information about rape or sexual assault
- In some circumstances, information about mental health treatment or treatment for drug- and alcohol-related problems

This is a simple view of what can and cannot be seen:

CONTENT	ADOLESCENT (12-17 yrs)	PARENT PROXY (12-17 yrs)	PARENT PROXY (0-11 yrs)
Labs	YES	YES	YES
Immunizations	YES	YES	YES
Allergies	YES	YES	YES
Growth Chart	NO	NO	YES
Messaging to and from provider*	YES	YES	YES
Appointment Request	YES	YES	YES
Appointment View	YES/NO	YES/NO	YES
Problem List/Summary	NO	NO	YES
Medications/refill request	NO	NO	YES
Goals	YES	YES	YES
Care Team Members	NO	NO	YES
Social History	NO	NO	YES
Vital Signs	NO	NO	YES