

# MyChart at UI HealthCare

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April Iowa Chapter HiMSS  
Meeting

# University of Iowa Healthcare - MyChart



## Communicate with your doctor

Get answers to your medical questions from the comfort of your own home



## Access your test results

No more waiting for a phone call or letter – view your results and your doctor's comments within days



## Request prescription refills

Send a refill request for any of your refillable medications



## Manage your appointments

Schedule your next appointment, or view details of your past and upcoming appointments



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

Remember, your MyChart ID is not case sensitive, but your password is.

**SIGN IN**

[Forgot MyChart ID?](#)

[Forgot Password?](#)

**New User?**

**SIGN UP NOW**

MyChart® licensed from Epic Systems Corporation © 1999 - 2018

# Patient Portal Historical Notes

EMR at the UIHC

## History of EMR Internal Development – No Patient Portal

- Informm  
1981-2009  
(Nursing Documentation, Results)
- IPR 1999-2009 (All clinical documentation, MAR, results outpatient order entry)



# Patient Portal Historical Notes

## Implementation

### Epic MyChart – Summer 2010

- Initial feature implementation
  - Upcoming and Past Visit Details
  - Chart/Medical Information (Medications, Allergies etc.)
  - Patient Messaging
    - Customer Service
    - Medical Advice Requests
      - Messages sent to inbasket pools and triaged by nurses.
  - Results Release
    - Initially limited in scope
    - All results released in four days
  - Appointment Requests

# Functionality

Current

Currently on Epic version 2017

- Double upgrade 08/2017 from Epic version 2014

Available Feature Highlights:

## Scheduling

- Direct Scheduling, eCheck-In, Fast Pass Appointment Offers, Wait List Updates, Appointment Cancellation, Appointment Requests

## Health/Clinical

- Proxy Access, Open Notes, Video Visits, Test Results, Medication Refill Requests, Health Summary, Medical History, Patient Entered Questionnaires, Patient Entered Flowsheets, Growth Charts, Download and Request of Medical Record, Care Everywhere Authorization, Health Library

## Billing and Insurance

- Payment Plans, Pay As Guest, Billing Account Summary, Bill Payments, Paperless Billing, Coverage Details, Insurance Summary/Plan Details, Statements

# Functionality

Future

## Current Projects and Requests

1. Open Scheduling
2. MyChart Instant Access and Activation Optimization
3. Ticket Scheduling
4. Appointment Confirmation
5. MyChart Central
6. MyChart Research Recruitment
7. Care Plans
8. Conversion of MyChart Tickler Messages to HTML
9. MyChart Reporting/Dashboard Optimization

Epic 2018 Upgrade Implementation

- December 2018?



# Functionality

## Proxy Access

“Proxy” = Someone who has access to a MyChart account that is not their own.

### Proxy access available:

1. Adult to Adult
  - a) Adult accessing patient age 18+
2. Adult/Parent Accessing Child\*
  - a) Adult/Parent accessing child 0-11 years old
    - Full access to medical record
  - b) Adult/Parent accessing child 12-17 years old
    - Limited Access - Billing, immunizations and limited messaging.
3. Restricted Access
  - a) Read only access
4. Incapacitated Access
  - a) Requires documentation of Legal Guardianship or Durable Power of Attorney for Healthcare

\* Adult/Parent Accessing Child access switches automatically on patients birthday. Proxy users are notified of upcoming change 30 and 15 days before patients birthday.

# Functionality

## Proxy Access

All proxy access handled by Health Information Management Office (HIM).

- Proxy forms available in clinic, printed with AVS or on MyChart website.
- Forms must be emailed, faxed or snail mailed to HIM office for manual processing.

University of Iowa Hospitals and Clinics Hosp # \_\_\_\_\_

**MyChart Parental/Guardian Access Application**  
**Parent/Legal Guardian Access to the Electronic Medical Record of a Minor**

Please print **Patient's/Child's** information. (A separate form is required for each child.)

_____ Patient's/Child's Full Legal Name	_____ Date of Birth	Male <input type="checkbox"/> Female <input type="checkbox"/>
_____ Complete Mailing Address	_____ City	_____ State Zip Code

Please print **Parent/Legal Guardian** Information<sup>1</sup>:

_____ Parent's/Legal Guardian's Full Legal Name	_____ Date of Birth	_____ Telephone Number
_____ Complete Mailing Address	_____ City	_____ State Zip Code
_____ E-Mail Address		

Relationship to Patient: Father  Mother  Legal Guardian\*  Other, please specify\* \_\_\_\_\_  
**(\*Legal documentation is required)**

University of Iowa Hospitals and Clinics

**MyChart Parental/Guardian Access Application**  
**Parent/Legal Guardian Access to the Electronic Medical Record of a Minor**

Patient's/Child's information (A separate form is required for each child.)

Patient's/Child's Name and Address	Telephone Number	Date of Birth	Gender
Child Test 1234 1st Street Cedar Rapids IA 52402	(319)555-8686	3/20/2015	male

**Primary Contact (Emergency Contact 1)**  
Sandra Test (Foster-Mother)  
1234 1st Street  
Cedar Rapids, IA 52402  
319-555-8686 (Home) \_\_\_\_\_ ( )

**Date of Birth:** \_\_\_\_\_

**E-Mail Address:** \_\_\_\_\_

If applicable, please enter Emergency Contact 3 information for an additional Parent/Legal Guardian:

_____ Parent's/Legal Guardian's Full Legal Name	_____ Telephone Number	_____ Date of Birth
_____ Complete Mailing Address	_____ City	_____ State Zip Code

**Proxy Access**

**Medical Access**

People Who Can Access Test, Brian A Account Administration

[+ Add](#) [MyChart Email Signup](#)

Relationship	From	To Profile	Access Class	MyChart Status
<b>Suggested Contacts</b>				
<a href="#">+ Add</a> <a href="#">Test, Dad</a>	Father, Emergency Contact			
<a href="#">+ Add</a> <a href="#">Test, Mom</a>	Mother, Emergency Contact			
<b>Test, Brian A Can Access</b>				
<a href="#">Baby Test</a>	Parent Accessing Child	12/11/2017 8/2/2033	Uihc Mychart Prx 0-11 Access	Active
<a href="#">Brianchild Test</a>	Parent Accessing Child	5/12/2016 3/6/2031	Uihc Mychart Prx 0-11 Access	Active



# Functionality

## Results Release

### UIHC MyChart automatic results release settings

- Outpatient, Inpatient and Emergency Department results are all automatically released
  - For non-sensitive results, the test is released at 3am the next business day.
  - For sensitive results, it is 4 business days later at 3am. (Radiology, Pathology and other specialized labs)
  - HIV results are not released in MyChart.

### Providers can review automatic release dates in Chart Review

Chart Review (Last refresh: 3:37:41 PM)

Notes Encounters Episodes Letters Media Consults Procedure Results Procedure Logs Meds Imaging Labs Micro AP Other

Filters Refresh Select All Deselect All Review Selected lifeIMAGE Upload

6 records match filters, all records loaded  Hide Canceled  Radiology  Vascular  Ophthalmology  OB/GYN Imaging

Filters: Hide Canceled

Abn...	Ordered	Servi...	Cancelled	Accession #	Exam	Status	Order Cls	Type	MyChart Rel Status
	08/03/2016	08/05/2016		RAD3121893	MRI BREAST BILATERAL (77059)	Final result	Radiology Scheduled	Imaging	Will Release (08/12/2016)
	07/27/2016	07/27/2016		RAD3108549	BI US BREAST BIOPSY CORE INCL CLI...	Edited Result - FIN...	Radiology Scheduled	Imaging	Released (Auto)
	07/27/2016	07/27/2016		RAD3107635	BI US BREAST BIOPSY CORE INCL CLI...	Edited Result - FIN...	Radiology Scheduled	Imaging	Released (Auto)
	07/27/2016	07/27/2016		RAD3107626	BI US BREAST BIOPSY CORE INCL CLI...	Edited Result - FIN...	Radiology Scheduled	Imaging	Released (Auto)
	07/25/2016	07/27/2016		RAD3104721	BI US BREAST BILATERAL	Final result	Radiology Scheduled	Imaging	Released (Auto)
	07/25/2016	07/27/2016		RAD3104720	BI DIGITAL DIAGNOSTIC MAMMOGRAM ...	Final result	Radiology Scheduled	Imaging	Released (Auto)

### Providers can release results manually at any time from Results inbasket

In Basket

New Msg Patient Msg Refresh Edit Pools Settings Search Manage QuickActions Attach Out Properties Forward MarkAs

Results (20) Patient Call (3) Rx Request (10) PI Reports (12) Staff Message (2) PI Advice Request (1) CC'd Charts (1) Letters (3) Addendum Notification (3) CRM E-Consults

Results 20 unread, 22 total

QuickActions Done ReviewedToMyChart Reviewed Take Put Back Rslt FlowSheet Letter Notes Activity Enc Review Rslt Note Rslt Rvw Problem List Edit Rslt Tel Call Reflex Comment

Status 2/2 Visit Date MRN Patient C. MC 3/3 Test New Resulted Result Date Pool Provider Enc Provider Enc Dept Date... Sent By Msg/Note

# Functionality

## Results Release

### UIHC MyChart automatic results release schedule

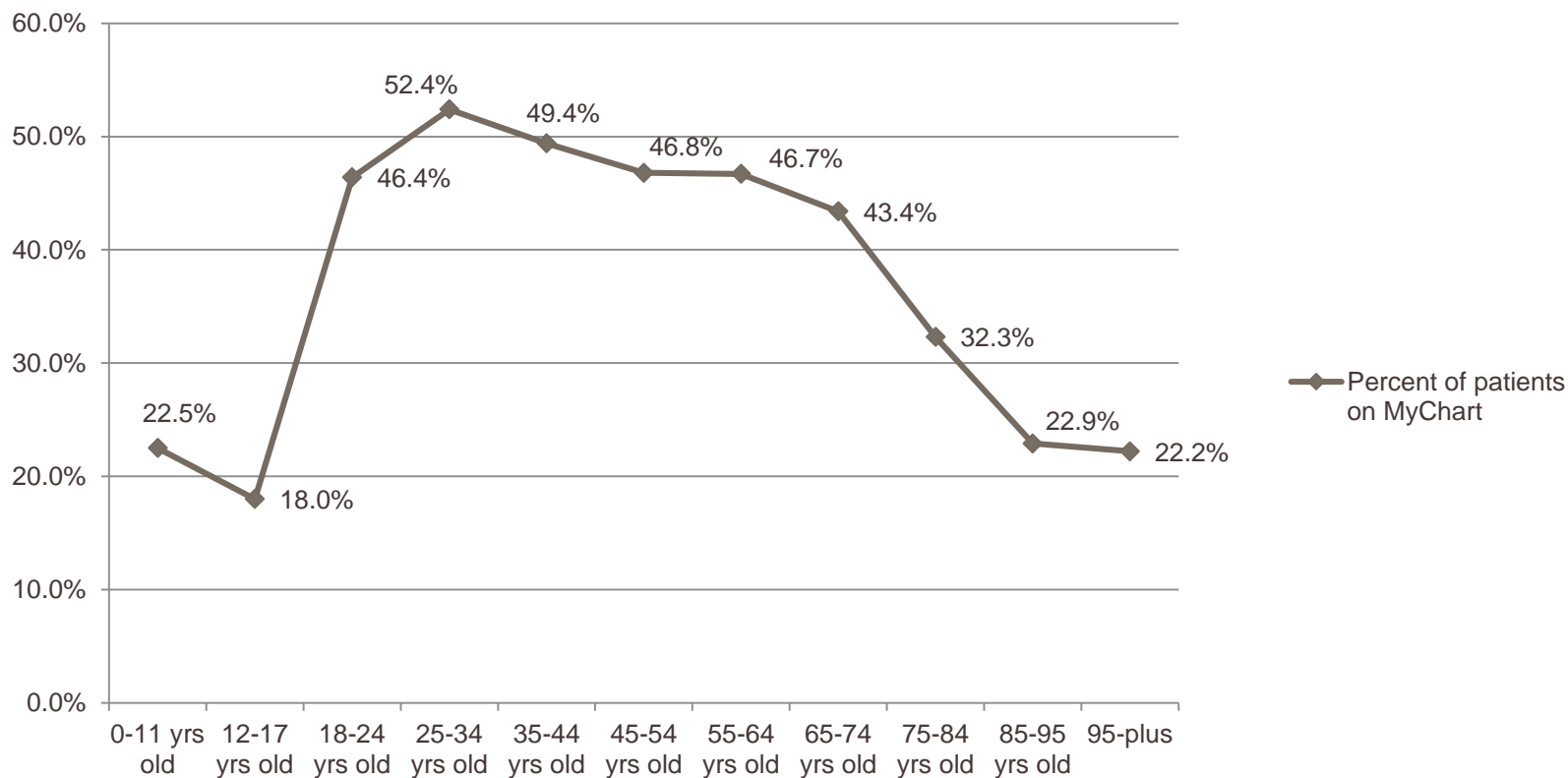
Group	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Full Business Day Delay	Resulted	Hold 1 Business Day	Release				
		Resulted	Hold 1 Business Day	Release			
			Resulted	Hold 1 Business Day	Release		
				Resulted	Hold 1 Business Day	Release	
	Hold Non-Business Day	Release			Resulted	Hold 1 Business Day	Hold Non-Business Day
	Hold Non-Business Day	Hold 1 Business Day	Release			Resulted	Hold Non-Business Day
	Hold Non-Business Day	Hold 1 Business Day	Release				Resulted
4 Full Business Days Delay	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Resulted	Hold Business Day 1	Hold Business Day 2	Hold Business Day 3	Hold Business Day 4	Release	
	Hold Non-Business Day	Resulted/Released	Hold Business Day 1	Hold Business Day 2	Hold Business Day 3	Hold Business Day 4	Hold Non-Business Day
	Hold Non-Business Day	Hold Business Day 4	Resulted/Released	Hold Business Day 1	Hold Business Day 2	Hold Business Day 3	Hold Non-Business Day
	Hold Non-Business Day	Hold Business Day 3	Hold Business Day 4	Resulted/Released	Hold Business Day 1	Hold Business Day 2	Hold Non-Business Day
	Hold Non-Business Day	Hold Business Day 2	Hold Business Day 3	Hold Business Day 4	Resulted/Released	Hold Business Day 1	Hold Non-Business Day
	Hold Non-Business Day	Hold Business Day 1	Hold Business Day 2	Hold Business Day 3	Hold Business Day 4	Resulted/Released	Hold Non-Business Day
Hold Non-Business Day	Hold Business Day 1	Hold Business Day 2	Hold Business Day 3	Hold Business Day 4	Release	Resulted	

# Patient Engagement

## Activation Rates

Institutional Activation Rate = 39.5%

### Age Impact on MyChart Activation



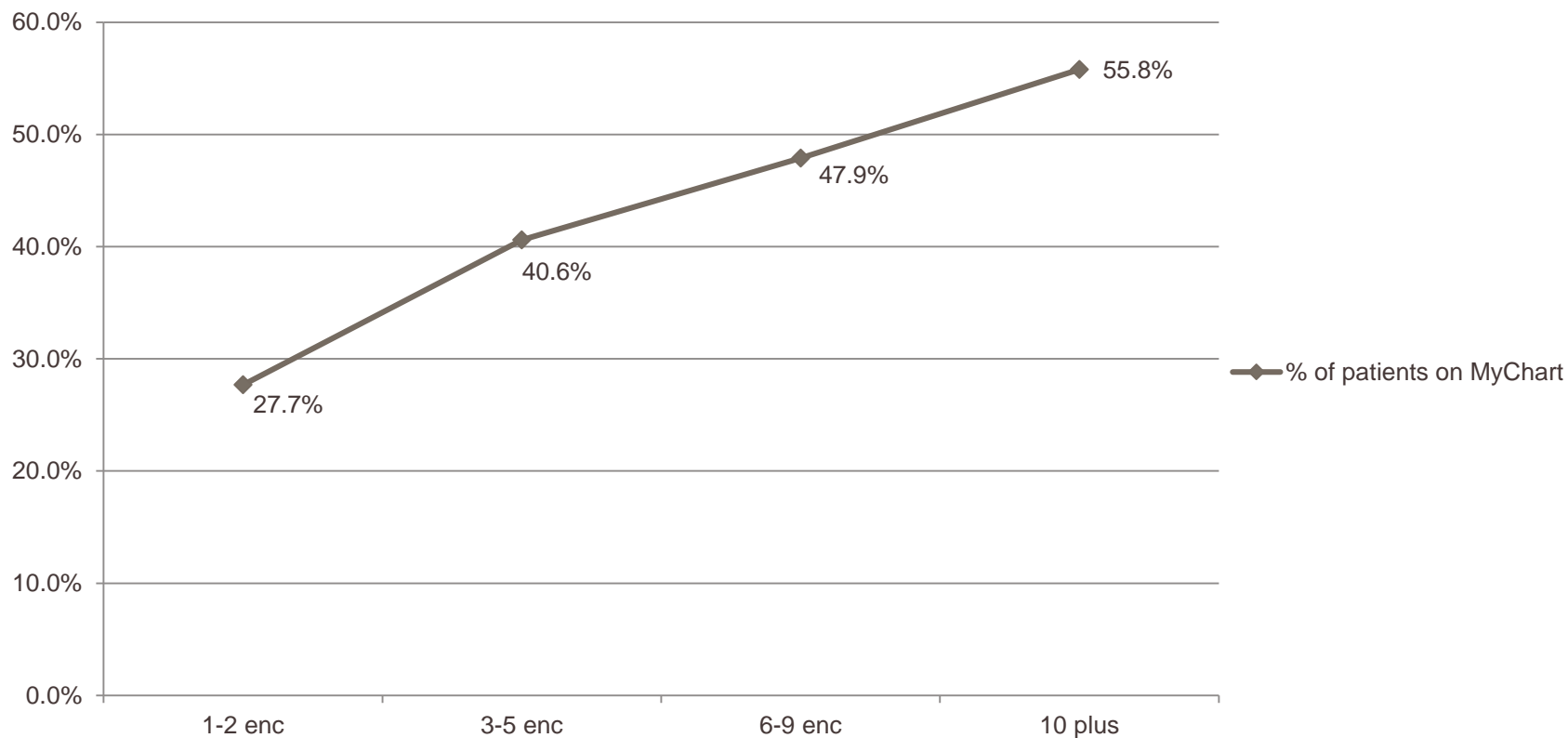
Source: EPIC, Patient data from Jan 1, 2017 to Dec 31, 2017.

# Patient Engagement

## Activation Rates

More encounters = MyChart activation

### Encounter Impact on MyChart Activation



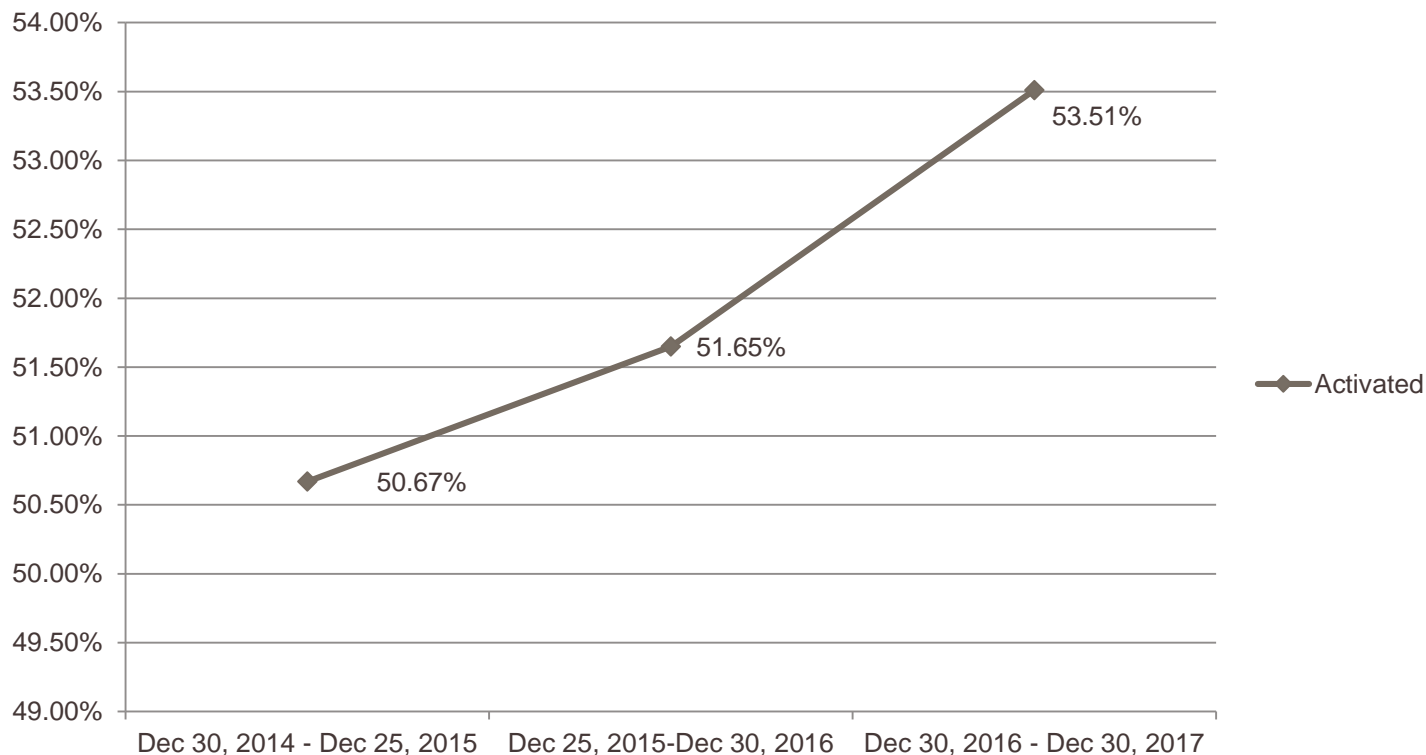
Source: EPIC, Patient data from Jan 1, 2017 to Dec 31, 2017.

# Patient Engagement

## Activation Rates

Is our activation rate higher than 39.5 percent?

### Patients Seen with Activated MyChart accounts



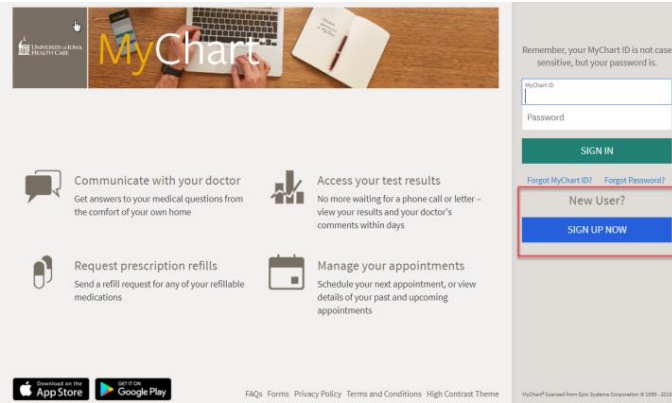
Source: Tableau Patient Status MyChart dashboard.

# Patient Engagement

## Activation

### Current Activation Processes

- Online self-signup



Remember, your MyChart ID is not case sensitive, but your password is.

MyChart ID  
Password

SIGN IN

Forgot MyChart ID? Forgot Password?

New User?  
SIGN UP NOW

Communicate with your doctor  
Get answers to your medical questions from the comfort of your own home.

Access your test results  
No more waiting for a phone call or letter – view your results and your doctor’s comments within days.

Request prescription refills  
Send a refill request for any of your refillable medications.

Manage your appointments  
Schedule your next appointment, or view details of your past and upcoming appointments.

Download on the App Store | GET IT ON Google Play

FAQs | Forms | Privacy Policy | Terms and Conditions | High Contrast Theme

MyChart | Powered from Epic Systems Corporation © 2009-2014

### Request an Activation Code

We need some information from you in order to grant you a MyChart account. Once submitted, it could take up a week for processing and verification. Once approved, you will receive an email or a letter with your activation code and instructions on how to activate your MyChart account. If you have any questions, please contact your clinic.

Indicates a required field

#### Name

First name Middle name Last name

#### Address

Address information is required.

Address

City State Zip

County Country  
United States of America

#### Other Information

Date of birth

Email address Verify email address

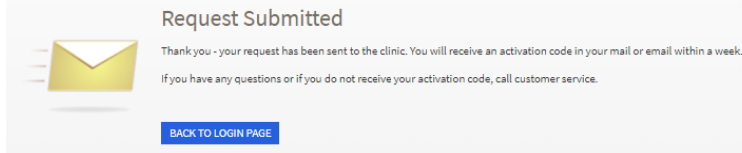
Phone number

As a spam prevention measure, complete the CAPTCHA below.

I'm not a robot

reCAPTCHA  
Privacy Terms

SUBMIT



### Request Submitted

Thank you - your request has been sent to the clinic. You will receive an activation code in your mail or email within a week. If you have any questions or if you do not receive your activation code, call customer service.

BACK TO LOGIN PAGE

# Patient Engagement

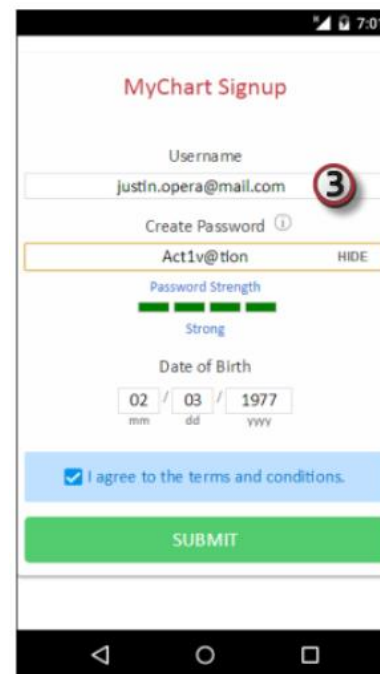
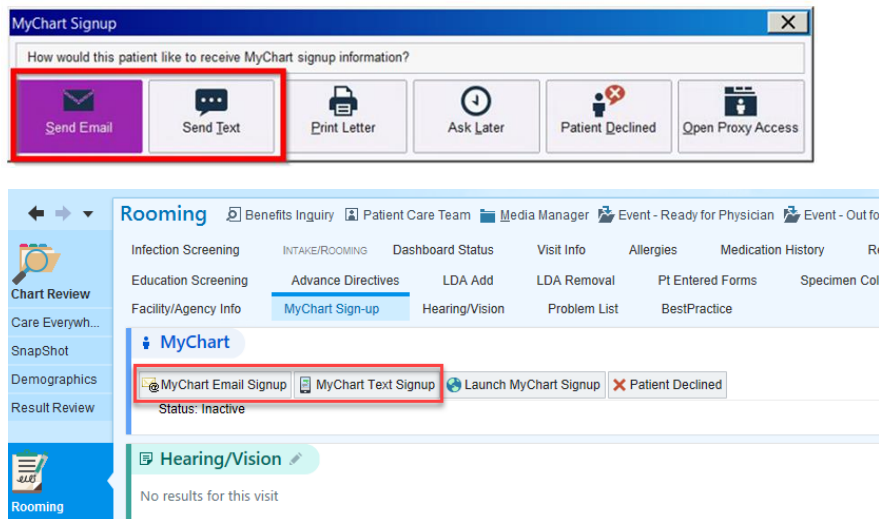
## Activation

### Current Activation Processes (others)

- Print activation codes on the AVS
  - Proxy forms printed with AVS
- Activation codes on billing statements, letters and detail bills

### Future Improvements

- Instant Activation



# Patient Engagement

## Activation


### Current Activation Processes

- Front desk sign up window


<b>Addtest, New...</b>	29 Errors	MKN: 00002908	Location: ASCP PR237 ASCP...	Res Org: None	BMI: None	EPT .1: Z322	Contact #: None
Prev. Names: Mexic...	MyChart: Inactive	DOB: 11/11/1961	Allergies: Unknown: Not on File	Iso: Standard	FYIs: None	DAT: None	
Enc Date: None		Age/Sex: 56 y.o. / M	Attending: None	Code: Unknown	Weight testing: None	CSN: None	
		Sensitive Visit: None	Legal Status: None	Weight (kg): None		Enc Type: None	

MyChart Signup


How would this patient like to receive MyChart signup information?




Send Email



Ask Later



Patient Declined



Open Proxy Access

- In-Clinic sign up from navigator section

Rooming
Benefits Inquiry
Patient Care Team
Media Manager
Event - Ready for

Infection Screening
INTAKE/ROOMING
Dashboard Status
Visit Info
Allergies


Education Screening
Advance Directives
LDA Add
LDA Removal
Pt Entered

Facility/Agency Info
MyChart Sign-up
Hearing/Vision
Problem List
BestPracti

**MyChart**

Launch MyChart Signup
Patient Declined

Status: Inactive



**Please Identify Yourself**

Step 1 of 3

All fields are required.

**MyChart Activation Code**  
Enter your Activation Code as it appears on your activation letter (your code is not case sensitive). You will not need to use this code after you complete the signup process. If you do not yet have one, see the link below.

X447  
XXXXX

4DB9C  
XXXXX

54B2G  
XXXXX

**Date of Birth**  
Enter your date of birth in the format shown, using 4 digits for the year.

mm / dd / yyyy

**ZIP Code**  
Please enter your ZIP code.

XXXXX

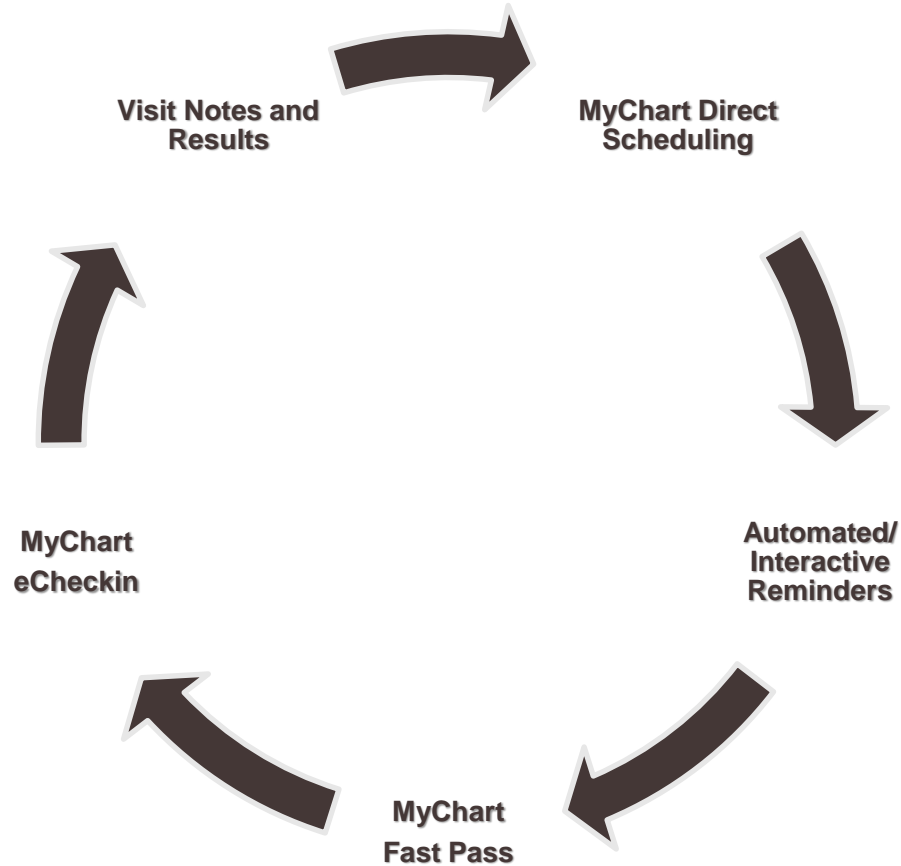
NEXT



# Appointment Life Cycle -Automated

Patient Engagement

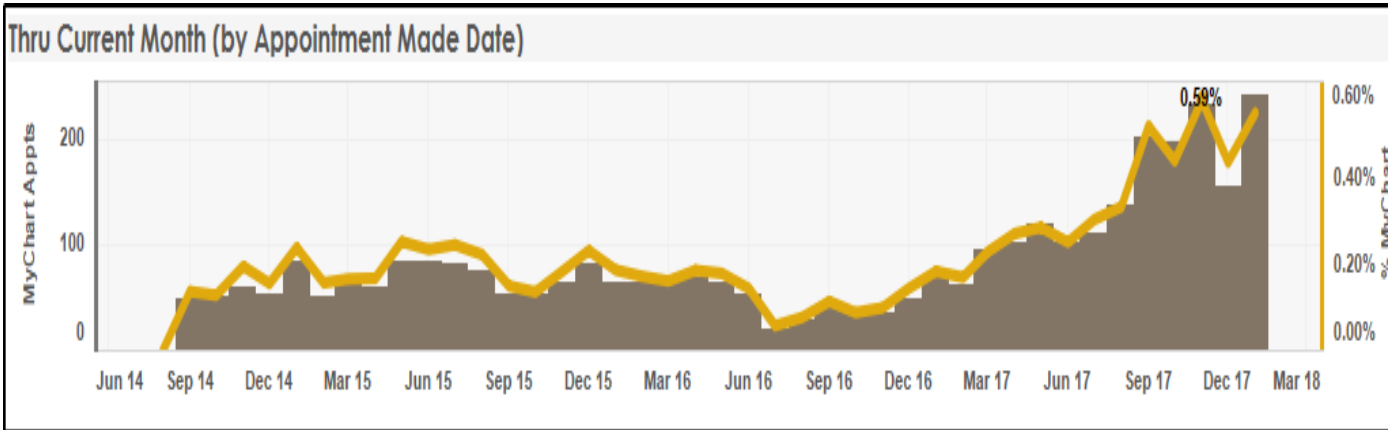
MyChart promotes efficiencies to access at UI Health Care through automation.



# MyChart Direct Scheduling

Patient Engagement

## Patients self-schedule appointments directly into our system via MyChart and now MyChart mobile



Departments currently offering Direct Scheduling

- General Peds
- General IM
- Family Practice
- Community Clinics
- Outreach Clinics
- Student Health
- Medicine Specialty Clinics
- Dermatology
- Digestive Disease Center
- Otolaryngology
- Flu Shot Clinics (IRL/Main)
- Mammography
- Radiation Oncology
- Pending: Transplant, PSC, Urology

### January 2017- Present

- Total # of Appts Scheduled: 1837
- % of All Appts: 0.36%
- % No Show rate: 5.32
- % Non- MyChart No Show Rate for Returns: 6.28

# Automated Reminders

## Patient Engagement

- Real Time Notifications via **MyChart**, E-mail
  - At time of Scheduling, Cancellation and No-show events
- Reminder notifications via **MyChart** 5 days prior to day of service (they are able to also complete eCheckin at this time)
- In addition- patients may select 2 additional reminders
  - Letters (8 days prior)
  - Text, Email and Phone Options (2 days prior)
    - Cancel and confirm options for Text and Email Reminders
    - Automated into our Epic System
    - Interactive Option to Reschedule in Real Time
- Additional Language Options
  - Full Spanish Translations in all formats
  - Taglines directing patients to translation services in 21 languages



# MyChart Fast Pass Update

Patient Engagement

Automatically offers earlier appointment times to patients on the wait list by sending an offer to a patient via MyChart and MyChart Mobile

## Statistics

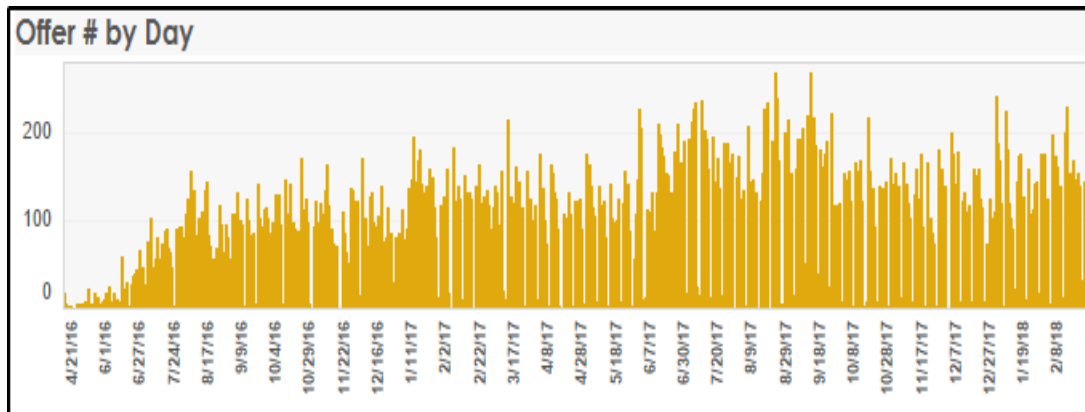
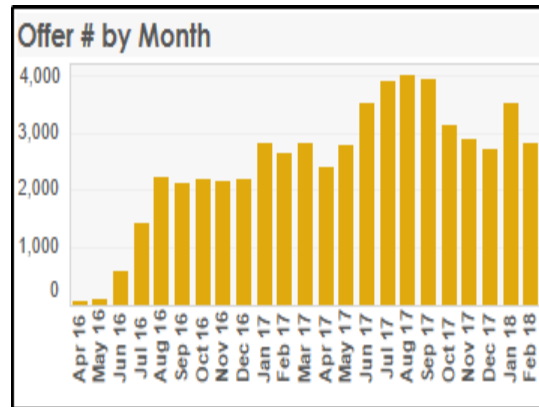
- 56,778 offers have been sent out for 12,118 encounters
- 52 days = Average gain in appt lead time
- 38.9% acceptance rate
- UI Choice patients offered priority

### Fast Pass Encounter Offers 04/01/16 – 02/26/2018

#### Encounters

Offered 12,118

Offers Accepted 4716 **38.9%**



# eCheck-In via MyChart

Patient Engagement

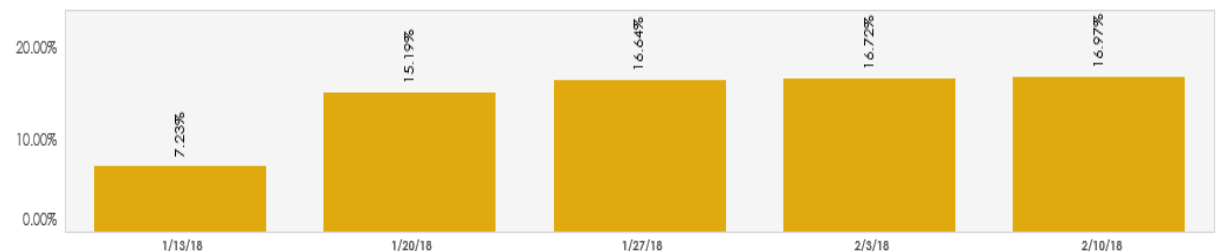
Allows patients to complete all check-in/registration items and health history questionnaires online up to 5 days prior to a visit.

## How it works:

- 7546 visits have used eCheck-In through February 10<sup>th</sup>
- 478 Copayments Collected ( ~23% of copays available to be paid via e-Check-In)
- 686 Signed Documents Submitted
- 3742 Pre-Visit Questionnaire Completed



Completed/In progress eCheck-in status as a % of total arrived/completed appointments - by week ending date



# Patient Engagement

## Marketing

## Clinical Rack Cards

CHANGING MEDICINE.  
CHANGING LIVES.®

### Reasons to Sign Up for MyChart®

- Securely email your doctor.
- See your test results.
- Renew and refill your prescriptions at a University of Iowa Health Care Pharmacy.
- View your medical record.
- Schedule some of your own visits.
- Check-in from home for some visits.

It's **easy** to sign up!

- 1 Go to [uihc.org/mychart](http://uihc.org/mychart) and click on "Sign up now"
- 2 Enter the code given to you at your doctor's office. Don't have your code? No problem. On the right side of that page, click on "Request access to YOUR records."
- 3 Follow the online directions.

[uihc.org/mychart](http://uihc.org/mychart)

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AGM 15-102

### Common Questions about MyChart®

I forgot my MyChart ID or password. What should I do?

You have two options. You can go to [uihc.org/mychart](http://uihc.org/mychart) and click either "Forgot MyChart ID" or "Forgot Password." Or, you can call UI Health Access at 800-777-8442 or 319-384-8442 to get access to your account.

How can I update my email address, change my password, or change my security question answer?

Go to [uihc.org/mychart](http://uihc.org/mychart) and log into your account. Go to "Settings" and then "Demographics" to change your email address or "Password, Security Settings" to change your password or security question.

Who can I call with a MyChart question?

Contact UI Health Access at 800-777-8442 or 319-384-8442. We also have frequently asked questions on the MyChart log-in page. Go to [uihc.org/mychart](http://uihc.org/mychart) and click on "FAQs" at the bottom of the page.

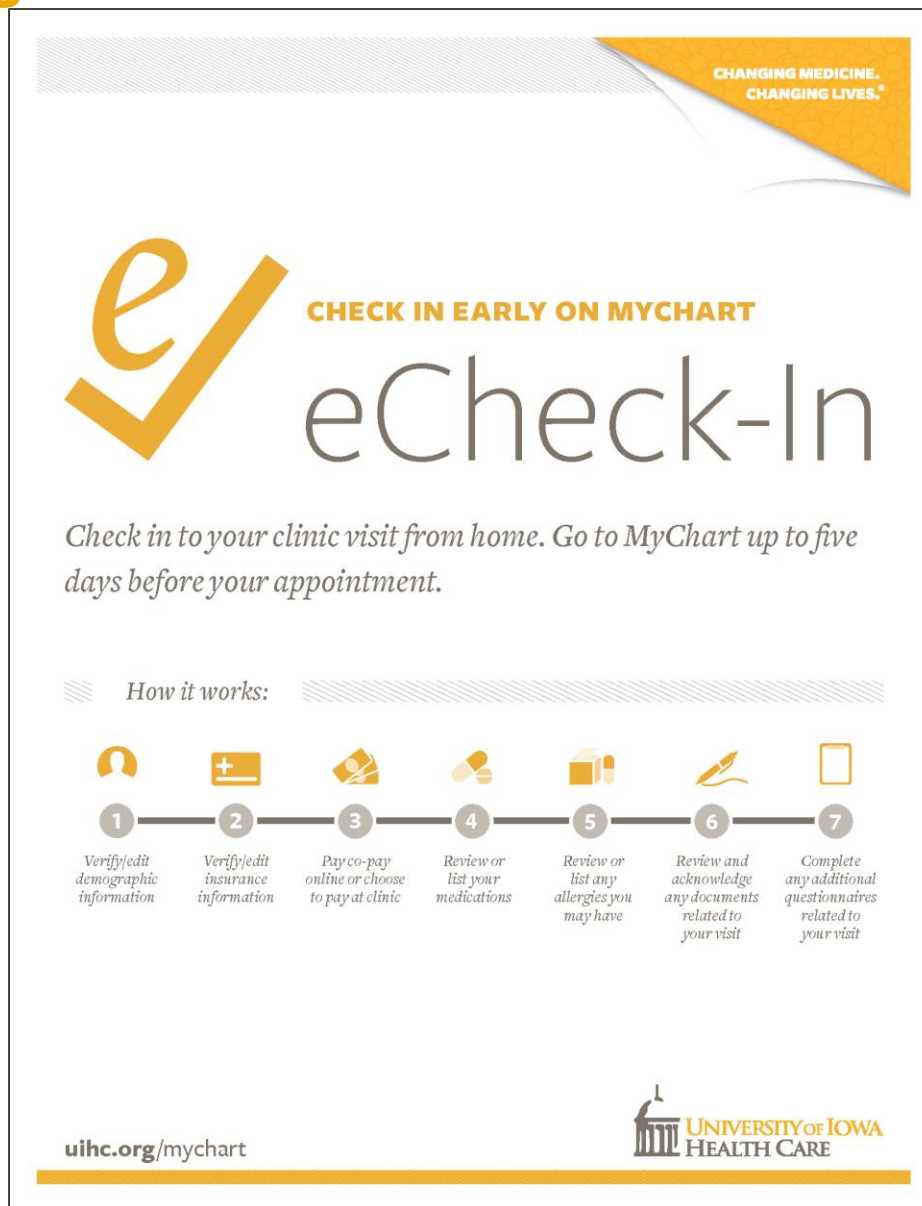
[uihc.org/mychart](http://uihc.org/mychart)

UNIVERSITY OF IOWA HEALTH CARE

# Patient Engagement

Marketing

Posters and  
Screen  
Savers for  
Clinics










CHANGING MEDICINE.  
CHANGING LIVES.®

## CHECK IN EARLY ON MYCHART


# eCheck-In

*Check in to your clinic visit from home. Go to MyChart up to five days before your appointment.*

How it works:

-  1 Verify/edit demographic information
-  2 Verify/edit insurance information
-  3 Pay co-pay online or choose to pay at clinic
-  4 Review or list your medications
-  5 Review or list any allergies you may have
-  6 Review and acknowledge any documents related to your visit
-  7 Complete any additional questionnaires related to your visit

[uihc.org/mychart](http://uihc.org/mychart)



# Patient Engagement

Marketing

 **University of Iowa Hospitals and Clinics**    
Sponsored · 

Check in with ease using eCheck-in, a new option available for all clinic appointments.  
<http://bit.ly/2njsR52>



eCheck-In

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**Check In Early on MyChart**  
Verify or update your information f... [Learn More](#)  
uihc.org

 Like  Comment  Share

## Social Media Campaigns

Facebook post appeared in 31,825 user news feeds. 366 people clicked the post to learn more.