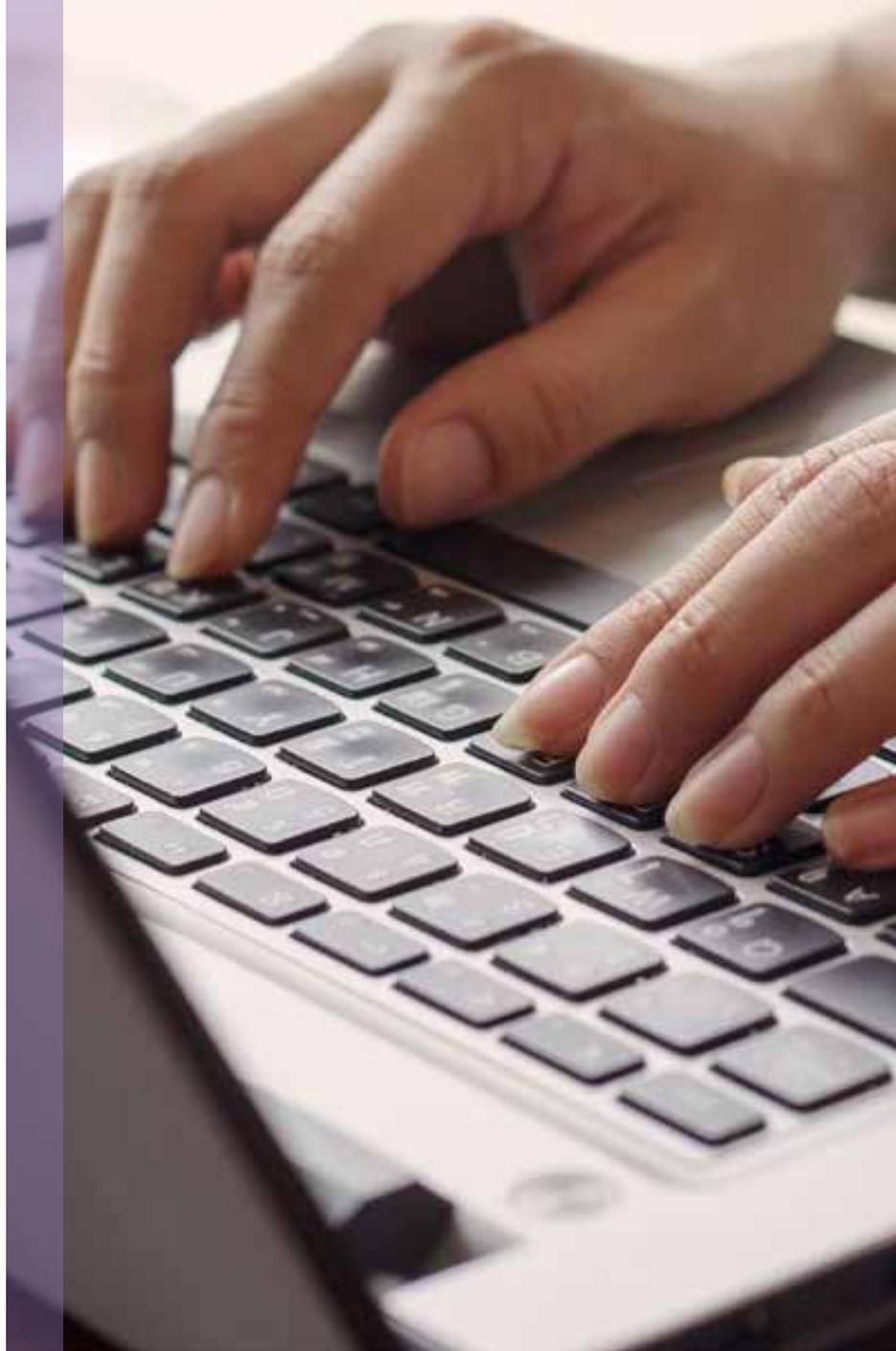**UT Southwestern**
Medical Center

# MyChart

A secure, online tool for patients

# Connect to the Advantages of MyChart

■ **Complete check-in paperwork ahead of time**

Save time by filling out pre-appointment questionnaires before you get to your clinic.

■ **Manage appointments**

Schedule or cancel appointments, or view details about past and upcoming visits.

■ **Access test results**

View lab and imaging results, along with comments.

■ **Communicate with your providers**

Ask medical questions related to your care at your convenience.

■ **Pay bills online**

Pay copays and bills from your home computer or your mobile device.

■ **Request prescription renewal**

Send a request for any of your renewable medications.

■ **View list of medical conditions**

See information about your health using a single resource.

## Access information 24/7

MyChart is a free tool available to UT Southwestern patients. You may use it at your convenience, day or night. Because we take great care to ensure this tool is secure, your information is kept private. No one can access your MyChart account without a personal ID and password that you control.

Go online anywhere, anytime from your smartphone, tablet, or computer to access MyChart. You can also download a mobile application for even more convenient access when using your smartphone.

Whether you need to check an appointment or send a message to your provider, MyChart is easy to navigate. When logging on, you'll have a menu of options that include the following:

- **Medical Record**
  Access and review medical records, see test results, and request prescription renewals.

- **Message Center**
  Communicate with UTSW clinics and providers via a secure, HIPAA-compliant inbox.

- **Appointments**
  See and confirm upcoming UTSW appointment dates and times.

- **Billing/Insurance**
  View statements, make payments, and confirm insurance information.

- **Preferences**
  Change passwords, choose how to receive MyChart notifications (email or text), etc.

You'll also see Quick Links for various functions when you log on, such as requesting a prescription refill or getting instructions about virtual visits with your doctors.

**About test results on MyChart**

UT Southwestern providers check results for patients frequently. However, please understand that your results from tests or lab work may be available on MyChart before your doctor and other members of your medical team have had a chance to review them.

## Keep in mind

MyChart is a way to access your records, but it is not telemedicine. Also, it is not intended to replace your regular clinic visits.

For urgent appointments or needs, please call your provider's office. Most importantly, if you're experiencing a medical emergency, call 911 or go to the nearest emergency room.



## Requesting your complete medical records

Your complete medical records from UT Southwestern might not be included on MyChart. To request your full, comprehensive medical record, please contact UT Southwestern Health Information Management.

**Email:** Medical.Records@utsouthwestern.edu
**Phone:** 214-645-3030
**Fax:** 214-645-9141

## Need help with MyChart?

Contact us Monday through Friday, from 8 a.m. to 6 p.m.

**Call:** 214-648-8888
**Email:** MyChartHelpline@utsouthwestern.edu.

## Sign up and get started

For your security, and to verify your identity, you need a special 10-digit code to enroll in MyChart. You can get this code in one of two ways:

- **New Patients**

    If you are a new patient and are coming for your first visit, ask the clinic staff for a code when you check in.

- **Existing Patients**

    If you are an existing patient and need to sign up for a MyChart account, contact your physician's office and ask that an email be sent to you with the 10-digit code. You can also let the office know you need to sign up when you're at UT Southwestern.

When you receive the 10-digit code, go to mychart.utsouthwestern.edu and enter it. You will be asked to create a username and password to access MyChart in the future.

**Scan this QR code with your smartphone to see information about MyChart online.**



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