

MyChart Transition Help Guide

Indiana University Health Arnett

Beginning on September 16, 2019 and continuing through the end of the year, all IU Health Arnett Physicians will be moving to a new electronic medical record. Your doctors and other healthcare providers will continue to have access to view your medical history but will use a new system moving forward.

The MyChart patient portal will be turned off on December 31, 2019. As departments make this change some MyChart features, including online scheduling and messaging will be turned off. Details regarding important dates are listed in the table below.

This guide is designed to provide information for our patients who currently use the IU Health Arnett MyChart patient portal. The table below and Frequently Asked Questions that follow are designed to provide additional details about these changes.

	Phase 1	Phase 2	Phase 3
	September 16 – 27, 2019	October 14 – 25, 2019	November 11 – 22, 2019
Schedule/Cancel an Appointment feature inactivation	September 6, 2019	October 4, 2019	November 1, 2019
Send a Message feature inactivation	September 13, 2019	October 11, 2019	November 8, 2019
	Connected Care Dermatology Gastroenterology General Surgery Interventional Radiology Medical Weight Loss Neurosurgery Orthopedics Pain Management Pediatrics Pre-Anesthesia Testing Sports Medicine Urgent Care Urology Vein Clinic Women's Health	Behavioral Health Family Medicine Internal Medicine Residency Senior Wellness Sleep Medicine	Allergy Athletic Trainers Audiology Cardiac Rehabilitation Cardiology Cardio-Thoracic Surgery Coumadin Clinic Diabetes Education Disease Management Endocrinology Infectious Diseases Life Coach Nephrology Neurology Occupational Therapy Oncology Ophthalmology Otolaryngology (ENT) Physical Therapy Pulmonary & Critical Care Pulmonary Rehabilitation Radiation Oncology Rheumatology Speech Therapy Vascular Surgery Wound Care



Arnett

Frequently Asked Questions

YOUR MYCHART ACCOUNT

What date will my IU Health Arnett MyChart account become unavailable?

Your MyChart account will become unavailable on December 31, 2019.

Will I be able to access or add new data to my MyChart account after December 31, 2019?

No, you will not have access to view or add data to your account after December 31, 2019.

Will the MyChart app on my phone work after December 31, 2019?

The IU Health Arnett MyChart patient portal will be shut down as of December 31, 2019. After this date you will not have access to view your IU Health Arnett medical record using the MyChart app.

Will this change or impact my ability to message my provider using MyChart?

Messaging functionality will turn off in phases as departments move to the new electronic medical record. Inactivation dates are listed in the table on page 1.

Will this change or impact my ability to cancel appointments using MyChart?

Appointment cancellation functionality will turn off in phases as departments move to the new electronic medical record. Inactivation dates are listed in the table on page 1.

Will this change or impact my ability to schedule appointments using MyChart?

Appointment scheduling functionality will turn off in phases as departments move to the new electronic medical record. Inactivation dates are listed in the table on page 1.

Who can I contact with additional questions?

Prior to December 31, 2019, if you have questions or need assistance with your existing MyChart account, please login to your MyChart account to message Customer Service. After December 31, 2019, call IU Health, Health Information Management at **317.963.1661**.

PREPARING FOR THE IU HEALTH ARNETT MEDICAL RECORD TRANSITION

Can I obtain a copy of or download my data before December 31, 2019?

Yes, we know that having access to the historical data in MyChart is an important part of taking charge of your health. The following options are available:

Follow the steps below to download, save or print your allergies, medications, current health issues, procedures, test results and immunizations from your current medical record on MyChart.

1. Login to your MyChart account
2. Select the My Medical Records tab
3. Select Download My Record
4. Select Visit Records
5. Choose records you would like to download
6. Click Download
7. From the Pop-Up Select Download, this may take several minutes to complete
8. Save or print the downloaded PDF file

In addition, if you wish to keep a copy of your data electronically, MyChart will store allergies, medications, current health issues, procedures, test results, and immunizations from your MyChart record at their central location. This can then be accessed if you receive care at a facility that uses MyChart. Follow the steps below to link your MyChart record to this central electronic storage.

1. Login to your MyChart Account
2. Select the My Medical Records tab
3. Click on Lucy & MyChart Central
4. Complete the registration process

Where can I learn more about MyChart Central?

To learn more about MyChart Central visit mychartcentral.com/FAQ.aspx.

Is there a contact if I need help with MyChart Central?

Yes, click [HERE](#), to contact MyChart Central support.

How do I save the messages I have in my MyChart inbox?

Messages are not stored in the MyChart Central electronic location. Follow the steps below to print your messages if you would like to have a record of them.

1. Login to your MyChart account
2. Select the Messaging tab
3. Select the messages you want to print
4. Click the printer icon

After December 31, 2019 will I have access to review historical messages in MyChart?

No, you will cease to have access to your IU Health Arnett MyChart account on December 31, 2019.

Follow the steps below to print your messages.

1. Login to your MyChart account
2. Select the Messaging Tab
3. Select the messages you want to print
4. Click the printer icon

TRANSITIONING TO THE MY IU HEALTH PATIENT PORTAL

How do I sign up for the My IU Health patient portal?

You can expect a team member to walk you through the My IU Health sign-up process during your next appointment. If you prefer to complete the registration process prior to your next appointment then go to myiuhealth.org and click the "Create an Account" link. This is the red link located in the top right corner of the screen. Complete all steps of the registration process. To learn more about My IU Health visit myiuhealth.org.

Will my historical information be available in My IU Health?

Limited data will be available in your new My IU Health account such as lab results and inpatient care records from IU Health facilities.

When I sign up for the My IU Health patient portal can I select the same username and password?

You will complete a profile to set up your My IU Health account. This is where you will create your username and password. You will also need to provide a valid email address that will be associated with your My IU Health account.

Username selection is dependent on availability, My IU Health requires that each user create a unique username.

Your My IU Health password must be at least 8 characters in length, including one capital letter, one lower case letter and one number, no spaces are allowed.

Does the My IU Health patient portal have an app?

My IU Health does not currently have an app. The My IU Health portal is optimized for mobile use and can be accessed using the browser on your mobile device or tablet, this formatting makes it easy for you to navigate to self-schedule appointments with select providers, send messages to your care team, view results and pay a bill.

YOUR MEDICAL RECORD

What happens to my data if I do not wish to download or transfer it or if I don't take any action before December 31, 2019?

If you do not wish to download or transfer your data, your information will still be available through the Medical Records department.

How can I obtain a copy of my medical record from IU Health?

You may request a copy of your medical record. IU Health saves medical records for a minimum of eight years. Medical records can be collected in paper form or electronically, whichever you prefer.

There is a three-step process for requesting copies of your medical record from IU Health.

1. **Download and print the Authorization to Release and Disclose Patient Information form.** This form is standard across IU Health and can be used to request copies of your medical record at any of our facilities.
2. **Follow the instructions** on the left side of the form to guide you in providing the type of information needed. Completing the form in its entirety will help ensure timely processing.
3. **Fax or mail** the completed authorization form to the IU Health facility from which you are requesting records. If mailing, please include the facility name, address and "Attn: Health Information Management" on your mailing envelope.

IU Health Arnett Physicians

2600 Greenbush St., 2nd Floor

Lafayette, IN 47904

F 765.448.8722

Our goal is to process all requests within 5 business days upon receipt.

State and federal laws permit fees to be charged for copies of medical records.

If you have additional questions, please contact Health Information Management (HIM) at **317.962.8670**.