

MyChart Frequently Asked Questions

Why should I sign up for a new MyChart account?

Your existing MySwedes Chart account will be inactivated on July 1, 2018. In order to continue taking advantage of the features available to you in MyChart, you will need to sign up for a new account. You may sign up online, or request an activation code via U.S. Mail. **If you already have a MyChart account with UW Health or Quartz, you will not need a new account, your SwedishAmerican information will be available in that account after July 1.**

What types of services are available through MyChart?

MyChart gives you online access to your personal medical record and health benefit information. Appointment and routine preventative care reminders, scheduling primary and some specialty care appointments, historical medical record information, billing statements and online bill pay are available through MyChart.

When can I sign up for my new MyChart account?

You can sign up for an account any time after June 5, 2018. You do not need to have had a visit at UW Health to create an account. Just go to www.swedishamericanmychart.org and follow the sign up prompts. Please note, you will only see basic demographic information in the portal between June 5, 2018 and July 1, 2018. Your medical information and interactive functionality will be turned on July 1, 2018.

Is the new MyChart available as a Mobile App?

Yes! Once your new account has been activated, you may download the SwedishAmerican MyChart app for iOS or Android.

What historical information from My Swedes Chart be available in the new MyChart account?

Most of your historical information will be available in your new MyChart account. Information that will not be available, includes:

- Progress notes from clinic visits
- Messages sent or received prior to July 1, 2018
- Home blood pressure, blood glucose and weight readings entered through Track My Health
- Billing information for visits prior to July 1, 2018

When will my historical information from My Swedes Chart be available in MyChart ?

Information that will be available immediately:

- Clinic Visit Summaries through mid-June (exact date to be determined)
- Most test results
- Medical History, Surgical History, Family History
- Insurance information


Information that will be available after July 15, 2018

- Clinic Visit Summaries mid-June through July 1, 2018
- Preventive Care Reminders

Some information such as your care team, medications, allergies, current medical problems and immunizations will not be available until after your first visit in our new system. This will allow our clinicians to verify all of the information is as accurate as possible before adding it to your record.

To ensure you do not lose historical information that may be valuable to you, please print or download records from your existing MySwedes Chart account to keep for your personal use.

How to print your records

- Each page or result in MySwedes Chart contains a print icon  to print that page's information. Each page will need to be printed separately.

How to download your records

- Go to the My Medical Record menu and select Download My Record. Follow the instructions on this page to download a copy of the information currently available in MySwedes Chart. You may download specific visits, all visits, or your entire Lucy Summary, which also will contain the results available in MySwedes Chart.
**MySwedes Chart is a subset of your complete record. To request a copy of your complete record, go to www.swedishamerican.org.

How long will MySwedes Chart be available?

MySwedes Chart will be available until July 1, 2018. Beginning July 1, you will be redirected to the new MyChart site. Please be sure to update any favorites or bookmarks to the new URL.

What types of clinical results are available and when are they available?

- Most laboratory results will be available the same day they are resulted.
- X-ray results will be available two days after they are resulted.
- Other Imaging results are available four days after they are resulted.
- **Some results, such as genetic tests and tumor markers are released at 14 or 30 days. HIV related tests are manually released by your provider or auto-released after 90 days.
- Lab results during your inpatient stay will be made available 24 hours after discharge. Once they are made available, they follow the automatic release timeframes for outpatient results. Tests that are not available in MyChart will be communicated to you by telephone or U.S. Mail.

How can I gain access to a child, ward, or other adult?

After activating an account for yourself, you may request access to another account (proxy access) via an online link from the MyChart portal.

- Biological and adoptive parents may request access to children under age 18 using an online form within MyChart. These requests are normally processed within two business days.
- Licensed foster parents, court-appointed legal guardians and activated powers of attorney for healthcare may request access by completing a paper form (available within MyChart) and providing the additional documentation as described on the form.
- To request access to another adult, such as a spouse, parent, or other family member, complete a paper form (available within MyChart). In most cases, access to another adult requires signatures from both parties.

Can I schedule appointments in MyChart?

You can schedule appointments for primary care, pediatrics, routine obstetrical care and screening mammograms.

Appointment requests for other specialty departments and providers will no longer be supported. You will need to call the clinic to make appointments with those providers.

Can I sign up for paperless billing?

Yes, you can sign up for paperless billing through MyChart.

Can I pay my bill online?

Yes, you can pay your bill online through MyChart for dates of service after July 1, 2018. You may also set up payment plans in the MyChart for dates of service after July 1, 2018.