

## **What is MyChart?**

MyChart is a web-based platform which provides a secure way to access portions of your medical record and interact with clinic providers and staff. You can also download or share parts of your medical record with others. MyChart is not a substitute for direct patient care.

Here are two helpful videos for using MyChart!

- [MyChart Overview](#)
- [How Electronic Medical Records Improve Care](#)

## **What MyChart is NOT**

MyChart is not your actual medical record and it is not a mirror copy of what is held in your electronic medical record. You can obtain a complete copy of your medical record by calling (501) 202 1914 or visiting <https://www.baptist-health.com/patients-visitors/medical-records/>.

MyChart is not a link to your provider's phone, pager, or a means to obtain an immediate answer to a question. If you ask a question through MyChart, you may have to wait up to a few days to get a response. NEVER USE MyChart FOR EMERGENCY ISSUES OR QUESTIONS.

## **Do I have to use MyChart?**

Absolutely not. Signing up for MyChart is voluntary and has no effect on your ability to seek care from us. We recommend that you sign up though, because MyChart has many features to assist you in managing your care.

## **When should I use secure patient messaging and upload functionality?**

MyChart messaging should never be used for any urgent matter. It may take a few days for someone to reply to your message.

Please know that MyChart messages with providers and clinical staff will become a part of your legal medical record. Use caution when sending information about someone else's symptoms or problems because that information will then be tied to your medical record.

## **Messaging/Upload Etiquette**

The ability to use the messaging feature is provided as a convenience to you. If you abuse the messaging or our staff, you can lose access to the feature.

## **What if I have a complaint?**

For billing concerns, please call 501 202 3900 or use the Customer Service billing option under messaging. Your concern will be routed to the best resource to help you.

Patient care or documentation concerns should be discussed with your healthcare team during service if possible.

Concerns which arise after your hospital or clinic visit should be directed to the Patient Advocacy Line 501 202 1961 or use one of the Customer Service options under messaging. Your concern will be routed to the best resource to help you.

## **Privacy and Security**

Your privacy is important to us and we provide the same technical safeguards for MyChart as we do for other medical information we store.

As a MyChart user, you can take steps to help ensure that your medical information stays private by keeping your login ID and password confidential and changing your password on a regular basis. We recommend NEVER sharing your MyChart login ID and password. By sharing such information, you bear the risk that your confidential information may become known by any number of persons you would not want to have it. Also, you may receive an email alert when new information is available in MyChart so take this into account when providing an email address.

## **Proxy Access**

Proxy access allows another person to have access to your MyChart account. You may designate more than one proxy. Access can be given or revoked at your discretion through MyChart. Baptist Health reserves the right to revoke proxy access at any time for any reason.

## **How can I deactivate MyChart?**

Your MyChart account can be deactivated through functionality in MyChart or by calling the medical records department at (501) 202 1914. Also, MyChart accounts are deactivated at the time a patient is marked as deceased in our system.

## **Web Site Links**

MyChart may offer links to related medical Web sites not managed by Baptist Health. These Web site link(s) are for informational purposes only. Baptist Health does not endorse and has not verified the accuracy of the information in/on these Web sites, and the patient should not rely on any of the information found on the Web sites for purposes of treatment or diagnosis.

## **Disclaimer**

I agree not to hold Baptist Health and/or its affiliates liable for any loss, injury or claims of any kind resulting from my disclosure of my confidential password or confidential information contained on MyChart. I understand that activities on MyChart accounts may be tracked by computer audit. I understand that access to MyChart is a convenience and that Baptist Health and/or its affiliates have the right to deactivate access to MyChart at any time for any reason or for no reason without notice to me.

I understand that use of MyChart is voluntary and I am not required to use MyChart or to authorize a MyChart proxy. I understand that MyChart may not be available to me all the time due to system failures, back-up procedures, maintenance, or other causes beyond the control of Baptist Health and its affiliates. Access is provided on an "as-is, as available" basis and there is no guarantee that I will be able to access MyChart at any particular time.

By agreeing to MyChart terms and conditions which may be updated at any time. You agree to bear all liability for any damages or harm that may arise from disclosing your MyChart ID and password to anyone else.