

MY MH CHART

Frequency Asked Questions (FAQs)

What is My MH Chart?

My MH Chart offers patients personalized and secure on-line access to portions of their medical records. It enables you to securely use the Internet to help manage and receive medical information about your health. With My MH Chart, you can use the Internet to:

- View your health summary from the My MH Chart electronic health record.
- View test results.
- View scheduled hospital appointments.
- Print and download your Methodist Hospital health record.
- Electronically send your Methodist Hospital health record to another provider who utilizes a secure portal.

Does My MH Chart cost me anything?

My MH Chart is a free service offered to patients of Methodist Hospital.

How do I sign up?

The must have a valid email address listed in your patient demographics in order to sign up online for MY MH CHART. This would be the email address you gave the Registration Specialist when registering for your hospital services.

If you have a valid email address already listed in the system, on the Methodist Hospital Website there is a button at the top of the Home Page entitled "MY HEALTH". When clicked this gives you an option of MY MH CHART. If you click on this link you will be taken to a page containing, among other things, instructions and a link for self-enrollment. The information needed for self-enrollment is:

- First and Last Name
- Date of Birth
- Medical Record Number (Henderson & Union County have unique numbers)
- Valid Email Address (the one you have listed in your patient registration demographics)

You will receive an email with your one-time username, password and a link to complete your enrollment. Click the link to be taken into MH MH CHART. Enter your one-time username and password. You will be asked to set up your permanent username and password.

If your valid email address had not been previously provided to the hospital, you may obtain assistance for signing up/enrolling in MY MH CHART by contacting Methodist Hospital Medical Records at (270)827-7525.

For technical difficulties with signing up for MY MH CHART, contact the hospital IT Help desk by calling (270)827-7507 or email ithelpdesk@methdoisthospital.net.

For questions concerning diagnostic and/or clinical results in your MY MH CHART, please contact your physician.

How do I get my Medical Record Number?

Your Medical Record Number never changes. It is different than your account number and always begins with the letters HM for the Henderson Hospital and UM for the Union County hospital. If you were an Inpatient, your Medical Record Number will be on your discharge paperwork. It will be a 10 digit number in the format below, depending upon whether you were a patient in Henderson or Union County:

HM00_-----
UM00_-----

If you cannot locate your Medical Record Number you must contact the Medical Records Department at the appropriate hospital and request the number. This may be done in person or by phone. Please have your name, DOB, and last four digits of your social security number readily available.

What if I don't have an email address? How do I get one?

An email address can be obtain free from several online email providers. An informational sheet if available on the MY MH CHART Landing page.

What lab test results will be in MY MH CHART?

Your test results are released to your MYMH CHART thirty-six (36) hours after the test result is received and verified. For example, if you have blood work drawn at 10:00 am on Monday, your lab results should be available online at 10:00 pm on Tuesday, however some results could be delayed beyond this time period. Tests results that must be obtained from a third-party testing facility can be delayed beyond the thirty-six hour time period.

Please note that not all test results are available for viewing online. Tests considered sensitive or requiring prior discussion with your provider, such as pregnancy or HIV, will not be available at this time online.

If some of my health information on MY MH CHART is not correct, what should I do?

Your MY MH CHART information comes directly from your electronic medical record at Methodist Hospital. You can send a MY MH CHART message requesting the Hospital correct your medical record or you can request the Hospital to update the information at your next visit.

Will my doctor contact me through MY MH CHART?

No.

Can I view a family member's health record in MY MH CHART?

Parents or legal guardians may request access to view their child's record for children ages zero to 18 years old. They will need to complete the appropriate paperwork by contacting Medical Records at Methodist Hospital at (270)827-7525.

Can I ask questions regarding a family member from MY MH CHART account?

No, unless you are a proxy user for the family member.

What is a proxy user?

A proxy user is someone such as a parent or legal guardian who has completed the appropriate process to gain access to someone else's MY MH CHART.

Can I get a copy of my Birth Certificate from MY MH CHART?

Although you may have been born at Methodist Hospital, the State of Kentucky Office of Vital Statistics is the official repository for all Kentucky birth records. In order to obtain a copy of your Birth Certificate you may do one of the following:

- Go to <http://chfs.ky.gov/dph/vital/birthcert.htm> and request a copy electronically
- Fax a request to (866)283-7477 (this is a toll free number)
- Call (800) 241-8322 toll free

Can my spouse and I or my family share one MY MH CHART account?

No, due to the sensitive nature of medical information, each person must establish their own MY MH CHART account.

I forgot my password. What should I do?

You may click the “Forgot password” link on the sign-in page to reset your password online.

Can you remind me of my activation Information? I have lost it or did not receive it.

Call the Methodist Hospital IT HELP DESK at (270)827-7507 Monday – Friday from 8:00 am – 3:30 pm CST or email ithelpdesk@methodisthospital.net.

Where can I update my email address or change my password?

Log into MY MH CHART. From the menu, go to the Preferences section and follow the instructions.

How is MY MH CHART secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure medical record numbers, personal usernames, and passwords. Each person controls their own password, and the account cannot be accessed without that password. MY MH CHART uses the latest encryption technology to automatically encrypt your session with MY MH CHART. Unlike conventional email, all MY MH CHART messaging is done while you are securely logged on to our website.

What are your Terms & Conditions and User Agreement?

You can find our Terms & Conditions and User Agreement on MY MH CHART. MY MH CHART is fully compliant with federal and state laws pertaining to your privacy. Your health records and other personal information will never be sold or leased by Methodist Hospital.

I was logged out of MY MH CHART, what happened?

Our goal is to protect the privacy and security of your information. While logged into MY MH CHART, if you are idle for a period of time you will be automatically logged out of MY MH CHART. We recommend that you log out of your MY MH CHART session if you need to leave your computer for even a short period of time.

What do I need to use MY MH CHART?

You need access to a computer connected to the internet.

Why do I have to have an internet email address to use MY MH CHART?

When new information is sent out to your MY MH CHART you will also get an internet email to let you know that new information is available.

What if I need Help?

Call the Methodist Hospital IT HELP DESK if you need **technical help** at (270)827-7407 Monday – Friday 8:00 am – 3:30 pm CST or email ithelpdesk@methodisthospital.net.

Call the Methodist Hospital Medical Records Department if you need your **Medical Record Number** or need to have your **email address added to your demographics** at (270)827-7525 Monday – Friday 8:00 am – 3:30 pm CST.

Call your physician if you have questions regarding your **diagnostic information, interpretation of test results, or any other clinical results** about your Medical Record.

REMINDER: Do not use MY MH CHART for urgent medical matters. If you are experiencing a health related emergency, call 911 immediately. If you need immediate attention from your physician or clinic, call your physician's office directly.