

MyChart Frequently Asked Questions

Customer Support

For Medical Emergencies, please call 911 or go to the nearest emergency department

For **medical issues**, please call or send your health care provider an MyChart message

For **help with MyChart**, call 614-366-6975 or 866-966-6975 (*Toll Free*) Monday – Friday, 7 a.m. – 6 p.m. ET

For **help with billing call** 614-293-2100 or 800-678-8037 (*Toll Free*) Monday – Friday, 8 a.m. – 5 p.m. ET

What is MyChart?

MyChart is the patient portal tool used by The Ohio State University Wexner Medical Center. Having a MyChart account offers patients personalized and secure access to portions of your medical record online. You can manage your medical appointments, view health information and test results, price estimates, request prescription renewals and securely message your medical care team.

What is the difference between MyChart and MyHealth?

MyChart is your patient portal account. When you log in to MyChart using the desktop website or Ohio State MyHealth mobile app, you can access your personal medical information. The MyHealth app is a mobile app developed by Ohio State Wexner Medical Center to provide mobile access to commonly used tools, including Find a Doctor, MyChart, locations and real-time parking information, Telehealth Immediate Care, our Health News blog and other patient and visitor information. With MyHealth, you can access everything you need to manage your health care in one place using your mobile device. [Download the MyHealth app.](#)

What locations offer MyChart?

All patients of the Ohio State Wexner Medical Center can create a MyChart account. It's also available at our affiliate hospitals, including Avita Health System, Hocking Valley Community Hospital, The Hocking Valley Medical Group, Madison Health, Memorial Health, Mercer Health and Van Wert Health. If you're a patient at Ohio State Wexner Medical Center and an affiliate, you will use the same username and password to log in.

How do I sign up?

There are two common ways you can create a MyChart account. Existing patients may either [sign up](#) online or request an activation email from your health care provider. You'll need a valid email address and may be asked to verify personal information. For more information, visit our step-by-step MyChart activation [guide](#). If you are not a current patient, you'll need to have an upcoming appointment scheduled before you can sign up for MyChart. When your new patient appointment is scheduled, you will receive an activation email from your health care provider and are eligible to sign up online.

MyChart uses your Medical record number. A medical record number is unique to each patient. You can find your nine-digit medical record number on your After Visit Summary. In rare cases, a patient's medical record number is their Social Security number.

Who do I contact if I have further questions?

You can contact [MyChart Technical Support](#) by phone at 866-966-6975 or email at MyChartTechSupport@osumc.edu. Their hours of operation are Monday – Friday, 7 a.m. – 6 p.m., except for holidays.

What is eCheck-in?

Use eCheck-in to complete some of your pre-visit paperwork online ahead of time. You can verify your medical history, such as insurance information, current medications and allergies. During eCheck-in you may be asked to complete questionnaires specific to your visit. When you arrive for your appointment, you will need to visit the front desk to let staff know you have arrived.

When can I see my test results in MyChart?

In most instances, your test results are released to your MyChart account after your physician has reviewed them. This is generally within two weeks. Some routine test results are automatically delivered to your account, while others are released by your health care provider. In both cases, your provider will receive and review all your test results, and he or she will contact you if further discussion about your result is needed. **If you have questions or concerns about your test results, please contact your health care provider.**

Why are certain test results not shared electronically?

Posting of information can be at the discretion of your individual health care provider.

How can I message my provider?

You're able to message many of the providers you've seen in the past two years. Providers are available to message in your MyChart account from the "Messaging" tab. The messaging feature in MyChart should be used for non-urgent medical questions.

How can I schedule visits in MyChart?

Many Primary Care and Internal Medicine providers offer online scheduling. In the Appointments or Visits tab, select "Schedule an Appointment." If you haven't been seen by a health care provider in the past three years, online scheduling is not available and you'll need to call their office to schedule.

Will I receive appointment reminders in MyChart?

Yes, appointment reminders are sent automatically. You can select where to receive notifications in your MyChart account settings or preferences. Options include getting notifications sent to you by email or to your mobile device. Please be aware that notifications can be sent overnight. You can set quiet hours, or turn off sound to specific app notifications in your mobile device settings.

Does Ohio State offer video visits?

Almost all of our providers are using Telehealth Care. See primary care doctors and specialists for many illnesses and injuries, common health conditions, follow-up appointments and screenings. Learn more about [Telehealth Care](#) options at Ohio State Wexner Medical Center.

Can I pay my bill in MyChart?

Yes, online bill pay is supported in MyChart for Ohio State patients and some affiliate locations. You can pay your bill, set up a payment plan, save credit cards and view statements. Please note that MyChart only shows your billing statements; for questions about the charges on your bill, contact billing support, your health care provider's office or your insurance company.

Avita Customer Service Team

419-468-0512

Monday – Friday, 8 a.m. – 5 p.m.

Hocking Valley Hospital Billing Support

740-385-5276

Monday – Friday, 9 a.m. – 4:30 p.m.

Madison County Hospital Billing Support

866-304-0650

Monday – Friday, 8 a.m. – 5 p.m.

Memorial Health Billing Support

937-578-2708 or 937-578-2094

Monday – Friday, 8 a.m. – 4:30 p.m.

Mercer Health Billing Support

419-678-5151

Monday – Friday, 8 a.m. – 5:30 p.m.

OSUWMC Patient Billing Support

614-293-2100

Monday – Friday, 8 a.m. – 5 p.m.

Van Wert Health Billing Support

419-238-8646

Monday – Friday, 8 a.m. – 4 p.m.

Why am I getting emails and alerts to check my MyChart?

You'll receive emails asking you to check your MyChart account to view upcoming appointments, pay a bill, view test results or other information related to your medical care. Some alerts can be turned off in your MyChart account settings or preferences. Others containing important information can't be turned off. Push notifications for mobile devices can be turned off in your phone settings for the application.

What is the difference between MyChart Bedside and MyChart Now?

MyChart Bedside gives you a secure site to access parts of your inpatient medical record, review education material about your condition and receive your inpatient lab results. The tablet is given to you by clinical staff during your inpatient stay.

MyChart Now allows you to access your inpatient medical record with your own device during your inpatient stay. Learn more about the benefits of using [MyChart Bedside](#).

Can I view a family member's health record in MyChart?

Yes, you can. This is called proxy access. Proxy access allows you to view another person's health information or communicate with their health care provider.

Proxy access is available for the following relationships: parent, legal guardian to patient (ward) and adult to an adult patient with a MyChart account.

No one under 18 years of age can be a proxy, request a proxy or have their own MyChart account.

If you're a parent of an unemancipated minor patient or legal guardian of a patient and would like to access the patient's medical information in MyChart, [click here](#).

If you would like another adult to access your medical information contained in MyChart, then you, as the patient, should [click here](#).

What is proxy access?

Proxy access allows one person to access another person's MyChart account. Typically, parents will use this to access their child's account so they can schedule appointments check immunizations, request medications and coordinate other health-related information for their child. Adults may also use it to access an older parent's or relative's record.

Who can be a proxy?

- Parent (must be 13 years of age or older) to child (up to age 13). If you are 13 – 17 years old, you may only request proxy for a parent or legal guardian
- Legal guardian to patient (ward must provide documentation)
- Other adult to an adult patient with MyChart account (patient must have a MyChart account)

Who can't be a proxy?

- Foster parent to child (up to age 13)
- Noncustodial parent (step-parent for example) to child
- Other adult to an adult patient where patient does not have their own MyChart account

Can I ask questions regarding a family member from my MyChart account?

Your MyChart account is associated with your personal medical record and communications about another individual's information would be placed

in **your** medical record. Information posted to the wrong person's medical record could potentially jeopardize medical care.

I forgot my password. What should I do?

Follow the link below to reset your password online. If you don't have the information needed to reset your password, contact [MyChart Customer Support](#) at 614-366-6975.

[Password reset](#)

[Recover username](#)

What is Care Companion?

MyChart Care Companion is an interactive, individualized plan of care delivered to patients through the mobile app.

Care Companion is only available for MyChart users on a mobile device. [Download the Ohio State MyHealth mobile app](#) to use Care Companion on your phone or tablet.

How does Care Companion work?

Patients are assigned tasks, such as patient education, home monitoring, symptom check-in questionnaires and medication reminders.

Learn more about using [Care Companion](#).

If some of my health information in MyChart is not correct, what should I do?

Your MyChart information comes directly from your electronic medical record at your health care provider's office. Contact your provider to correct any inaccurate information. Your health information is reviewed and updated in your electronic medical record each visit. If you see information meant for another patient contact your provider's office or [MyChart Customer Support](#) at 614-366-6975.

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through secure access codes, personal IDs and passwords. Each person controls their password, and the account can't be accessed without that password. All MyChart messaging is done while you are securely logged in. For additional security, users can enable two-factor authentication.

I was logged out of MyChart, what happened?

While logged in to MyChart on a desktop computer, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out. We recommend that you log out of your MyChart session if you need to leave your computer for even a short period of time. The automatic log-outs are used to protect your information and the system. Before you're automatically logged out, you'll receive a pop-up message that your MyChart session is about to time out. The pop-up will display 60 seconds before your session times out. Depending on your pop-up settings for your internet browser, you may need to accept pop-ups from the MyChart website.

What do I need to use MyChart?

You need access to a computer connected to the internet, an up-to-date browser (tested browsers include: Internet Explorer, Firefox, Chrome and Safari) and a valid email address.

My activation code does not work, what should I do?

For your security, your access code expires after 45 days and is no longer valid after the first time you use it. If you still have problems, contact MyChart Technical Support at 614-366-6975.

Is my activation code my MyChart ID?

No, your access code is not your MyChart ID or password. You will use this code only once to log into MyChart for the first time. (The code will expire after you have used it or after 6 months). When you log in to MyChart the first time, you will then be asked to create your own unique MyChart ID and password.

Why am I not getting email from MyChart?

If your email is correct, verify that the MyChart messages are not going into a Bulk/Spam/Junk folder. If this is still a problem, try adding DoNotReply@osumc.edu and OSUMyChart_DoNotReply@osumc.edu to your address book.

Internet service providers are taking drastic steps to reduce the amount of spam/junk mail. Many of these anti-spam measures block legitimate email as well. If you have completed the troubleshooting steps outlined above and do not receive email from MyChart, please report it to MyChart Technical Support at 614-366-6975. Until the problem is corrected, please visit your MyChart account periodically so you don't miss any communication from your health care providers.

Is there any time during the week that MyChart is unavailable?

Yes, MyChart is periodically unavailable due to system maintenance. We schedule these downtimes early Sunday mornings for approximately two hours.

How can I quickly access new messages and results in MyChart?

MyChart sends notifications to your email address and mobile device when a message has been sent to you from your health care provider's office or when a test result has been released to your MyChart account. At the top of the home screen you'll see alerts that let you know what type of new information (message or test result) is available for your review. Please be aware that some test results are automatically released and may not contain comments from your health care provider. You can manage some of these notifications in your MyChart account settings.

What are the "More" hyperlinks?

MyChart now provides links to Healthwise, a leading provider of patient education materials. Healthwise can be accessed by clicking the **More** links in Current Health Issues, Medications, Allergies, Immunizations and Tests Results. First, verify that you have a valid email address on file. Do this by logging into MyChart and clicking on the Administrative button, then click on "Change E-mail Address." If your email address is incorrect, add the correct email address and click "Submit Changes."

API/APP Integration with MyChart (provide app links?)

You can now use an application other than MyChart to access your medical information. Applications can be downloaded onto your phone, tablet or computer from places such as the Apple App Store or Google Play. Once you open the application, the MyChart homepage will appear and you'll need to enter your username and password. Then you'll have to grant permission to allow access for your medical information to be shown in the application. For the most complete data, MyChart is still recommended.