



How MyChart Works

FAQ for Patients and Providers

This document is intended to answer common questions patients might ask of providers or other staff about how MyChart works.

Here are answers to some common questions about what patients can see and do in MyChart.

Can patients see their providers' notes in MyChart?

Progress notes are shared by default with patients. Clinicians have the option of manually sharing other types of notes.

Can a patient see their active problem list? Are there any diagnoses that are not shared?

All diagnoses are shared with the patient unless they are manually unshared by a clinician.

Are all result types (labs, imaging, etc.) visible to patients?

All results are released to MyChart.

When are results released to MyChart?

Normal labs are released immediately after they are resultated. Sensitive results, pathology, genetics, cytology, and advanced medical imaging results are released within 3 days. Other medical imaging results are released within 2 days.

Are there any medications that are hidden from patients in MyChart?

All medications on a patient's medication list are visible in MyChart.

What kinds of visits can patients or proxies schedule through MyChart?

Patients and proxies can schedule new problem, follow-up, physical, dental cleaning, prenatal, and new gynecological visits through MyChart, in addition to radiology and cardiology procedures.

What can a parent or guardian see or do with proxy access to a child's chart?

Proxies have full access to child's chart until the child turns 13 years old. When the child turns 13, proxies can review insurance coverages, make payments, update demographics, electronically sign documents, and update end-of-life planning information.

Can patients access MyChart in any languages besides English?

MyChart is also available in Arabic (only in the MyChart mobile app), Danish, Dutch, English (UK), Finnish, French, German, German (Switzerland), Spanish, and Swedish. Note that while most text within MyChart is translated, clinical content and messaging remain in English.