

MyChart, Epic's patient portal, gives you a way to stay connected to your patients between visits. MyChart can help patients stay more engaged in their care while enabling them to handle more things on their own, which can ultimately improve health outcomes and save both time and money for you and your organization. This document aims to address some common questions and concerns you might have about using MyChart with your patients.

### How does MyChart save me time?

MyChart lets patients take care of many things on their own before they even get to the clinic:

- **Questionnaires** allow patients to provide medical history and other information, decreasing documentation time.
- With **e-visits**, patients can seek care for common issues like UTI or sinus infections without visiting the clinic, freeing up your schedule for more complex patients.
- Releasing **test results** through MyChart saves time and money you might otherwise spend calling or sending letters for normal results.
- **Secure messaging** through MyChart can reduce the volume of calls to the clinic, while allowing your or your support staff to respond when it's most convenient for you.

### How will MyChart benefit my patients' health?

One organization found that 90% of patients who have online access to their test results feel they have a better understanding of their medical condition.<sup>1</sup> Another organization used Epic and MyChart communication to triple their patient adherence to mammogram and cervical cancer screenings.<sup>2</sup>

### Will my older patients use MyChart?

MyChart is designed to be intuitive for patients of all ages, backgrounds, and abilities. At one organization, the largest age group for MyChart use was 55 to 64 years old.<sup>3</sup> Another organization had 15 MyChart-active patients over the age of 100.<sup>4</sup> With proxy access in MyChart, other family members or caregivers can access an elderly patient's record to help them manage their healthcare if they need it.

### Does MyChart help with no-shows?

One organization found that patients who schedule online through MyChart are 50% more likely to show up for appointments.<sup>5</sup> Another organization realized a 4% reduction in no-show rates when patients used online scheduling.<sup>6</sup>

### Won't all those MyChart messages from patients create more work for me?

You might receive more messages from patients than before, but patient messages can ultimately save you work by eliminating unnecessary office visits or reducing phone calls. Messages can also be routed directly to a pool of your support staff, so you don't have to follow up unless absolutely necessary. A study found that patients who use secure messages through MyChart are 7-10% less likely to schedule an office visit, and they make 14% fewer phone calls than those who don't use online messaging.<sup>7</sup>

At one clinic, 90% of MyChart-active patients would recommend the practice again, compared to only 50% of patients who don't use MyChart.<sup>8</sup>



A survey found that 73% of physicians agreed that MyChart improves patient/physician communication.<sup>9</sup>



95% of patients in one study used MyChart messages to replace a telephone call, and 61% sent messages in place of office visits.<sup>10</sup>



In one study, 28% of physicians reported saving 4-6 minutes per visit, and another 42% reported saving 1-3 minutes per visit when patients submitted pre-visit questionnaires.<sup>11</sup>