

Our records show that you have an account with UVM Health Network - Central Vermont Medical Center's Medical Group Practices patient portal.

On November 9, the UVM Health Network is launching its new and improved electronic health record system (EHR). As a result, you will need to activate your MyChart account to access your online health information. No new health information will be added to your existing patient portal after November 8.

The launch of MyChart at CVMC marks the first phase of a UVM Health Network-wide transition to a unified EHR system. Epic is the industry standard for EHR systems—offering numerous benefits for patients like greater safety, seamless communication, and enhanced collaboration among providers.

Explore this packet to get acquainted with MyChart, learn about its most popular features, and find out how to activate your account on November 9. For more information, visit UVMHealth.org/CVMC/MyChart

Key Features and Where to Find Them:



MyChart activation questions?
Call our Technical Support Team at (888) 979-1414 toll free
 or **(802) 847-7500** 24 hours a day, 7 days a week.

Appointments & Visits

Review all upcoming and past appointments, including your After Visit Summary and provider notes. You can also request a new appointment with one of your providers.

eCheck-In

Save time by beginning the check-in process online 7 days before an appointment by confirming contact info, filling out questionnaires, and more. You can also request to be added to the waitlist to get an appointment sooner.

Switch Accounts

If you are a proxy holder and have permission to view another person's MyChart account, easily switch to their account by clicking their name.

Messages

View all of your sent and received messages in the Message Center. You can also send a non-urgent message to your care team requesting a prescription renewal or an appointment follow-up.

Request Prescription Renewals

Request prescription renewals online, no need to call the office.

Letters

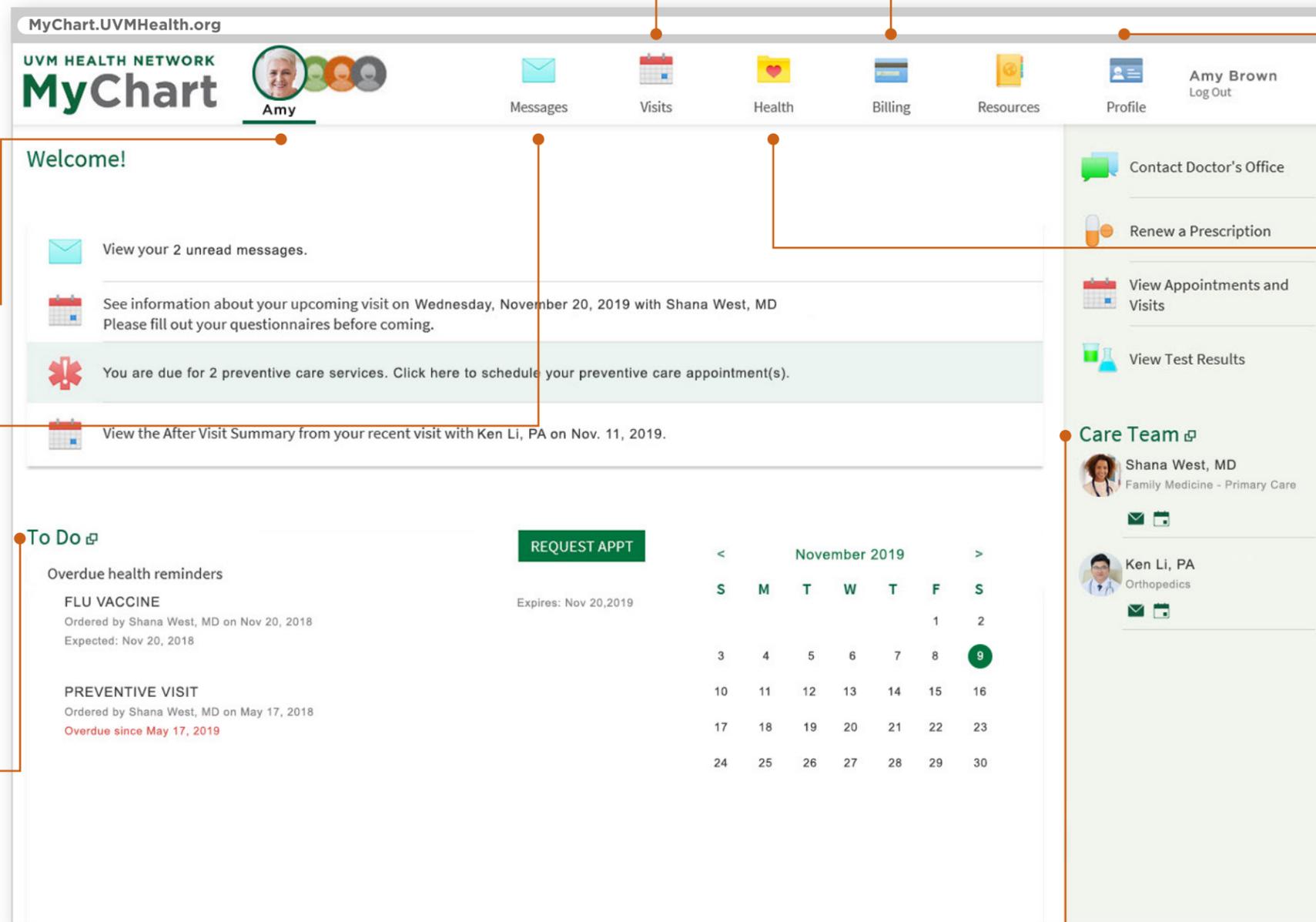
Review, download, and store any letters sent from your doctor's office.

To Do

Review your action items, like overdue tests, vaccines, and preventive visits. View your upcoming and past appointments. You can also easily request an appointment for outstanding to-dos.

Care Team

Click on your care team member's name to easily send a message or request an appointment.



Billing

CVMC bills cannot be paid in MyChart at this time. The Pay My Bill page in the Billing section will direct you on how to pay a CVMC bill. You will also find resources on financial assistance and payment plans.

Profile

Update your address, phone number, and insurance information under Personalize. A temporary address can be added. You can select your pronoun and choose a preferred name.

Family Access Settings

View and manage who has permission to view and access your MyChart account (also known as proxy access).

Communications

Choose your preferred methods for MyChart communications and alerts.

Health

View your medical record, including test results, current issues, medications, immunizations, and allergies. View and download your care plans.

View Test Results

Blood work and other test results are posted under the Health section to be viewed at any time. Graph past results to compare over time.

Connect & Share Your Records

Link your account to other organizations that use MyChart's Care Everywhere feature. Grant one-time online access to the health information that you see in MyChart.

Medical Tools

Review your visit records, request and retrieve medical records, and review who last accessed them.

Learn More: UVMHealth.org/CVMC/MyChart

What information from my existing outpatient portal will be visible in MyChart?

- Future appointments
- Current problem list, allergies, medications, and immunizations. Please note, data will not be fully available on November 9.
- Care team members for primary care and those providers linked to appointments in the next 90 days.
- Imaging results interpretation for radiology and cardiology going back 5 years
- Lab results going back 3 years
- Pathology and cytology lab results going back 10 years



MyChart is NOT replacing CVMC's inpatient portal—Meditech Central to Your Well Being—until October 2020.

Activate Your Account on November 9:

1 Create Your Account

Visit MyChart.UVMHealth.org and click **Sign up now.** You can also skip this step by requesting an account activation code from your medical provider at your next visit or using the code at the bottom of your printed After Visit Summary.

2 Submit Your Information

Fill out the secure account form and click **Submit request.**

3 Check Your Email

Upon submission, you will be sent an **activation link by email.** Clicking this link from your email returns you to MyChart and inputs the code automatically.

4 Activate Your Account

Confirm your birthday and click **Next.**

5 Choose a Username & Password

Fill out the account information page with your desired username, password, and security question. Accept the terms and conditions by clicking **Accept** at the bottom of your screen.

6 Update Your Communications

Choose your **preferred communication** methods for MyChart communications and alerts.

7 Complete Two-Factor Authentication

Complete an **additional security step** the first time you log on and any time you log on from a new device. You'll be asked to enter your email to receive a security code, which is then entered on the MyChart screen.



If you already have a UVM Medical Center MyHealth Online account, you do not need to create a new MyChart account. Your username and password will work in MyChart.

An Important Note About Billing:

If you have a CVMC bill, you will not be able to view or pay any of your bills within MyChart. This feature will be rolling out in October of 2020.

To view and pay your bills online, visit:
www.CVMC.org/PayMyBill



For billing questions, contact the billing department directly:
(802) 371-4392
CVMC.PFSDept@CVMC.org