

My Lahey Chart: Frequently Asked Questions for Patients

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About My Lahey Chart

What is My Lahey Chart?

My Lahey Chart allows you to connect with your doctor and your health information online, anytime. Using your personal computer or smart phone, you can sign in to My Lahey Chart to review your test results, the medications you are taking and your healthcare provider's summary of your current health concerns and conditions. Using My Lahey Chart, you can send a message to your doctor's office, request an appointment and renew a prescription online. It's free. It's secure. And it's available 24 hours a day.

Is there a fee to use My Lahey Chart?

No. My Lahey Chart is a free service offered to our patients.

What are the computer requirements to use My Lahey Chart?

You will need a computer or mobile device that can connect to the Internet and an up-to-date browser, such as Internet Explorer, Safari or Firefox.

What kind of information will I need to provide to sign up?

Signing up for My Lahey Chart is easy. You will need to provide your activation code along with your date of birth and your zip code, all of which must match what is in your electronic medical record.

My Lahey Chart Enrollment

How do I sign up?

First, you need to be receiving care from a physician affiliated Lahey Hospital & Medical Center, Lahey Center, Peabody, Lahey Hospital & Medical Center Primary and Specialty Care locations, Beverly Hospital, Addison Gilbert Hospital, BayRidge Hospital, Lahey Health at Home, Lahey Outpatient Center Danvers, NMP, and affiliated practices. If that is the case, ask your doctor's office to provide you with your activation code during your next visit. Once you receive your activation code, you can register online at mylaheychart.org. If you need help with the activation process, you may call the My Lahey Chart Customer Support Team at 781.744.7300. Please read the "Terms and Conditions" carefully before you sign and accept them.

Where can I find my activation code?

Patients will receive their My Lahey Chart activation code through a variety of ways including:

- During an in person office visit with primary or specialty care provider
- Printed on each patient's After Visit Summary
- Printed on each patient's Billing Statement

Will all Lahey Health patients have access to My Lahey Chart immediately?



My Lahey Chart is now available to patients of physicians affiliated with Lahey Hospital & Medical Center, Lahey Medical Center, Peabody, Lahey Hospital & Medical Center Primary and Specialty Care locations, Beverly Hospital, Addison Gilbert Hospital, BayRidge Hospital, Lahey Health at Home, Lahey Outpatient Center Danvers, NMP, and affiliated practices.

Is my activation code my user ID?

No, your activation code is not your My Lahey Chart user ID or password. You will use this code only once to log into My Lahey Chart for the first time. (The code will expire after you have used it or after 14 days). When you log into My Lahey Chart for the first time, you will be asked to create your own unique My Lahey Chart User ID and password.

My activation code does not work. What should I do?

For your security, your activation code expires after 14 days and is not valid after the first time you use it. To receive a new activation code, please visit your doctor's office or the Lahey Health Information Management office. For more information, contact the My Lahey Chart Customer Support Team at 781.744.7300.

How do I create a secure password?

It is your job to pick a password that is hard for other people to guess. Here are some rules that will help make sure you pick a strong password:

Longer passwords are better. Your password will need to be at least eight characters (letters, numbers, or symbols). Longer passwords are safer because they are harder to guess.

Do not use easy to guess words. Your password should not be:

- ~ Your name, or the name of a friend or family member
- ~ Your birthday, social security number, or address
- ~ Your login or username
- ~ A word that can be found in the dictionary, or a common name

Use a combination of letters, numbers and symbols. This could include:

- ~ Both uppercase and lowercase letters
- ~ Numbers
- ~ Symbols

My Lahey Chart for Families

Who can have a My Lahey Chart account?

At this time only Lahey Health patients aged 18 and over can have a My Lahey Chart account.

Can I have access to my child's records through my My Lahey Chart account? What about another adult's records?



Yes. Approved individuals can access other Lahey Health patients' medical records through My Lahey Chart when they are the patient's parent, guardian, or when the patient gives them explicit permission. These individuals are known as proxies.

Please request a Proxy Consent Form from any front-desk attendant, nurse, or provider. Once the request form is completed and submitted, you will receive notification from the Lahey Health Health Information Management department confirming access has been granted.

What if I don't have a Lahey Health doctor? Can I still have access to my children's records?

Yes, as long as the child or adult is a patient of a Lahey Health doctor.

Using My Lahey Chart

Where is My Lahey Chart available?

My Lahey Chart is currently available through many primary care and specialty offices associated with Lahey Hospital & Medical Center, located in Burlington, as well as Lahey Medical Center, Peabody, Lahey Hospital & Medical Center Primary and Specialty Care locations, Beverly Hospital, Addison Gilbert Hospital, BayRidge Hospital, Lahey Health at Home, Lahey Outpatient Center Danvers, NMP, and affiliated practices.

What kind of health care information will I be able to see on My Lahey Chart?

My Lahey Chart provides you with a summary of your health information based on your doctor's entries in Lahey Health's electronic health record. You can view your future and past appointments, test results, current health issues, medications you are taking, allergies, immunizations and medical history.

How will My Lahey Chart help me stay better connected to my doctor and my health?

My Lahey Chart provides an easy way to ask your doctor basic, non-urgent questions using secure electronic messaging. Having a convenient summary of your health information, such as when you are due for preventive tests like a mammogram or prostate exam, helps you be a more active partner in maintaining and improving your health.

If some of my health information on My Lahey Chart is not correct, what should I do?

Your My Lahey Chart information comes directly from your electronic medical record at your doctor's office. Your health information is reviewed and updated in your electronic record each visit, so at that next visit, ask your doctor to correct any inaccurate information. You also have the ability to update some information yourself directly from My Lahey Chart including allergies, medications, and medical conditions.

Can I use My Lahey Chart with my specialty doctors?

Yes. You will be able to see information that Lahey Health specialty doctors enter in your medical record, such as a medicine that they have prescribed for you. You may also see information about your visits with Lahey Health specialists using the My Lahey Chart Upcoming or Past Appointments feature.



Can I connect to My Lahey Chart from my mobile phone?

The My Lahey Chart mobile application is currently available for Apple and Android devices. The My Lahey Chart mobile application is free to download from the App Store on your mobile device.

Download instructions:

1. Access the App Store on your mobile device
2. Search for "MyChart" to locate the application
3. Download the free MyChart application
4. Launch the MyChart application and select Lahey Health as your healthcare provider
5. Log in using your My Lahey Chart username and password

I was logged out of My Lahey Chart; what happened?

While logged into My Lahey Chart, if your keyboard remains idle for 15 minutes or more, you will be automatically logged out of My Lahey Chart. We recommend that you log out of your My Lahey Chart session if you need to leave your computer for even a short period of time.

Requesting Appointments Online

How do I request an appointment online?

After logging into your My Lahey Chart account, click on the Visits option on the navigation bar and click on "Request an Appt" in the Future Appointments menu.

Can I cancel an appointment online?

Yes. Future appointments can be canceled at any time using My Lahey Chart. We recommend also contacting your doctor's office directly to cancel and/or change any appointment that will occur in less than 24 hours. You may be charged for any appointment that is canceled less than 24 hours in advance.

How do I access details of previous appointments?

After you log into your My Lahey Chart account, click on the Visits option on the navigation bar and then click on Visit Summaries. My Lahey Chart will display a list of previous appointments by date. By clicking on each date, you will see a general summary of that appointment, including the reason for the visit, your vital signs at the time of the visit and/or any follow-up instructions.

Sending Messages to My Doctor's Office

What kind of messages can I send to my doctor's office?

In the case of an emergency, do not use My Lahey Chart to contact your doctor. Please contact your doctor directly by telephone or call 911.



You can send messages to your doctor about non-urgent issues, such as information about your medications or test results or follow-up questions from a recent visit.

How quickly can I expect a response?

You can expect a response within one to three business days.

Reviewing and Refilling a Prescription Online

How can I renew a prescription?

If you have refills remaining, just contact your pharmacy and request a refill. However, if you do not have refills remaining, you can ask your doctor to refill your prescription through My Lahey Chart. Log into your My Lahey Chart account, click the Messaging option on the navigation bar, click on Request Rx Refill and check the box for the appropriate medication. Click continue to choose your pharmacy and send your request.

Why does my medication have the word 'Recorded' before it?

Some historical medications have the word "recorded" as a result of bringing them into the new Epic system. You may still request that a 'Recorded' prescription be refilled within My Lahey Chart. Please contact your physician if you have questions about information displaying in your medical record.

Receiving and Viewing Test Results Online

How quickly will I receive test results?

Test results are released to your My Lahey Chart account after your doctor has reviewed them.

Why are certain test results not available via My Lahey Chart?

Your doctor decides which test results you can access through My Lahey Chart and which ones may need more explanation. Some results are better provided to you personally.

What if I have questions about test results I have received online?

If you have any questions, please feel free to contact your doctor by telephone or through the My Lahey Chart Message Center.

My Lahey Chart Technical/Policy Questions

How secure is My Lahey Chart?

We take great care to make sure your health information is kept private and safe. Access to information is controlled through secure access codes, personal IDs and passwords. You control your password, and your My Lahey Chart information cannot be accessed without that password. My Lahey Chart also uses the latest encryption technology and does not



store any personal health information to your computer. Unlike regular email, all My Lahey Chart messaging is done while you are securely logged onto the My Lahey Chart website.

What is My Lahey Chart's privacy policy?

Your name and email address will be treated with the same care and privacy given your health records and will never be sold or provided to anyone else. My Lahey Chart complies fully with federal and state privacy laws. For a copy of our Notice of Privacy Practices, please contact your doctor's office.

I forgot my password or username. What should I do?

If you forget your password or username, you can click on the links on the login page to retrieve your username or reset your password. If you are unsuccessful with the automated feature you can contact the My Lahey Chart Customer Support Team at 781.744.7300.

Where can I update my personal information, such as home address or e-mail?

You can update your home address or email through My Lahey Chart. Log into your My Lahey Chart account, click the Preferences option on the navigation bar, and click on Demographics.

What do I do if I no longer want to have a My Lahey Chart account or if I no longer see a Lahey Health doctor?

Either let your doctor's office know on your next visit, or contact the My Lahey Chart Customer Support Team at 781.744.7300 to deactivate your account.

Who do I contact if I need help or have further questions about signing up?

If you have technical issues while signing up, contact the My Lahey Chart Customer Support Team at 781.744.7300.

I have found an outside program/application (app) to import my own patient data from my My Lahey Chart. What's my next step to capture my health information with this app?

If you have found a third-party healthcare application with which you would like to integrate your My Lahey Chart health information, you'll need to complete enrollment in that application, then work with that vendor to connect your health data. Connecting to your health data typically involves searching for Lahey Health, then being redirected to the My Lahey Chart log-in screen for authentication. Once you have logged in to your My Lahey Chart through the application, you will need to allow it access to your health data in My Lahey Chart.

If you have any issues with the connection set-up, contact the app vendor.