Lucy

Lucy is a medical records option in MyCHART which gives you a personal health record to help organize all your medical information in one place.

MyCHART Privacy

Erlanger follows strict federal and state confidentiality laws and has the highest security measures in place to protect the privacy of your information. Your name and email address will be treated with the same care and privacy as your health record and will never be sold or leased. You, and only you, can access your MyCHART account with the username and password you created. The information is encrypted, which means it is stored in such a way that it can only be unscrambled after you enter the correct password.

Accounts for Minors

Parents and legal guardians can connect to their child's MyCHART account if they complete a Proxy Access form at Children's Hospital at Erlanger to be granted access.

Accessing Another Adult's Medical Records

Proxy Access form titled Adult (18+) Proxy Access Request Authorization Form and can be used for parents, spouses, legal guardians, Durable Power of Attorney, and other. **Both the patient and the requestor must sign for access.** The form can be filled out in the physician's office at the time of your visit.

Do Not Use MyCHART for Urgent Medical Matters

Do not use MyCHART for messages requiring urgent attention. For urgent medical matters, contact your doctor's office directly. **If you have a medical emergency, call 911.**

If you have questions concerning your MyCHART account, email **mycharthelp@erlanger.org**.

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My CHART

MyCHART

A free online tool exclusively for Erlanger Health System patients.

MyCHART is a portal to your electronic medical record housed in eCHART, Erlanger's state-of-the-art integrated electronic medical record system. It securely stores your health records online, so you can access them from your smartphone or computer 24/7.

By creating a MyCHART account, you can:

- **Review updated records.** Medical records and discharge instructions update after every visit.

- **View test results sooner.** See your test results and physician comments within days.

- **Schedule appointments.** Check details of upcoming visits and schedule your family's appointments.

- **Pay a bill.** Erlanger patients can pay through their account or individuals can pay as a guest.

- **Request prescriptions.** Prescription refills requested online.

- **Ask questions online.** Securely message your physician's office at any time.

- **Manage health history in an app.** Your complete medical history goes with you.

MyCHART Central

MyCHART Central allows you access to all your MyCHART accounts, including those from Erlanger and other participating healthcare organizations where you receive care, in one easy place using a single username and password.

MyCHART is available to any current Erlanger patient, who has received prior medical services at Erlanger.

Creating a MyCHART account is quick and easy. Start by logging on to **mychart.erlanger.org** and begin the registration process. When you log into MyCHART for the first time, you will be prompted to create your own unique MyCHART user name and password.

Access MyCHART website to start the registration.

1. Log on to **mychart.erlanger.org** to begin.

2. Either click **Use Activation Code** from the code at the bottom of your After Visit Summary or click **Sign Up Now** to the right of the page to begin the registration process.

3. Follow the instructions to create an account.

Download the MyCHART App

1. Search for the free **MyCHART (Epic Systems Corporation) app** for Apple or Android smartphone and tablets.

2. Click **INSTALL**.

3. Launch the MyCHART application and select **Erlanger Health System** as your healthcare provider.

4. Log in using your MyCHART username and password.

App Store

Google Play