

Frequently Asked Questions

Why isn't my health information the same at all of my healthcare organizations?

The information that each of your healthcare organizations knows about you might be different, depending on the type of care they give you and when you were last seen. You can help keep everyone up to date by organizing your records in Lucy and sharing your information among all the different places where you receive care.

What if I don't have multiple MyChart accounts?

Even if you have only one MyChart account, you can still use Lucy as your personal health record. MyChartCentral can provide access to your one MyChart account and Lucy with a single username and password.

Can I view my family members' charts in MyChartCentral?

Yes, you can! MyChartCentral and Lucy let you see the same family members you can see here in <your branded MyChart name>. If you'd like to request access to a family member's chart, <do this action>.

What should I do if the information I see in MyChart or Lucy is wrong?

If information in your <your branded MyChart name> account or Lucy is wrong, please <do this action> so we can correct it. If information from another healthcare organization is wrong, contact that organization to make sure your information is corrected. After the information looks right in MyChart, you can get an updated copy in Lucy by requesting your chart again.

Sign Up Today

Follow these steps to sign up for MyChartCentral and Lucy:

1. Log in to your MyChart account.
2. Under My Linked Records in the menu on the left, click Learn More.
3. Follow the instructions on the screen, and then click Link My Healthcare Record to MyChartCentral.
4. On the MyChartCentral page, click Create a new Account.
5. Complete the steps on the screens that follow.
6. Check your e-mail for an activation message, and follow the activation link to get started!

After you've signed up, you can access MyChartCentral by going to www.mychartcentral.com or from <link on your organization's Web site>.



<replace this section with your organization's logo and contact information>

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What Are MyChartCentral and Lucy?

MyChartCentral is a hub from which you can access your <your branded MyChart name>, other MyChart accounts from the <your city> area or nationwide, and Lucy. MyChartCentral allows you to easily access any MyChart from one place using a single username and password.

Lucy is a personal health record that gives you a permanent home to organize all your medical information. You can request an updated copy of your medical record at any time and store it in Lucy. You can also add personal information about your health and choose to share it with <your organization name> and other organizations where you receive care. If your insurance changes or you move away and need to leave your current organization, Lucy will follow you.

Safe and Secure

Like your MyChart accounts, MyChartCentral and Lucy are password-protected and delivered via an encrypted connection to keep your health information safe from unauthorized users.

How It Works

1. Meet Sam. Sam normally receives care at River Hills Clinic but was recently seen at Lakeland Valley Hospital for some specialty care.
2. Both organizations offer MyChart, and Sam has an account from each of them. He must go to each organization's Web site to log in and remember a different username and password for each account.
3. Sam sees that both organizations now offer MyChartCentral. He signs up for MyChartCentral. Now he can access both of his MyChart accounts from one Web site using a single username and password.
4. MyChartCentral also provides Sam with access to Lucy so he can keep track of all of his medical information in one place.
5. Through Lucy, Sam requests a copy of his medical record from both River Hills Clinic and Lakeland Valley Hospital. He notices that River Hills Clinic is missing information about a test he had done at Lakeland Valley Hospital. He chooses to share his medical information from each organization with the other so that everyone providing his care has up-to-date information about his health history.
6. Sam also saves a copy of all of his medical information from Lucy on a thumb drive he carries with him. This way, he can give his information to any organization if he needs care while on vacation or in an emergency.

Benefits

With MyChartCentral and Lucy you can:

- ❑ Access all of your MyChart accounts or Lucy with a single username and password.
- ❑ Share your health information from one organization with another.
- ❑ Add personal notes about your health information and choose to share them with your healthcare organizations.
- ❑ Request and store the most recent copy of your medical record from any linked organization.
- ❑ Save your health record to a thumb drive and take it with you wherever you go.

