

## **MyChart® Frequently Asked Questions**

### **Will the other Cleveland Clinic Indian River Hospital patient portals go away?**

Existing patient portals will continue to be available for accessing your historical information. Moving forward, information regarding your outpatient care will be available through MyChart.

### **Can I message my provider?**

Starting Sept. 14, you can send a secure message to your established primary care provider's office regarding a non-urgent medical concern with *Message My Doctor's Office*.

Additionally, as we transition to our new system, you will be able to send a message to your specialist's office after you have had an appointment with your provider.

### **When are my results released?**

We are working to add previous lab results to MyChart. Results going back as far as Jan. 1, 2020 will soon be available.

Moving forward, results for many types of tests will be automatically released to your account. Several tests are released to your account as soon as the results are available. Other, more sensitive test results, (such as biopsies) are released after a short delay.

Cleveland Clinic is committed to providing timely access to your health information. This means that you may receive some test results before your provider has reviewed them.

Your test results could include sensitive information. Examples include results related to a cancer diagnosis or genetic testing. If you are not comfortable seeing this information before you have discussed your results with your provider, please wait to view them.

**Can I schedule appointments?**

Starting September 14, 2020, once you have had a visit with your Cleveland Clinic Indian River Hospital provider, you will have the option to request an appointment with that provider. You can select your preferred dates and times, or request the first available appointment. An appointment scheduler will book the appointment for you and send a secure message with the visit details.

Additional scheduling options will be added in the future.

**Can I have a virtual visit with my provider in MyChart?**

These options, both MyChart eVisits questionnaires and video visits, will be available in the future.