

# MyUofMHealth Patient Portal: Frequently Asked Questions

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## What is MyUofMhealth?

MyUofMHealth patient portal offers you personalized and secure online access to portions of your medical records. It enables you to use the Internet to help manage and receive information about your health securely. With

MyUofMHealth you can use the Internet to:

- Request medical appointments (and cancel appointments up to 24 hours before the scheduled time).
- View your health summary from the MyUofMHealth electronic health record.
- View test results.
- Request prescription renewals.
- Access trusted health information resources.
- Communicate electronically and securely with your medical care team.
- Request an electronic copy of your medical records.
- Pay bills associated with services received from the health system.
- Grant another adult proxy access to your health information.
- Request proxy access to your child's health information.

## How do I sign up?

First, you need a MyUofMHealth activation code. This code will enable you to create your own username, password and security questions for your personal portal account. There are two ways to get an activation code:

- You can get an activation code after your clinic visit
- You can request an activation code by completing the online request form on the website: [www.myuofmhealth.org](http://www.myuofmhealth.org) and clicking the "Request One Now" button.

## **Where do I enter my activation code?**

Go to [www.MyUofMHealth.org](http://www.MyUofMHealth.org). Click on “Sign Up Now” and follow the instructions.

## **How do I find my Medical Record Number?**

Your Medical Record number (MRN), is located on your After Visit Summary (AVS), or any medical record documentation from UMHS.

## **What information is available to me on MyUofMHealth?**

In the patient portal, you may:

- View appointments, labs and medication lists
- Send secure messages to providers
- View past medical history
- Request prescription renewals
- Request appointments with providers
- Access immunization records and growth charts
- Request electronic copies of medical records
- Pay bills for medical services received at UMHS

Radiology results are available 14 days after verification. The portal only shows information from outpatient clinic visits from 8/15/12 forward. Information available to U-M staff is not always available in the portal.

## **What is proxy access?**

Proxy access allows others to view someone else’s health information available through the portal. Parents or Legal Guardians of children under the age of 11 are granted full proxy access. Between the ages of 11 and 17, access is granted for parents/legal guardians on a limited basis. Limited access includes access to allergies, immunizations, demographics, request medical records and care team messaging. At age 18, parental access is terminated unless there are specific

documented circumstances that warrant another access level. Adults may grant proxy access to another adult with the proper information. To learn more about proxy access visit: <https://www.myuofmhealth.org> and click on [FAQ's](#) on the right sidebar.

### **When can I see my test results in MyUofMHealth?**

Your test results are released to your MyUofMHealth account after your physician reviews them. Most Outpatient/clinic results are released in the range of 3-4 days, but some are delayed as long as 90 days. Test results are viewable by hovering over the “My Medical Record” tab in the portal and clicking on “Test Results” from the drop down menu.

If you are admitted to the hospital, you will be able to see most of your results while you are still admitted (results are generally available after 24 hours). Most results will be available to view in the portal upon discharge. Not all test results are available in the portal but may be requested by submitting a “Medical Record Request Form” located within the “My Medical Record” tab.

### **I forgot my password. What should I do?**

Click on the “Forgot Password” link on the sign-in page to reset your password. You will be asked to answer your security question that you set up when you signed up for your account. If you need further assistance, you may contact the Health Information Management department at HIM-PatientPortal@med.umich.edu, or you can call 734-615-0872 Monday-Friday 7:30 am -4:00 pm.

### **Can I get a new activation code if I have lost it, let it expire or did not receive it?**

On the log-in page under “Need An Activation Code?” click “Request One Now.” Complete the online form and submit. You may also contact the Health

Information Management department at HIM-PatientPortal@med.umich.edu or you can call 734-615-0872 Monday-Friday 7:30 am -4:00 pm. After we verify your information, we will e-mail you a new code.

### **Can I view my patient portal on my Android or iPhone?**

Yes, you can view your portal account by downloading the free MyChart app from Epic Systems Corporation for your Android or iPhone.

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