

VCU Health MyChart Patient Portal

Information for Patients, Parents, and Proxies

VCU Health System Authority offers access to the VCU Health MyChart patient portal as a courtesy to our patients.

MyChart is a secure web-based tool that gives patients access to their health information and allows them to communicate with their VCU Health care team. This information shares the facts and risks of using a web portal.

Policies and Procedures regarding MyChart

1. The portal allows you to access some of the patient's health information, such as medical history, medications, test results, and some notes. The medical record information will be in English.
2. The portal allows secure non-urgent messages to be sent between the patient and their health care providers.
3. The portal does not replace in-person health care and is not appropriate for emergency diagnosis and treatment.
4. For patient and/or proxy access (an adult who is not the patient allowed to access the record):
 - a. **Patients, ages 0 to 12:** No access for the child. The parent or legal guardian is allowed full proxy access. When the patient turns 13, the parent or legal guardian access to the portal is removed due to Virginia law related to privacy restrictions allowed for adolescents.
 - b. **Patients, ages 13 to 17:** Allowed their own full access to the portal. The parent or legal guardian is allowed limited proxy access due to Virginia law related to privacy restrictions allowed for adolescents.
 - c. **Patients, ages 18 or older:** May have own access and/or may grant proxy access to any other adult(s).
5. To access the portal:
 - a. Self-enroll: Patients, age 18 or older, can sign up at vcuhealth.org/mychart if their Social Security number (SSN) is on file in their medical record to get access.
 - b. Get an invitation: All other patients, ages 0-17, and their parents, legal guardians, or proxies, must be sent an invitation.
6. If you receive an invitation by email, follow the instructions to create your username and password within go days. The answer to the security question is the last four digits of the patient's SSN (for minors without a SSN, use the SSN of a parent), or any other four-digit number you chose when requesting access.
7. Use of shared email accounts for portal access is allowed but not recommended. All persons sharing the email account and password will have access to the patient's health information via the portal.
8. To authorize proxy access, the patient or legally authorized representative must complete the VCU Health MyChart Permission Form, available from the VCU Health MyChart web page at vcuhealth.org/mychart and return it to any team member you encounter during your care or the Health Information Management Department.
9. To remove proxy access, the patient or legally authorized representative must complete the VCU Health MyChart Permission Form, available from the VCU Health MyChart web page at vcuhealth.org/mychart and return it to the Health Information Management Department. It may take up to three (3) days for access to be removed.

Responsibilities of MyChart Users

Every user is responsible for protecting the confidentiality of health records and must keep their password safe to prevent unauthorized access to patient information. VCU Health System Authority is not liable for breaches of confidentiality that occur from unauthorized use of such information.

- If you suspect that someone has learned your password, you should access VCU Health MyChart immediately and change it.
- If you become aware of a breach of this confidentiality, you should report it promptly to the Health Information Management Department at (804) 828-5501 Option 2 OR (804) 628-3896.
- If you gain access to another person's health records for which you do not have authorized proxy access, you should not read the information and report it immediately to the Health Information Management Department at (804) 828-5501 Option 2 or (804) 628-3896.


Permission form can be mailed, emailed, faxed, or delivered in person to:

VCU Health, Health Information Management Department, Box 980679, Richmond, VA 23298-0679

Email: HIMPatientPortal@vcuhealth.org

Fax: (804) 828-3623

Release of Medical Information Office is in VCU Medical Center's Main Hospital, First Floor, Room 403A

Name MRN DOB Patient Identification	 VCUHealth™ VCU Health System Authority VCU Health MyChart Patient Portal Permission
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<input type="checkbox"/> Adult Patient or Child ages 0-17		
Name	Birth Date	Last four digits of SSN (or other four-digit number) <i>For child with no SSN, use parent's SSN</i>
Mailing Address		
Email Address <i>NOTE: If this is a shared email address, then all persons sharing it will have access to this patient's health information</i>		

<input type="checkbox"/> Give Proxy Access (required for children ages 0-12, optional for adult patients and children ages 13-17)	
Name of Proxy <i>For child ages 0-17, must be parent or legal guardian</i>	Relationship to Patient <input type="checkbox"/> Parent <input type="checkbox"/> Legal Guardian* Other (specify):
Birth Date	*This request must be accompanied by a copy of legal paperwork verifying the individual's status as Legal Guardian.
Email Address <i>NOTE: If this is a shared email address, then all persons sharing it will have access to this patient's health information</i>	

<input type="checkbox"/> Remove Proxy Access	
Name of Proxy to be removed	Relationship to Patient <input type="checkbox"/> Parent <input type="checkbox"/> Legal Guardian* Other (specify):
	*This request must be accompanied by a copy of legal paperwork verifying the individual's status as Legal Guardian.
Email Address of Proxy to be removed	

By signing below, I confirm that I have read, understand, and agree to comply with the procedures and guidelines for using the VCU Health MyChart patient portal.	
Signature of Adult Patient or Parent/Legal Guardian of Child ages 0 to 17 (required)	Date Signed

