

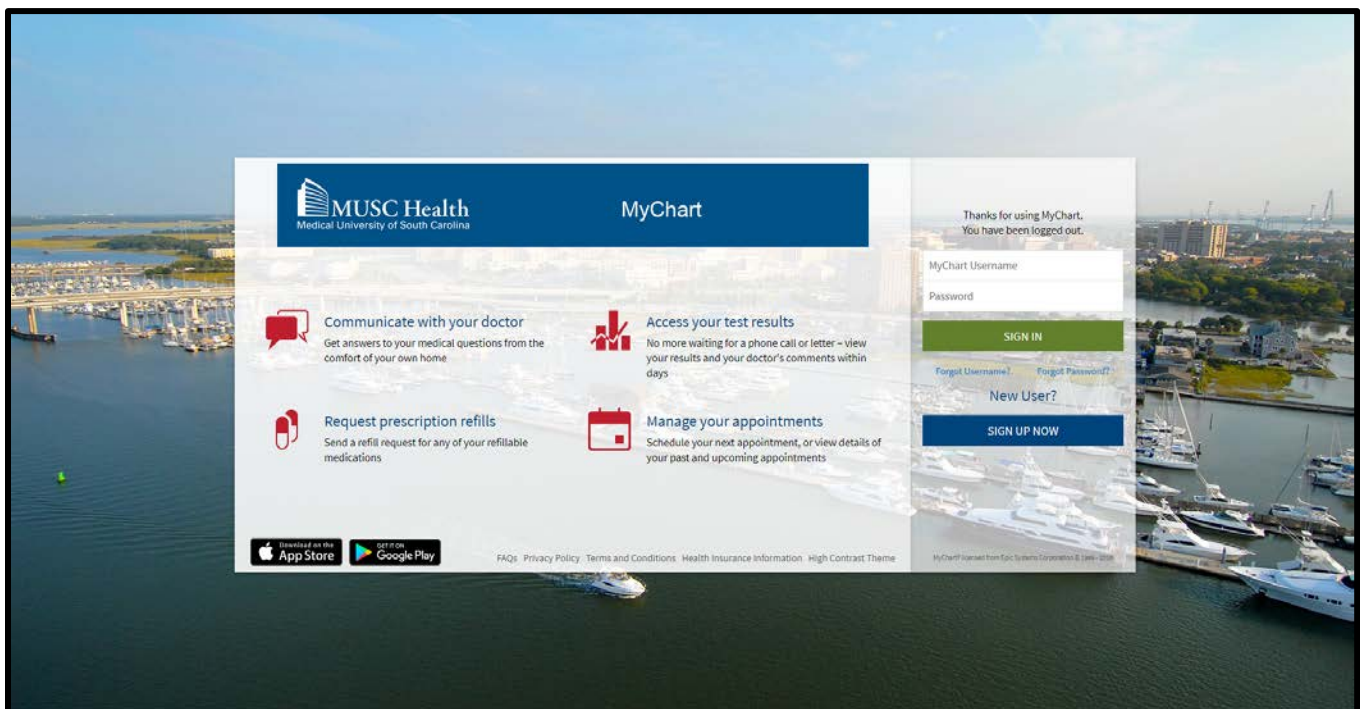
New MyChart Features

In August of 2017, MyChart got a new and improved look. Even though MyChart may look different to you, please be assured that you're still reaching the same MyChart account you previously had with MUSC Health. The functionality is all still the same with a few improvements.

Please see below and feel free to reach out to MyChartSupport@musc.edu or (843) 792-3111 if you have any MyChart questions.

MyChart Gets a New Look!

You will now see a different login page with Charleston in the background. This is still the same MyChart as we previously had; it's just gotten a makeover. You will not need to create a new account. You can **use your existing username and password** to get into MUSC Health's MyChart.



Home Page Changes

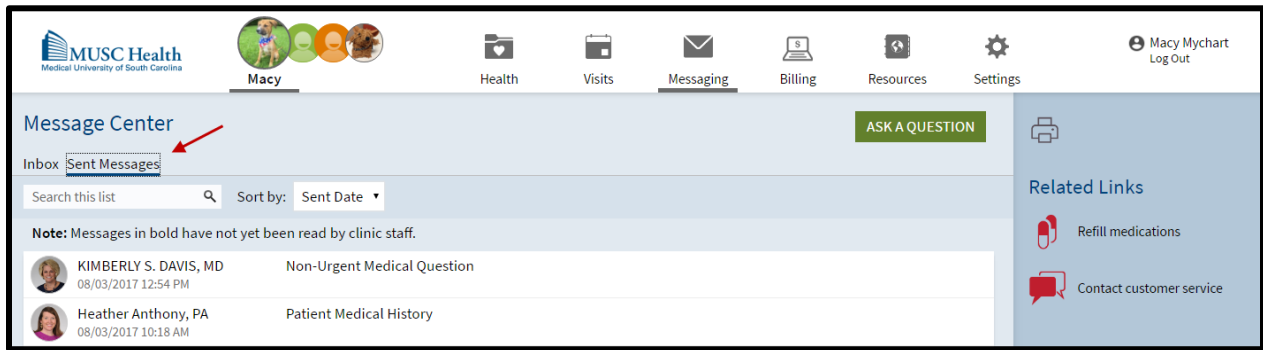
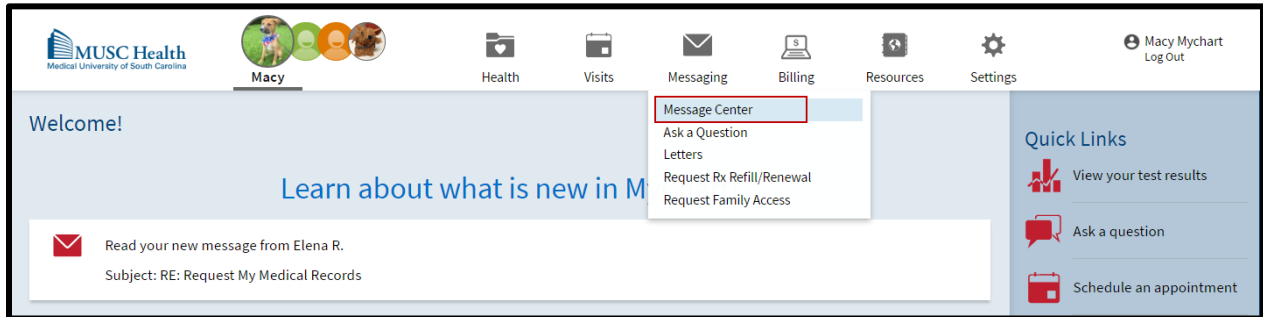
1. When logged into MyChart, you will see your **quick links** now on the right hand side where you will see the most commonly used activities.
2. Any **alerts** you receive will remain at the top of your MyChart account. This will show you an alert if you have any **new messages, health reminders, billing information, test results, letters, appointment instructions, estimates** and more.
3. ****NEW****: You will now see a **To Do list** which will display any **upcoming appointments, orders for labs or tests, or preventive care reminders**.
4. ****NEW****: Members of your Care Team will be shown on your sidebar (*your care team may include: providers, physician assistants, advanced practitioners, pharmacists, nurses & clinical assistants*). You can simply click a provider's name to see more information about them or to send a provider's team a message.

Where do I find it now?

Looking for the message you just sent?

To send or review your sent messages, click on the **Messaging** menu (envelope icon) and select Message Center.

Click on the **Sent Messages** tab.



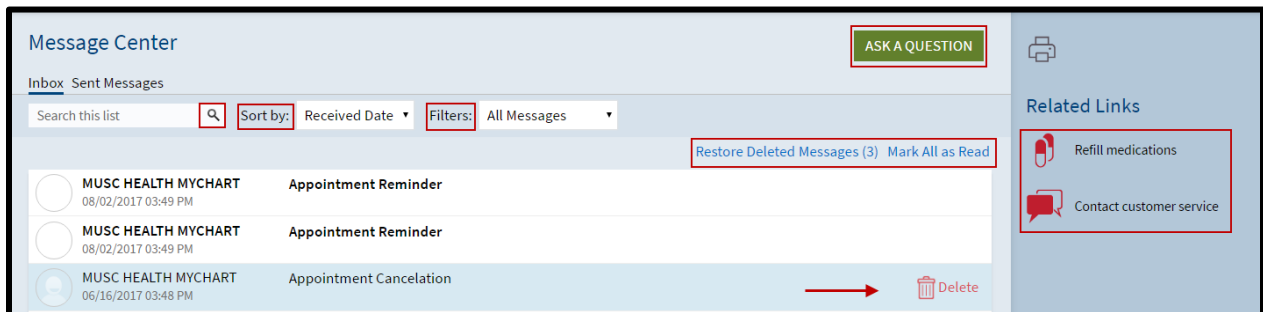
****New Features for the Message Center****

You can now **Search** your messages, **Sort by** *Received Date*, *Subject* or *From* and you can now use **Filters** to look at *All Messages*, *Unfinished Tasks* or *Unread Messages*.

You can now **Mark All as Read** and **Restore Deleted Messages** in one click.

Hover over your read messages to quickly **Delete** them from your message list.

From the Message Center you can now Ask a Question and send a message to your Care Team, the Refill Medications and Contact Customer Service is also available here.

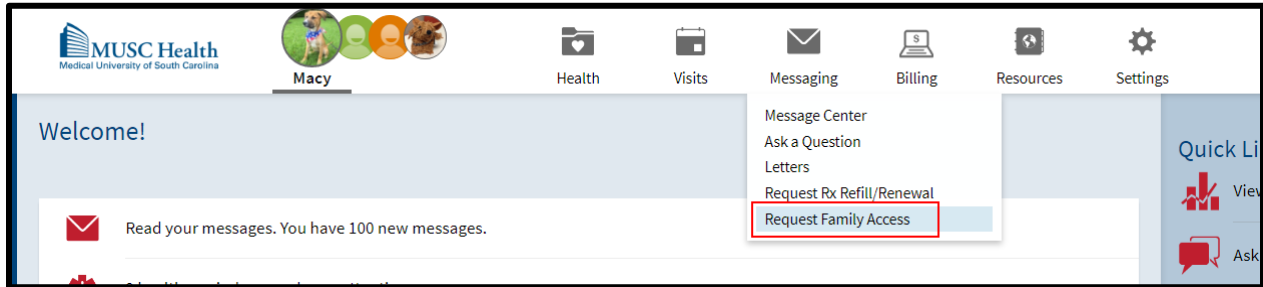


****New Features****

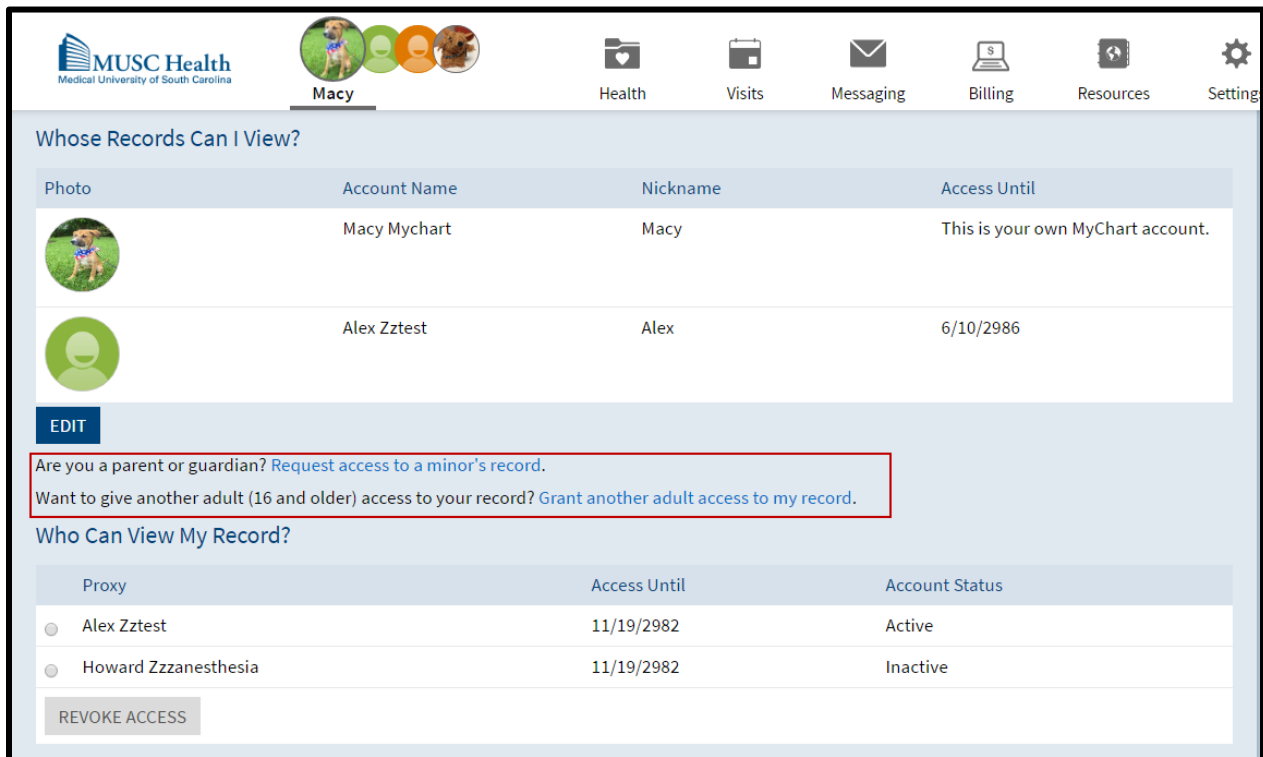
Proxy Forms Are Now Electronic!

We now allow patients to submit an on-line form to grant another adult access to your MyChart account and you can request proxy access to a minor's (under 16) account.

Go to the **Messaging** option in the menu and click **“Request Family Access”**



On the **Personalize** page, you will now see two links to either **request access to a minor's record** or to **grant another adult access to your own record**. You will just need to simply fill out the form and click **SUBMIT REQUEST** to send to MUSC Health's medical records team to process.



Note: We will still have paper forms as well you can [Download Proxy Form](#) . Completed forms can be faxed to 843-876-5703 or sent to email mychartsupport@musc.edu.