DuPage Medical Group
WE CARE FOR YOU

MyChart
Manage your health online

Get connected at mychart.dupagemedicalgroup.com

Access to your health information should not be limited to business hours. That's why we offer MyChart to our patients. With a simple internet connection and MyChart you can securely view your medical history, request appointments, request prescription refills and more from anywhere in the world. And best of all, it's free! So get connected to your health information with MyChart.

What is MyChart?

MyChart gives you direct online access to information from your electronic medical record (EMR). Your lab results, appointment information, medications, immunizations and more are all securely stored for quick retrieval.

MyChart also provides new, convenient methods of communication with your doctor's office. Renew prescriptions, send messages and request appointments–all online.
Log in to MyChart at mychart.dupagemedicalgroup.com.

What information can I see in MyChart?

You can see information from your medical record such as lab and radiology test results, medications, allergies, immunizations, medical history, current health issues and due dates for preventive care. You may also print a Health Summary for your records.

What else can I do in MyChart?

You may send and receive secure messages to and from your doctor's office, request prescription refills, request appointments and receive appointment reminders.

Is MyChart appropriate for urgent matters?

Please do not use MyChart to send any messages requiring immediate attention. For urgent medical matters, please call your doctor's office.

How is MyChart secure?

We take great care to ensure your health information is kept private and secure. Access to information is controlled through personal IDs and passwords. MyChart uses the latest encryption technology. All MyChart messaging is done while you are securely logged on to our website.

How will I know when my information is updated in MyChart?

When you first log in to MyChart, you can provide an e-mail address to which alerts will be sent. These alerts will not contain any specific information from your MyChart account; rather they will notify you that you have updated information in MyChart to review (such as new test results, a new message from your doctor's office or an appointment reminder).

Please see back for more information about MyChart.

mychart.dupagemedicalgroup.com

mychart

Manage your health online

View your medical records

- Review your medications, immunizations, allergies, due dates for preventive care, medical history and current health issues.

- View lab and radiology test results online— no waiting for a phone call or letter.

- Review health education topics and visit summaries provided by your physician

- Also view or print a Health Summary.

Communicate with us

- Communicate with your physician. It's as simple as sending an e-mail—but even more secure.

- Send non-urgent messages requesting general health advice or questions related to past visits, test results, medications, etc.

- Request a prescription refill, send a message to customer service (regarding claims or billing) or send a completed medical history form.

Manage your appointments

- Request your next appointment online.

- View details of your past and upcoming appointments.

Access your family's records

- View health records for your children or for another adult for whom you help manage care (Proxy Form required).

Review billing and insurance

- View your current insurance information on file with us.

Can I also see my family members' health records?

Yes, this is called "proxy" access. For a child under 12, this allows a parent or legal guardian to log into their personal MyChart account, and then view information regarding their child. Per State and Federal guidelines, after the child becomes 12 the parent will still have access to appointments and be able to send messages but will have limited access to the child's medical record information. Once the child turns 18, the parent can get access to the patient's medical record information with the patient's authorization. It is also possible to request access to another adult's health record if you help manage that adult's medical care. For more information please inquire about our Proxy Access FAQ Form.

How do I sign up for MyChart?

To receive an access code for your own health record information, complete the MyChart Sign-Up Form available at your doctor's office. To receive an access code to view a family member's health information, complete the Proxy Form. In addition, if you turn in the forms at your doctor's office, your access code will typically be given to you immediately. You may also mail or fax the Sign-Up and Proxy Forms to the DMG Health Information Management (HIM) Department.

DuPage Medical Group
HIM Department
1801 S. Highland Avenue, Lombard, IL 60148
630 324 2933 *fax*

What if I need more information than is available through MyChart?

If you need additional information than what is available through MyChart, you may complete DMG's Authorization for Release of Health Information Form and turn it in at your doctor's office or mail or fax it to the address/fax number on the form.

Who do I contact with questions regarding MyChart?

Ask anyone at your doctor's office or call the MyChart Help Desk toll-free at 1 855 2MYCHART (1 855 269 2427).

Sign up today and get connected to your health!

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Quality · Efficiency · Access