

Manage your care online with

MyChart

MyChart is a secure website and mobile app that helps you manage your care at MD Anderson. This overview explains how to use MyChart to access your health information, send messages, reschedule or request appointments, and see test results.







On the MyChart homepage, use the menu at the top or the Quick Links menu to the right to access frequently used features.

If you have questions, please call askMDAnderson at 1-877-632-6789.

Activate your account

If you do not already have a patient account, you will need to create one. Talk with a staff member at your next appointment or call askMDAnderson to ask for an activation code. New patients, talk with your patient access representative to receive an **activation code**. You will receive the code with instructions for how to create an account on MyChart.mdanderson.org.

Quick Links

-  [View test results](#)
-  [Ask a question](#)
-  [Complete your questionnaires](#)
-  [Request an appointment](#)
-  [Refill medications](#)
-  [View billing summary](#)

Manage your care

You want to:	On the website, go to	Using the MyChart mobile app, go to
Request an appointment	Visits > Request an Appointment	<i>This feature is not yet available via the mobile app at this time.</i>
Request to reschedule or cancel an appointment	Visits > Reschedule/cancel appointment Select the appointment(s) you want to request to reschedule or cancel and click Continue. After that, a message box will appear where you can type comments regarding your request. A staff member will contact you to reschedule or cancel your appointment(s). Some appointment reschedule or cancellation requests cannot be made online. You may be directed to call your primary center.	<i>This feature is not yet available via the mobile app at this time.</i>
See test results	Health > Test Results Test results are available 3 to 5 business days after your provider receives the result. Lab results are released 3 business days after your provider receives the result. Pathology and imaging are generally released 5 business days after your provider receives the result. Your provider may send you a message if they want to share their comments or instructions with you.	Test Results > Click on the test result you want to view. Some test results may not be viewable with the mobile app.

<p>Send a message to your care team</p>	<p>Messaging > Ask a Question > New Medical Question Select the provider team that you want to send a message to from the drop-down menu. Each message goes to the entire nursing triage team to ensure your message is read in a timely manner. If you need to add a provider to your list, please ask your care team or center staff to do so.</p>	<p>Messages > Send a Message Select the provider team you would like to send a message to.</p>
<p>Send a message not related to medical care (i.e. service, billing, insurance)</p>	<p>Messaging > Ask a Question > Customer Service Question Use the drop-down menu to select the type of question you have and type your message in the comment box. For insurance related questions, use the drop-down menu to select Benefits Question and type your message in the comment box. For billing related questions, use the drop-down menu to select Billing Question and type your message in the comment box.</p>	<p><i>This feature is not yet available via the mobile app at this time.</i></p>
<p>View upcoming appointments</p>	<p>Visits > Appointments and Visits Select Upcoming Only in the drop-down menu. Click on an appointment to see details.</p>	<p>Appointments > Select an upcoming visit to view the details.</p>
<p>View visit notes from past appointments</p>	<p>Visits > Appointments and Visits Click on Past Only in the drop-down menu. Then click on the visit you want to see. Then click on the red Notes tab.</p>	<p>This feature is not yet available via the mobile app at this time.</p>
<p>Request medication refill</p>	<p>Messaging > Request Rx Refill Select the medication from the Prescription box. Then click Continue and select the pharmacy where you would like to pick up the prescription. You also can refill a medication by using the Quick Link on the homepage. NOTE: Only prescriptions filled at a MD Anderson pharmacy will be eligible to request a refill within MyChart. All other refill requests must go through the pharmacy that filled the original prescription.</p>	<p>Medications > Select the medication you would like refilled and send request.</p>
<p>Find where an appointment is located</p>	<p>Visits > Appointments and Visits Look at your upcoming appointments. Click on the visit you want to learn about.</p>	<p>Appointment > click on the upcoming appointment to view details including location.</p>
<p>View or pay your bill</p>	<p>Billing > Billing Acct Summary</p>	<p>Billing > View past statements, amount due and pay your bill</p>
<p>View or update your insurance information</p>	<p>Billing > Insurance Summary</p>	<p><i>This feature is not yet available via the mobile app at this time.</i></p>
<p>Change notification preferences</p>	<p>Settings > Notifications This is where you can opt in or out to receive text message notifications. You also can select to get updates via email instead of postal mail.</p>	<p><i>This feature is not yet available via the mobile app at this time.</i></p>
<p>Find your records and messages for services before March 4, 2016</p>	<p>MD Anderson implemented a new electronic health record (EHR) system on March 4, 2016. This is the computer system we use to document your care, which feeds into MyChart. If you were a patient before March 4, look for Historical sections in each menu area to find information related to services before March 4.</p>	<p><i>This feature is not yet available via the mobile app at this time.</i></p>

Insider tip: You can make check-in faster by filling out questionnaires and updating your information before you arrive.

On the website, go to	Using the MyChart mobile app, go to
<p>Visits > Appointments and Visits Select Upcoming Only in the drop-down menu. Click on an appointment to see details. Click on Update Information. You will be able to verify your personal details and insurance information and fill out required questionnaires.</p> <p>New Patients: Select Upcoming Only in the drop-down menu. Click on the Upcoming New Patient Visit Appointment with your provider. This will take you to a new page with more details about this appointment and three questionnaires.</p> <p>Scroll down to view the three questionnaires you should fill out:</p> <ul style="list-style-type: none">• Patient History• Review of Systems• Additional History <p>Please note: pediatric new patients receive four questionnaires:</p> <ul style="list-style-type: none">• Patient History• Pediatric Patient History• Review of Systems• Child and Adolescent Survey	<p>Appointments > Select an upcoming visit to view the details. Click on Update Information to verify your personal details.</p>



MyChart mobile app: access your health record

You can access MyChart on your mobile phone or tablet by using the free MyChart mobile app. To download, search for “MyChart” in the App Store or Google Play. If you already have the MyChart mobile app, login in and select MD Anderson to see your health record.



MD Anderson mobile: access MD Anderson resources and information

You can access MD Anderson resources and directions on your mobile phone or tablet by using the free MD Anderson Mobile application. To download, search for “MD Anderson” in the App Store or Google Play.

Free wireless internet access

Free wireless internet access is available in most public places of MD Anderson on the MDAGuest network (SSID). No password is required. For technical support, call: 713-794-4636, then press 6 for wireless support from our 4INFO technical support team.

Need more help?

Our staff at The Learning Center will train you to use the site and answer your questions. Visit either location for more information.

Theodore N. Law Learning Center
Main Building, Floor 4, Elevator A
9 a.m.-4 p.m., Monday-Friday

Levit Family Learning Center
Mays Clinic, Floor 2, near The Tree Sculpture
9 a.m.-4 p.m., Monday-Friday