

## Helping you manage your care online

my.MDAnderson.org is a secure, personalized website. It helps you take an active role in managing your care at MD Anderson. This overview explains how to navigate the website and mobile app to access your health information, send messages,

reschedule or request appointments and see test results. These directions use the topics on the left navigation menu to help you find what you need. **If you have questions, please call askMDAnderson at 877-632-6789.**

You want to:	Go to:
Create an account	You will need an <b>activation code</b> . Talk with a staff member at your next appointment or call askMDAnderson, and they will provide you with an activation code and next steps for creating an account on my.MDAnderson.org.
Request an appointment	<b>My Appointments ▶ Request an Appointment</b>
Request to reschedule or cancel an appointment	<b>My Appointments ▶ Reschedule or cancel appointment</b> ▶ 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. This message does not change your appointment(s). 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.
Find where an appointment is located	<b>My Appointments ▶ Upcoming Appointments</b> ▶ Location details can be found under the Department column on this page.  You also can click on the appointment in the list that you would like to learn about. Scroll down to view the location information.  Find appointment location information in the app in appointment details. Remember to click on the appointment for locations details to appear.
Send a message to your care team	<b>My Messages ▶ Get Medical Advice</b> ▶ Select the physician team that you want to message from the drop-down menu. Each message goes to the care team to ensure your message is read in a timely manner. Ask your care team or center staff to add a physician to your list. You also can ask your team to add an external doctor to your health record using Get Medical Advice.
Send a message not related to medical care (i.e. service, billing, insurance)	<b>My Messages ▶ Ask Customer Service</b> ▶ Use the drop-down menu to select the type of question you have and type your message in the comment box. For insurance questions, select Benefits Question. For billing questions, select Billing Question.
View upcoming appointments and fill out required information before your visit	<b>My Appointments ▶ Upcoming Appointments</b> ▶ You can make check-in faster by filling out any required information before you arrive. After you click on the appointment date, you will see a page with all of your appointment details. Scroll down and click on <b>Update Information</b> . You will be able to verify your personal details and insurance information and fill out required questionnaires.
View visit notes from past appointments	<b>My Visit History ▶ Visit Summary</b> ▶ Then click on the visit you want to see. Then click on the red <b>Notes</b> tab.
Request medication refill	<b>My Messages ▶ Request Medication Refill</b> ▶ 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 going to <b>My Health Record ▶ Medications</b> . Scroll down to find the medication you want to refill. Then click request to refill.
See test results	<b>My Health Record ▶ Test Results</b> ▶ Test results are available 3 to 5 business days after the test. Lab results are released 3 business days after final status. Pathology, imaging and genetic testing are generally released 5 business days after final status. Some test results are not available for viewing on the mobile app. Your physician may send you a message if they want to share their comments about test results with you.
View or pay your bill	<b>My Billing ▶ Billing Account Summary</b> You also can access your bills on the mobile app: login in to your account and select Billing.
View or update your insurance information	<b>My Billing ▶ Insurance Summary</b>
Change notification preferences	<b>My Account ▶ Notifications</b> ▶ 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.
Find your records, messages, bills for services before March 4, 2016	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 my.MDAnderson.org. 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.

## New Patients

This section explains how new patients can create an account and fill out forms before their visit to make check-in faster.

You want to:	Go to:
Create an account	You must <b>request an activation code</b> . Talk with your patient access representative, the staff member who scheduled your first appointment, to receive an activation code to create an account.
Make check-in faster by filling out new patient questionnaires	<b>My Appointments ▶ Upcoming Appointments ▶</b> Click on the upcoming new patient visit appointment with your physician. This will take you to a new page with more details about this appointment and three questionnaires.  Scroll down to view the three questionnaires you should fill out: <ul style="list-style-type: none"><li>• Patient History</li><li>• Review of Systems</li><li>• Additional History</li></ul> Please note: pediatric new patients receive four questionnaires: <ul style="list-style-type: none"><li>• Patient History</li><li>• Pediatric Patient History</li><li>• Review of Systems</li><li>• Child and Adolescent Survey</li></ul>
Use the mobile app	Find instructions on downloading the mobile app on <a href="http://www.mdanderson.org">www.mdanderson.org</a> Search "MD Anderson Mobile App" New patients must login to <a href="http://my.MDAnderson.org">my.MDAnderson.org</a> and accept the acknowledgement forms before they can login to the patient website on the MD Anderson mobile app.

## 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 Learning Center

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

## How to use myMDAnderson on your mobile device

Free wireless internet access is available in most public places of MD Anderson on the MDAGuest network (SSID). No password is required.

You can access [myMDAnderson.org](http://myMDAnderson.org) on your mobile phone or tablet by using the MD Anderson Mobile application. It is a free, easy- to-download application (or app) for Apple and Android users. To download, search for "MD Anderson" in the App Store or Google Play.



You can login to myMDAnderson on the mobile app using your fingerprint. This means you can access your account without having to always re-type your password.

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