

MyChart FAQ

Answers to frequently asked questions

What is MyChart?

UAB Medicine is transitioning to a new electronic health record (EHR) system called Epic, which eventually will be used across the health system. As part of this transition, a new patient portal called MyChart will replace current portals.

MyChart is a secure online system that allows patients to access their health information and stay connected to their care team. With MyChart, patients can:

- View their test results and medications
- Message their providers
- Request medication refills
- Access their health information in one place

Who can use MyChart?

MyChart eventually will be available to patients across UAB Medicine. It will first be available to UAB St. Vincent's patients starting in July 2026. In 2027, it will be rolled out at:

- UAB Hospital and clinics
- UAB Medical West
- Cooper Green Mercy Health Services
- UAB Hospital-Callahan Eye and clinics
- The UAB schools of Nursing, Dentistry, Optometry, and Health Professions
- The University of Alabama College of Community Health Sciences

What do patients need to use MyChart?

- A computer, smartphone, or tablet
- Internet access
- An up-to-date web browser or the MyChart mobile app





How do patients sign up for MyChart?

They may sign up using an activation code that will be sent following a medical appointment or hospitalization. They also may self-enroll at uabmedicine.org/mychart or through the MyChart mobile app which is available on the app stores for both Apple and Android devices.

Will patients automatically be enrolled in MyChart if they already have an account with the current portal?

No, they must create a new account.

If a patient already has a MyChart account through another hospital or care provider, does he/she need to create a new account?

Yes, such patients will still need to create a new MyChart account with UAB Medicine. In most cases, patients will be able to link these accounts, so that they have access to their medical records at multiple locations from a single account.

What will happen to the current portal?

MyChart will replace all current patient portals. Patients will still be able to access their past health information in the current portal, should they need to review these historical data.

Will MyChart include patients' existing records?

Much of their important information will transfer over to the new portal, to support their care, but new records will only be added to MyChart.

How quickly will patients be able to see their test results?

Results may appear as soon as they are finalized – in some cases, before they are reviewed by the provider.

Can patients message their provider anytime?

Yes, and the provider will respond within two business days in most cases. Patients who need immediate medical attention should make an appointment with their provider, or call 911 or visit a nearby emergency room if they have a medical emergency.



Can patients still call their provider?

Yes. MyChart simply provides an additional way for patients to contact their provider.

What records can providers see?

Providers have access to patients' full medical record, to help provide the best possible care. For patients who have received care at other facilities, their providers might be able to see information from these other locations, if both organizations use MyChart.

Can patients pay their bills using MyChart?

Yes, patients will be able to pay their future bills through MyChart. However, outstanding balances from before the transition to MyChart must be paid through the previous patient portal or facility website. Patients should visit uabstvincents.org/billing to pay outstanding balances for care provided before the transition to MyChart.

Will patients receive notifications through MyChart?

Yes, patients will be notified through MyChart when new records are added or a provider sends them a message. Patients will have the ability to adjust their notification preferences within their MyChart account settings.

Is MyChart secure?

MyChart is a secure portal, and patient accounts are protected with a private login using a username, password, and two-step verification. All data, including messages between patients and providers, is stored safely.

What if MyChart contains old or incorrect patient information?

Patients should contact their provider and ask for the information to be corrected or updated.

How do patients request records that are not in MyChart?

They should visit uabstvincents.org/billing/medical-records-request to request those records.



What is the minimum age for having a private MyChart account?

Patients must be at least 16 years old to have a private MyChart account. Legal guardians can have a proxy account on behalf of patients under the age of 16.

Can a MyChart user access his or her family's records?

Yes, with permission from the patient(s).

Are patients required to use MyChart?

No. MyChart is a secure and convenient way for patients to access their health information and communicate with their providers, but it is entirely optional.

What if a patient has forgotten his/her username or password?

The MyChart app or desktop version features recovery links to help patients regain access to their account.

