

MyChart FAQ

Answers to frequently asked questions

Important: Starting July 13, 2026, MyChart was open for patients to activate their accounts. However, medical records and most MyChart features will not be visible until the July 25 go-live. At that time, new test results, visit information, and other health records will begin appearing in MyChart. Historical records from visits and care received before July 25 will be added in stages and are expected to be fully available by mid-November 2026.

Getting Started

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. Patients can use it through the MyChart website or by downloading the MyChart app from the Apple or Google Play app store on a smartphone or tablet.

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:

- Send non-urgent messages to their care team
- View test results and visit summaries
- See current medications, allergies, immunizations, and other health information
- View upcoming appointments
- Complete forms before some visits
- View and pay bills
- Access family records with the proper permission
- Link records from other participating organizations, when possible
- And much more



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?

Beginning July 13, 2026, patients can sign up for MyChart in three ways:

1. Use an activation code. Most patients will automatically receive an activation code by email or text after a medical appointment or hospital stay. Once a patient receives an email or text with an activation code, the patient can use the link to create their account.
2. Sign up online. Patients can visit mychart.uabmedicine.org and follow the steps to create an account.
3. Use the MyChart app. Patients can download the MyChart app from the Apple or Google Play app store and follow the registration instructions.

Patients may also use Step-by-step registration instructions found at uabstvincents.org/mychart.

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

No, they must create a new account.

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

Yes. Patients still need to create a UAB St. Vincent's MyChart account. In most cases, patients can link records from other participating organizations so they can access health information from multiple organizations through MyChart.

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.

Current portal & moving to MyChart

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?

Starting July 13, 2026, MyChart was open for patients to activate their accounts. However, medical records and most MyChart features will not be visible until the July 25 go-live. At that time, new test results, visit information, and other health records will begin appearing in MyChart. Historical records from visits and care received before July 25 will be added in stages and are expected to be fully available by mid-November 2026.

Using MyChart

Can patients message their provider anytime?

Yes. Patients can use MyChart to send non-urgent messages, ask follow-up questions, request prescription refills, and read updates from their provider's office. Providers will respond within two business days in most cases.

If a patient needs immediate medical attention, the patient should call 911 or visit a nearby emergency room for a medical emergency.

Can patients still call their provider?

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

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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.

Medical records & results

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

Many test results appear as soon as they are available. In some cases, patients may see a result before their provider has reviewed it. Patients with questions about a test result should contact their care team through MyChart or by phone.

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.

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.

Billing & payments

Can patients pay their bills using MyChart?

Yes. Patients can pay bills through MyChart for care provided after the July 25, 2026, transition. Outstanding balances from before the transition must be paid through the previous patient portal or UAB St. Vincent's website. Patients should visit uabstvincents.org/billing to pay outstanding balances for care provided before the transition to MyChart.

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Family access & age requirements

What is proxy access?

Proxy access allows one person to view or help manage another person's MyChart account. It may be helpful for parents or guardians managing a child's care, adult children helping a parent, or spouses or care partners helping one another.

Can patients access a family member's MyChart account?

In some cases, yes. With the appropriate permission, a patient may be able to view another person's health information through proxy access. What the proxy user can see may depend on the patient's age, the relationship to the patient, and applicable privacy laws.

How do adults share access with another adult?

Adult patients may choose to give another adult access to their MyChart account. If both adults have active MyChart accounts, the patient can send a proxy invitation through MyChart. The person receiving access must accept the invitation through his or her own MyChart account.

If the patient cannot send the invitation, proxy access may need to be requested through the clinic or the MyChart support process.

Will a parent have access to a baby's MyChart account?

Babies born at UAB St. Vincent's facilities will automatically have a MyChart account created at birth. In most cases, the birthing parent will automatically receive proxy access to view the baby's health information in MyChart.

Automatic proxy access may be affected by court orders, adoption agreements, or surrogacy agreements.

Can parents or guardians access a child's MyChart account?

Parents and legal guardians may request access to a minor child's MyChart account by completing the MyChart proxy request process. Once approved, the child's account will appear as a linked account in the parent or guardian's MyChart account.

In most cases, parents and guardians have full proxy access until the child turns 19. Once the child turns 19, parent or guardian access is automatically removed to protect the patient's privacy.

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Can teens have their own MyChart account?

Patients may create their own private MyChart account starting at age 16. Privacy rules may limit what parents or guardians can see in some situations.

Are any test results hidden from proxy users?

Yes. Some confidential information will not be shown to proxy users, even when proxy access is approved. This may include certain sensitive test results, such as pregnancy testing or testing for sexually transmitted infections.

Can proxy access be changed or removed?

Yes. Adult patients can change or remove proxy access at any time.

Will proxy access let someone see billing information?

No. Proxy access does not automatically give someone access to billing statements, payment plans, or other financial information. Billing access may depend on whether the person is listed as the guarantor for the account.

Privacy & security

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.

Technical help

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

For technical issues or questions about creating or using a MyChart account, patients should visit uabstvincents.org/mychart or call UAB Medicine MyChart Support at 844-822-4748. Support is available 24/7.

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